

“Frequently Asked Questions”

Q. How can we contact you?

A. You can contact your local Culligan team the following ways:

Phone: 877-428-5544 or 858-295-3501

Email: SDPH@hallswater.com

Website: www.waterdeliverysandiego.com

Q. I am on a regular delivery route; will that continue?

A. Yes! Your products will continue to be delivered just as they are today.

Q. Where do I send my payments?

A. Our remittance address for check payments is:

Culligan of San Diego

PO Box 2903

Wichita, KS 67201-2903

Q. When will I receive my first statement from Culligan of San Diego?

A. Your first statement for March 16th thru April 30th will arrive the first week in April, 2023.

Q. When are payments due?

A. Payments are due the 20th of every month. Your first payment for April 2023 bill will be due by April 20, 2023.

Q. Will my account number change?

A. **YES.** Please refer to your statement or invoice for your new account number.

Q. Can I view account online?

A. Yes! You can view your account, statements, balance, next delivery dates, and pay your bill online at www.hallswater.com. You will need your new account number to enroll, which is located on your statement or invoice.

Q. Can you email me my statement instead of mailing it to me?

A. Yes! We encourage all customers to go “Paperless”. Please contact us at custcare.Sandiego@hallswater.com to set this up!

Q. What if I sent my payment to Silver Springs after March 16th?

A. Don't worry, Silver Springs and Culligan will be working together to post payments for the next 30-60 days. Please be sure to update your records so that future payments are sent directly to Culligan.

Q. I have bank payments set up directly through my bank, do I need to update the information?

A. Yes! Please change the information and account number with your bank to send payments to:

Culligan of San Diego

PO Box 2903

Wichita, KS 67201-2903

Q. I am currently enrolled in auto pay through Silver Springs, will that continue with Culligan?

A. Yes, your auto pay will continue with Culligan. A representative from Culligan will be reaching out to obtain your information. Please make note of a couple of changes:

1. Your automatic payment will be deducted on the 15th of every month, if this date falls on a weekend it will be ran the following business day. This date will be reflected on your statement from Culligan.
2. The description you will see on your bank account will be “Culligan of San Diego”.