

**City of San Diego
Independent Rates Oversight Committee (IROC)**

**Public Outreach, Education & Customer Service
Subcommittee Meeting**

**April 12, 2010
8:30 a.m. – 10:00 a.m.**

**Meeting Location:
Metropolitan Operations Complex II, **Conf. Room 1D**
9192 Topaz Way
San Diego, CA 92123
(858) 292-6300**

AGENDA

Agenda Item	
1. Non-Agenda public comment*	
2. Approval of Minutes from February 8, 2010	
3. Committee Chair Notes from Water Research Foundation’s Webinar, “Water Conservation: Customer Behavior and Effective Communication”	
4. Subcommittee Discussion: Solicit input from subcommittee members to define Performance Metrics for Public/Stakeholder Outreach (utilizing IPR RFP Outreach Tasks, attached)	
5. Update from Department Staff on Outreach Activities for: Water Conservation, Water Rates, Reclaimed Rates, Submetering, Tiered Rates for Commercial Ratepayers, Pt Loma Modified Permit (Next Steps).	
6. Potential future Agenda items	
7. Subcommittee Member Comments	
8. Adjournment	

* This portion of the agenda provides an opportunity for members of the public to address the Subcommittee. Comments are limited to three (3) minutes per individual. Please complete a Speaker’s Slip in advance of the start of the meeting. For alternative format or disabled accommodations, please call Monica Musaraca at 858-292-6305.