



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

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

## **Agenda**

**November 14, 2011  
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**

<b>Agenda Item</b>	
1.	Non-Agenda public comment*
2.	Approval of Minutes of October 10, 2011
3.	Construction Water Use in San Carlos Community - Sunrise Powerlink (Jim Fisher)
4.	Update on the utility billing system conversion (Customer Care Solutions) (Michael Vogl)
5.	Water Conservation Update (Chris Robbins)
6.	Discussion: FY11 Annual Report
7.	Potential future Agenda items
8.	Subcommittee Member Comments
9.	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 Foster at 858-292-6305.