



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

**Outreach and Communications
Subcommittee Meeting**

Agenda

**November 13, 2012
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 Item	
1.	Non-Agenda Public Comment*
2.	Customer Care Update (<i>Michael Vogl</i>)
3.	Public Utilities External Affairs Program Update (<i>Brent Eidson</i>)
4.	Water Policy Implementation Task Force Update (<i>Brent Eidson</i>)
5.	FY12 IROC Annual Report Development Update
6.	Potential future Agenda items
7.	Outreach and Communications 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 Foster at 858-292-6305.