



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

**Outreach and Communications  
Subcommittee Meeting**

**April 8, 2013**  
**9:00 a.m. – 10:00 a.m. (*reduced meeting time*)**

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

<b><u>Agenda Item</u></b>	
1.	Non-Agenda Public Comment*
2.	Update on Call Center Service levels and billing design changes
3.	Follow-up on a reported \$3,000 single family residence customer billing error
4.	Discussion on the scope of the upcoming Water Meter Read Accuracy
5.	Planning for the upcoming 50 <sup>th</sup> Anniversary of the Metropolitan Wastewater System
6.	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.