



City of San Diego  
Independent Rates Oversight Committee (IROC)

Outreach and Communications Subcommittee Meeting  
June 10, 2013  
8:30 a.m. – 10:00 a.m.

**REVISED AGENDA**

Meeting Location:  
Metropolitan Operations Complex II  
AUDITORIUM  
9192 Topaz Way, San Diego, CA 92123  
(858) 292-6300

<u>Agenda Item</u>	
1.	Non-Agenda Public Comment*
2.	Scoping the Customer Service Division performance audit ( <i>Matthew Helm, OCA Audit Manager</i> )
3.	Graphs and charts to communicate to the utility ratepayers how rate funds are being utilized; and other outreach efforts
4.	<b>Planning Item:</b> IROC to consider amending the FY14 Work-plan based on the NR&C feedback received on May 15, 2013
5.	<b>Planning Item:</b> Plan to meet with various Council Members/Offices to accomplish IROC requirements
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.