



FOR IMMEDIATE RELEASE  
Thursday, May 23, 2019

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# **City of San Diego Names New Director of Public Utilities**

## **SHAUNA LORANCE WILL BEGIN AUG. 1, TASKED WITH LEADING OPERATIONAL REFORMS**

SAN DIEGO – The City of San Diego today announced Shauna Lorance as its new Director of Public Utilities. Her first day will be Aug. 1.

**“Ms. Lorance brings the skills, discipline and experience at reforming agencies that Public Utilities needs,” said Kris Michell, the City’s Chief Operating Officer. “We’re committed to getting this department right for the public, and she’s the person to make that happen.”**



Lorance currently serves as Interim General Manager of the Monterey County Water Resources Agency. From 1996 to 2016, she held executive management positions at the San Juan Water District.

Lorance will be taking over a department that is in the process of addressing unreliable meter performance, inconsistent billing statements, and customer criticisms. Last summer, at the direction of Mayor Kevin L. Faulconer, the City initiated a comprehensive analysis of water systems and processes.

Operational changes are underway to make the department more reliable and customer-focused, including the following:

- To strengthen reform efforts, a new management team is being built, beginning with Ms. Lorance;
- Improved customer service procedures have been implemented to ensure customer phone calls and requests are handled promptly and respectfully; and
- City employee training is being changed to address past deficiencies.

**“I’m excited for the opportunity to lead the Public Utilities Department and intend to continue transforming the agency to better serve the public,” Lorance said. “There have been a lot of positive steps taken, but there’s still more we can do. Our job is to earn back the trust of San Diego’s communities, and I am looking forward to getting started.”**

Lorance remains in her current position until the end of June. She will be available for media interviews on her start date.

The Public Utilities Department provides water service and wastewater collection for City of San Diego customers, as well as wastewater treatment and disposal services for City of San Diego customers and regional partners. The department has more than 1,600 employees and an annual budget of \$1.65 billion.

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