

Contact: Rebecca Kelley RKelley@sandiego.gov

C: (619) 384-5269

Date: August 2, 2018

CATE'S REFORMS RECEIVE UNANIMOUS SUPPORT FROM ENVIRONMENT COMMITTEE
Amendments Aid the Public Utilities Department in Becoming More Transparent, Efficient, and Proficient

San Diego, CA: Six months after Councilmember Cate first [expressed concern](#) regarding high water bills, today, the City of San Diego's Environment Committee unanimously approved his suggested amendments to improve the Public Utilities Department (PUD).

Councilmember Cate's Amendments are as follows:

- Requires the Public Utilities Department to annually prepare a Five-Year Financial Outlook.
- Obligates PUD to give written notice to customers whenever meters are estimated and make every effort to read all meters to the extent feasible.
- Identifies funding for a customer service consultant contract to help with improving their overall customer service practices.
- Prioritizes the robust measuring of customer interaction (Key Performance Indicators) to include:
 - Annual number of customer complaints regarding billing
 - Average time to respond and resolve billing complaints
 - Annual number of abnormally high water bills that trigger and result in an investigation
 - Average time on hold for all telephone inquiries
 - Number of times all lines are in use
 - Annual number of bill estimations
 - Metrics for non-water bill customer complaints
 - Number of written and verbal complaints received by the department
 - Number of days to respond and resolve the complaint

"San Diego ratepayers deserve a department that can complete the simple task of sending accurate water bills. My reforms will help rebuild San Diego's trust in the water department by revamping its customer service operations, ensuring accurate meter readings, and adding new levels of financial accountability," stated Councilmember Chris Cate.

View Councilmember Cate's PUD Proposal here: <http://bit.ly/2IEcwjK>

View Councilmember Cate's Environment Committee presentation here: <http://bit.ly/2LL0qez>