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COUNCILMEMBER CHRIS CATE FLOATS PROPOSAL FOR WATER DEPARTMENT
Amendments Aid the Public Utilities Department in Becoming More Transparent, Efficient, and Proficient

San Diego, CA: The City's Public Utilities Department (PUD) provides an important public service that is essential to a strong local economy and thriving neighborhoods. Providing a reliable and clean water supply has been a critical, complex policy issue in this region for over one hundred years. With changing weather patterns, longer dry spells, and the prospect of a perpetual drought, it is necessary for San Diego ratepayers, families, and businesses to be able to trust and have confidence in their local water department. This expectation is of utmost importance as PUD commences the initial phases of Pure Water, a \$3 billion investment to ensure San Diego has an independent, sustainable water supply.

"It is my hope that the following recommendations will aid the Department in becoming a more transparent, efficient, and proficient provider of reliable, clean water to San Diegans for future generations to come," stated Councilmember Chris Cate.

Councilmember Cate's Recommendations:

- Require the Public Utilities Department to annually prepare a Five-Year Financial Outlook.
- Obligate PUD to give written notice to customers whenever meters are estimated and make every effort to read all meters to the extent feasible.
- Identify funding for a customer service consultant contract to help with improving their overall customer service practices.
- Prioritize 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

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

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