



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

**Monday, August 19, 2019
9:30 am – 12:10 pm**

**Metropolitan Operations Complex II, Auditorium
9192 Topaz Way, San Diego, CA 92123**

†ACTION REQUESTED¹	ITEM	PRESENTER	ESTIMATED START TIME
	1 Roll Call	Erika McNeill	<i>Items 1-4</i> 10 Min. (9:30)
	2 Non-Agenda Public Comment ²		
X	3 Approval of Draft Minutes from meeting of 6.17.19	Tiffany Mittal	
X	4 Approval of Draft Minutes from meeting of 7.15.19	Tiffany Mittal	
	5 Chair Updates	Tiffany Mittal	5 Min. (9:40)
	6 Mayor and Council Staff Comments	Staff	5 Min. (9:45)
	7 <u>City Staff Updates:</u> <ul style="list-style-type: none"> • Announcements • Informational Updates 	Department Staff	10 Min. (9:50)
	8 Presentation: Performance Audit of the Public Utilities Department Customer Support Division Customer Service Office (Call Center)	Megan Garth Andy Hanau	30 Min. (10:00)
X	9 Discussion: Selection of New Subcommittee Chairs and Members	Tom Zeleny	15 Min. (10:30)
X	10 Discussion: Creation of Ad Hoc Committee to Draft FY19 IROC Annual Report	Tiffany Mittal	10 Min. (10:45)
	11 Discussion: FY19 IROC Annual Report Preparation (due to PUD by 10.31.19)	Tiffany Mittal	15 Min. (10:55)
	Break		5 Min. (11:10)
	12 Presentation: Ralph M. Brown Act Training Video	Wilson Kennedy	30 Min. (11:15)
	13 City 10 – County Water Authority Update	Tony Heinrichs	5 Min. (11:45)
	14 Metro/JPA - Report Out	Jerry Jones	5 Min. (11:50)
	15 Proposed Agenda Items for Upcoming IROC Meetings (due by 8.30.19)	Wilson Kennedy Tiffany Mittal	10 Min. (11:55)
	16 IROC Members' Comments	IROC Members	5 Min. (12:05)
	17 Meeting Adjourned	Tiffany Mittal	

¹ Action may be taken by the Committee on items listed on this agenda, whether or not the item is marked as "Action Requested".

² This portion of the agenda provides an opportunity for members of the public to address the Commission. Comments are limited to three (3) minutes per individual. Please complete a Speaker's Slip in advance of the start of the meeting/or before the item you wish to speak on and submit to the IROC Administrative Assistant. For alternative format or disabled accommodations, please call Erika McNeill at (858) 292-6398.