

Independent Rates Oversight Committee (IROC)
Meeting of June 20, 2022



1. **Roll Call**

Chair David Akin called the full IROC meeting to order at 9:30 a.m. Roll Call was conducted, and a quorum was declared. Attendance is reflected below:

Members:	Present	Absent
David Akin, Chair	X	
Tiffany Mittal, Vice Chair	X	
Christopher Dull		X
Gordon Hess	X	
Jeff Justus	X	
Jack Kubota	X	
Luis Osuna		X
Jim Peugh	X	
Linh Quach	X	
<u>Ex-Officio Members:</u>		
Jerry Jones, Metro/JPA	X	
Jim Peasley, Metro/JPA Alt.		X

Some of the City representatives present included Juan Guerreiro (Director of Public Utilities) and Ray Palmucci (Deputy City Attorney).

2. **Non-Agenda Public Comment** – None.

3. **Approval of Draft Minutes from Meeting of May 22, 2022** – *David Akin, Chair*

ACTION: Chair Akin called for a motion to approve the minutes. Motion by Member Justus. Second by Member Hess. Motion passed with 7 in favor, 0 opposed, and 2 abstained.

4. **Chair Updates** – *David Akin, Chair*

- Chair Akin is meeting with the Mayor's staff in July to discuss the timing of PUD sharing information with IROC.

5. **Mayor and Council Staff Comments** – None.

6. **PUD Updates** – *Juan Guerreiro, Director of Public Utilities*

- Staffing Updates: 3 vacant Deputy Director positions, 1 vacant Water Delivery Branch Assistant Director position, and no updates on the COO position
- The City has provided a new pension option for some eligible employees
- Level two drought restriction actions are being taken

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7. **Presentation: Customer Support Update** – Katie Keach, Deputy Director, Public Utilities Department

- Customer Support Division Responsibilities
 - Customer inquiries, billing accuracy and analytics, payment processing, coordination with the Water Meter Services Division, water conservation, technological integration, customer portal, sewer classification and new service, and customer communication
- Staffing
 - Customer Services Representatives: 6 Customer Service Supervisors, 1 Assistant Customer Service Supervisor, 6 Senior Customer Service Representatives, and 47 Customer Service Representatives
 - Payment Processing: 1 Senior Cashier and 4 Cashiers
 - Analysis and Support: 2 Supervising Management Analysts, 3 Senior Management Analysts, 6 Associate Management Analysts, 3 Administrative Aides, 1 Principal Engineering Aide, 2 Senior Engineering Aides, and 1 Public Information Clerk
 - Field: 4 Irrigation Specialist and 8 Field Representatives
 - Management: Deputy Director, 3 Program Managers, and 2 Program Coordinators
- Challenges
 - Recruitment and Retention
 - 22.5 current vacancies
 - 13 new positions in FY 2024 budget
 - Technology
 - The current customer software is outdated
 - MyWaterSD required a rebuild to update
 - SAP
 - Updating Policies and Practices
 - Onboarding
 - Knowledge inventory
 - Written documentation and policies
 - Updating training material
 - Screen Steps
 - Next Steps
 - Continued implementation of Amazon Connect contact center solution
 - Continued attention on updating policies, process documentations, training, and morale
 - Screen Steps contract
 - Customer communications
- Questions
 - Chair Akin asked what the current wait time is for calls
 - Ms. Keach stated wait times range from 45 minutes to 1.5 hours.
 - Chair Akin asked if they have thought about contracting out for overflow calls
 - Ms. Keach stated there are concerns over contracting out and research is being conducted on other possible options.

8. **Discussion: Adopt FY 2023 Annual Work Plan** – IROC Members

- Chair Akin called for a motion to approve the Work Plan. Motion by Member Peugh. Second by Member Kubota. Motion passed with 6 in favor, 0 opposed, and 3 abstained.

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9. **Metro/JPA Report Out** – *Jerry Jones, Ex-Officio Member, Metro/JPA Representative*

- Action taken to approve a letter to Mr. Guerreiro and one to the East County AWP.
 - The first letter protests the addition of a regional brine line.
 - The second letter reinforced the need for any costs associated with the brine line show a clear and direct benefit to the Metro Participating Agencies. The letter asked that Metro staff be included in the conversation and discussion of any proposed changes to the residual agreement between San Diego and the East County AWP, and potentially the regional wastewater agreement between San Diego and the Metro Participating Agencies.
- The Metro/JPA has been the negotiating agency on behalf of the Participating Agencies though Phase 1 of Pure Water as well as the first amended and restated agreements.
- Metro/JPA is working on behalf of their members on ARA and Phase II.
- The East County JPA and AWP are not signatories to the wastewater agreement between San Diego and Metro Participating Agencies.

10. **Proposed agenda Items for Upcoming IROC Meetings** – *IROC Members*

- Member Peugh would like an update on the Canyon Sewer Task Force.
- Member Kubota asks for a presentation on how the Brine Line Project will affect the San Diego rate payers.

11. **IROC Members' Comments** – *IROC Members*

- Proposed agenda items carried over from the April 2021 minutes:
 - Once collections resume, Chair Akin would like to have a presentation on the Customer Support Division and Office of the City Treasurer collection process.
 - I&O Subcommittee – Member Kubota recommended adding an item on the “Valve Maintenance and Replacement Program in the Potable Water System (including fire hydrants)” to the agenda.
- Proposed agenda items carried over from the July 2021 minutes:
 - Once collections resume, Chair Akin and Member Kubota would like to combine the collection process presentation proposed in the April 2021 bullet above with an update on the status/timing on lifting water shutoff restrictions.
- Proposed agenda items carried over from the August 2021 minutes:
 - Full IROC – An update from MEA and Local 127 about employee representation.
 - Finance Subcommittee – Once collections resume, a deep dive into the Office of the City Treasurer collections process.
 - O&C Subcommittee – Once in-person training resumes, an update on the Management/Field Academies.
- Proposed agenda items carried over from the March 2022 minutes:
 - Once the position is filled, Chair Akin would like an update from the new Deputy Director of the Water Meter Services Division. This should include an update on AMI, the meter shop, and field crews.
 - Chair Akin asked for an update on Non-Revenue Water.
 - Member Peugh requested an update on ways PUD is reducing methane discharge.

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- Members Hess and Peugh requested updates on the following COSS-related items:
 - COSS Rate Structures. -from Member Hess
 - The level of infrastructure replacement and staffing the COSS is based on for both water and wastewater. -from Member Peugh
 - Update on current System Condition Studies in preparation for the next COSS. -from Member Peugh
 - Update on the number of unfilled positions, hiring success, and PUD functions affected by unfilled positions; and an update on whether or not the COSS will provide resources to fill the unfilled positions. -from Member Peugh
 - Update on how these items are addressed in the COSS: Water sales; reservoir levels; budget status; Pure Water costs & progress; County Water Authority & MET rates; lawsuit updates; impact of changes with Fallbrook and Rainbow; and the Urban Water Management Plan. -from Member Hess
 - It would be helpful to understand why the last COSS was inadequate according to the judge and what the options are to address these deficiencies should the City lose its appeal of the decision. There must be other data requirements or options that could address the rates in a legal manner. -from Member Hess
- Proposed agenda items carried over from the April 2022 minutes:
 - Member Kubota suggested an update on Pure Water Phase II.
 - Member Peugh requested an update related to the 90% Yield on Potable Reuse in other districts.
 - Chair Akin recommended an update on the Pension Fund from SDCERS regarding the general health of the fund. This item will be scheduled after the ongoing Proposition B negotiations are complete.
 - Member Peugh asked for an update on PUD's Long-Range Water Supply.
 - Member Kubota asked for information on Demineralization Facilities and Recycled Water Systems.
- Proposed agenda items carried over from the May 2022 minutes:
 - Member Peugh asked for a Lake Hodges Dam funding update.

12. Meeting adjourned: 11:08 a.m.

Minutes submitted by Megan O'Brien