



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

**Outreach & Communications  
Subcommittee Meeting**

**June 10, 2019  
9:00 am – 10:00 am<sup>1</sup>**

**Meeting Location:  
Metropolitan Operations Complex II  
Conference Room 1E  
9192 Topaz Way, San Diego, CA 92123  
(858) 292-6300**

**Agenda Item**

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|----|---|
| 1. | Non-Agenda Public Comment <sup>2</sup>  |
| 2. | Presentation: Customer Service/Call Center and MyWaterSD Updates – Craig Boyd |
| 3. | Discussion: Pure Water Outreach Update – Tiffany Ngo                          |
| 4. | Possible Future Agenda Items  |
| 5. | Outreach & Communications Subcommittee Member Comments                        |
| 6. | Adjournment   |

<sup>1</sup> Please note the meeting end time is estimated.

<sup>2</sup> This portion of the agenda provides an opportunity for members of the public to address the Subcommittee. Comments are limited to three (3) minutes per individual. Please complete a Speaker's Slip in advance of the start of the meeting. For alternative format or disabled accommodations, please call Erika McNeill at (858) 292-6398.