

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

**Public Outreach, Education & Customer Service
Subcommittee Meeting**

May 4, 2009, 8:30 a.m. – 9:30 a.m.

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

AGENDA

Agenda Item

1. Non-Agenda public comment*
2. Approval of Minutes from April 6, 2009
3. Update from Water Dept staff on: a) water reductions/allocation plan and assessment of how successful we've been to date, b) listing of resources that customers have access to for ideas on reducing water usage, c) identify # of billings per cycle and any "gaps" in # of customers reached due to multi-resident buildings, d) percentage of water users that don't get the water conservation message through a billing, e) potential outreach efforts to close that gap and f) any follow up items from the water allocation forum meetings with public.
4. Update on UCAN insert and timing of mailings.
5. IPR Outreach efforts planned (events, steps, list of contacts to target to support project, timing, etc).
6. Planning for "beyond the current Waiver". Update from staff on what is envisioned as the next steps and potential outreach efforts planned (events, steps, list of contacts/corporate boards to target to support project, timing, etc).
7. Suggestions on other outreach items from IROC Final Report for the Year Ended June 30, 2008 (report issued February 10, 2009).
8. Possible future Subcommittee Agenda items
9. Public Outreach, Education & Customer Service Subcommittee Member Comments
10. Adjournment

* 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 Monica Musaraca at 858-292-6305.