

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

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

**November 3, 2008  
8:30 am – 10:00 a.m.**

**Meeting Location:  
Metropolitan Operations Center II, Auditorium  
9192 Topaz Way  
San Diego, CA 92123  
(858) 292-6300**

**AGENDA**

<b>Agenda Item</b>	<b><i>Estimated Time</i></b>
1. Non-Agenda Public Comment*	<i>(5 min.)</i>
2. Approval of Minutes from October 6, 2008	<i>(5 min.)</i>
3. Update on the Water Conservation/Drought Response	<i>(10 min.)</i>
3. Public outreach “suggestions” made by Los Angeles Hyperion staff during IROC’s visit -- educating the public on what secondary treatment means	<i>(10 min.)</i>
4. Discussion regarding creation of an outreach plan and calendar to raise IROC’s public visibility through the media and community organizations	<i>(20 min.)</i>
5. Discussion regarding creation of a plan and calendar to interface with the Mayor and Councilmembers for advice and discussion in accordance with the Municipal Code that established IROC	<i>(20 min.)</i>
6. Possible future Subcommittee Agenda items	<i>(5 min.)</i>
7. Public Outreach, Education & Customer Service Subcommittee Member Comments	<i>(15 min.)</i>
8. 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.