

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

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

**October 11, 2010
8:30 a.m. – 10:00 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 May 10, 2010 |
| 3. | Public Utilities Department Opinion Study Results |
| 4. | City of San Diego Fraud Hotline – Public Utilities Department plan for communicating the purpose and phone number to all Departmental employees and the public |
| 5. | Discussion: Public Utilities communications plan for educating the public on the various drivers/reasons for water and wastewater rate increases? |
| 6. | Potential future Agenda items |
| 7. | Subcommittee Member Comments |
| 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.