

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

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

**AGENDA**

**April 11, 2011  
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**

<b>Agenda Item</b>	
1.	Non-Agenda public comment*
2.	Approval of Minutes: No minutes to approve this month.
3.	Discussion: planning for a future human resource management presentation (Darlene Morrow-Truver).
4.	Customer Care Solution (CCS) Project Update (Michael Vogl/Jane Arnold)
5.	Utility Bill Re-design (Michael Vogl)
6.	Discussion: FY2011 Public Utilities On-Going Public Information & Outreach (Kurt Kidman)
7.	Review and Discussion of the subcommittee portions of IROC FY2010 Annual Report
8.	Potential future Agenda items
9.	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 Foster at 858-292-6305.