



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

**Outreach and Communications  
Subcommittee Meeting**

**October 12, 2015  
8:30 a.m. – 10:00 a.m.**

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

<b><u>Agenda Item</u></b>	
1.	Non-Agenda Public Comment*
2.	Discussion: Customer Billing Questions & the Customer (Advocate Program) – Brian Mosher, David Akin, and David Bryant
3.	Discussion: FY15 IROC Annual Report Preparation – Irene Stallard-Rodriquez
4.	Future Agenda Items
5.	Outreach and Communications Subcommittee Member Comments
6.	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 858-292-6324.