



**San Francisco Public Utilities Commission  
 Citizens' Advisory Committee  
 Water Subcommittee**

**MEETING AGENDA  
 Tuesday, August 23, 2016  
 5:30 p.m. – 7:00 p.m.**

**525 Golden Gate Ave., 3<sup>rd</sup> Floor Tuolumne Conference Room**

**Members:**

**Jennifer Clary (Chair) (D11)**      Suki Kott (D2)      Ted Loewenberg (D5)  
 Kelly Groth (D7)      Nicole Sandkulla (M-Reg'l Water Customers)

B = Board President Appointment, D = SF District, M = Mayoral Appointment

**Staff Liaisons:** Emily Alt and Afrodita Lopez

**ORDER OF BUSINESS**

1. **Call to Order and Roll Call**
2. **Report from the Chair (5 minutes)**
  - Chair welcomes committee members, staff, and the public
3. **Public Comment** - members of the public may address the Committee on matters that are within the committee's jurisdiction and are not on today's agenda (2 minutes per speaker)
4. **Approval** of the [May 24, 2016](#) meeting minutes (5 minutes)
5. **Presentation and Discussion: [Customer Service Bureau Overview](#)**, Marge Vizcarra, Customer Service Bureau Director (15 minute presentation, 10 minute discussion)
6. **Presentation and Discussion: [Single Sign-on Feature of My Account](#)**, Suzanne Gautier, Communications Manager (10 minute presentation, 10 minute discussion)
7. **Future Agenda Items and Resolutions (5 minutes)**  
*Tentative*
  - Recycled Water*Past Suggestions*
  - Stewardship Policy discussion
8. **Staff Update (5 minutes)**
9. **Announcements/Comments (5 minutes)** – The next regularly rescheduled meeting of the Water Subcommittee will take place on September 27, October 25, or November 22.

**Edwin M. Lee**  
 Mayor  
**Francesca Vietor**  
 President  
**Anson Moran**  
 Vice President  
**Ann Moller Caen**  
 Commissioner  
**Vince Courtney**  
 Commissioner  
**Ike Kwon**  
 Commissioner  
**Harlan L. Kelly, Jr.**  
 General Manager



## 10. Adjournment

Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to the SFPUC Citizens' Advisory Committee (CAC) prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance §§ 67.9, 67.28 (b) & 67.28 (d), at 525 Golden Gate Avenue, 12<sup>th</sup> Floor.

### Disability Access

The CAC meeting will be held in the Tuolumne Conference Room on the 3rd Floor of the SFPUC Offices located at 525 Golden Gate Avenue (Corner of Golden Gate and Polk). The Conference Room is wheelchair accessible. The nearest accessible BART station is the Civic Center Station at United Nations Plaza and Market Street. For information about accessible Muni services call (415) 923-6142.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week: For American sign language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact Tracy Zhu at (415) 554-1816 or our TTY at (415)554-3488 to make arrangements for the accommodation. Late requests will be honored, if possible.

In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals. Individuals with chemical sensitivity or related disabilities should call our accessibility hotline at (415) 554-6789.

### LANGUAGE ACCESS

Per the Language Access Ordinance (Chapter 91 of the San Francisco Administrative Code), Chinese, Spanish and or Filipino (Tagalog) interpreters will be available upon requests. Meeting Minutes may be translated, if requested, after they have been adopted by the Committee. Assistance in additional languages may be honored whenever possible. To request assistance with these services please contact Tracy Zhu at (415) 554-1816, or [tzhu@sfgov.org](mailto:tzhu@sfgov.org) at least 48 hours in advance of the hearing. Late requests will be honored if possible.

### 語言服務

根據三藩市行政法第91章“語言服務條例”，中文、西班牙語和/或菲律賓語口譯服務在有人提出要求後會提供。翻譯版本的會議記錄可在委員會後要求提供。其他語言協助在可能的情況下也可提供。請於會議前至少48小時致電(415) 554-1816或電郵至 [[tzhu@sfgov.org](mailto:tzhu@sfgov.org)] Tracy Zhu 提出口譯要求。逾期要求，在可能狀況下會被考慮。

### ACCESO A IDIOMAS

De acuerdo con la Ordenanza de Acceso a Idiomas “*Language Access Ordinance*” (Capítulo 91 del Código Administrativo de San Francisco “*Chapter 91 of the San Francisco Administrative Code*”) intérpretes de chino, español y/o filipino (tagalo) estarán disponibles de ser requeridos. Los minutos podrán ser traducidos, de ser requeridos, luego de ser aprobados por la comité. La asistencia en idiomas adicionales se tomará en cuenta siempre que sea posible. Para solicitar asistencia con estos

servicios favor comunicarse con Tracy Zhu al (415) 554-1816, o [tzhu@sfgov.org](mailto:tzhu@sfgov.org) por lo menos 48 horas antes de la reunión. Las solicitudes tardías serán consideradas de ser posible.

### **PAG-ACCESS SA WIKA**

Ayon sa Language Access Ordinance (Chapter 91 ng San Francisco Administrative Code), maaaring mag-request ng mga tagapagsalin sa wikang Tsino, Espanyol, at/o Filipino (Tagalog). Kapag hiniling, ang mga kaganapan ng miting ay maaring isalin sa ibang wika matapos ito ay aprobahan ng komite. Maari din magkaroon ng tulong sa ibang wika. Sa mga ganitong uri ng kahilingan, mangyaring tumawag sa Tracy Zhu at (415) 554-1816, o [tzhu@sfgov.org](mailto:tzhu@sfgov.org) sa hindi bababa sa 48 oras bago mag miting. Kung maari, ang mga late na hiling ay posibleng pagbibigyan.

### **Lobbyist Registration and Reporting Requirements**

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code §2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220 San Francisco, CA 94102, Phone: (415) 252-3100/Fax: (415) 252-3112, Email: [ethics.commission@sfgov.org](mailto:ethics.commission@sfgov.org).

### **Know your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)**

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force, by mail to Chris Rustom, Administrator, Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244 San Francisco, CA 94102-4683; by telephone 415-554-7724, by Fax 415-554-7854, or by email: [sotf@sfgov.org](mailto:sotf@sfgov.org)

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.