



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

MEETING MINUTES

Tuesday, August 23, 2016

5:30 p.m. – 7:00 p.m.

525 Golden Gate Ave., 3rd 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)

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

Staff Liaisons: Emily Alt and Afrodita Lopez

ORDER OF BUSINESS

- 1. Call to Order and Roll Call:** the meeting was called to order at 5:40.

Members present at roll call: (3) Clary, Groth, Loewenberg

Member absent at roll call: (2) Kott, Sandkulla

Staff present: Tami Gowan, Aleda Graham

- 2. Report from the Chair**

- Chair Clary welcomes Member Kelly Groth to the Water CAC. At the end of the meeting we will talk about scheduling the fourth Water CAC meeting of the year.

Public comment: none.

- 3. Public Comment** – none.
- 4. Approval** of the [May 24, 2016](#) meeting minutes

Motion was made (Loewenberg) and seconded (Groth) to approve the [May 24, 2016](#) meeting minutes.

The motion PASSED by the following vote:

AYES (3) Clary, Groth, Loewenberg

NOES (0)

ABSENT (2) Kott, Sandkulla

Public comment: none.

- 5. Presentation and Discussion:** [Customer Service Bureau Overview](#), Marge Vizcarra, Customer Service Bureau Director

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



Presentation topics covered:

- Customer Services
- Customer Services Agenda
- Customer Services Profile
- Customer Services Organizational Function
- Customer Services
- Mission and Strategic Goals
- Customer Services FY2015-16 Accomplishments
- Customer Services FY2016-17 Priorities

Topics of discussion:

- General discussion on customer service workforce issues: number of people who answer calls and emails from customers, turnover, training period for new staff, “ownership” of a customer inquiry that leads to ultimate resolution, and write-offs in comparison to revenues – Member Loewenberg
- General discussion on number of shutoffs each year – Chair Clary
- General discussion on lengthy period of time to hire for vacant positions – Chair Clary
- General discussion on number of staff who speak Chinese and Spanish – Chair Clary

Public comment: no comment.

6. Presentation and Discussion: Single Sign-on Feature of My Account,
Suzanne Gautier, Communications Manager

Presentation topics covered:

- When My Account web portal was first initiated, it provided customer user information that was collected from the Automated Water Meter Program.
- When Automated Water Meters were installed no field staff people were laid off.
- This second phase of My Account features a Single Sign On option.
- There was a demonstration of My Account and its features.

Topics of discussion:

- General discussion on responsive formatting of My Account so that it shows up on mobile phones, a better alternative to a mobile phone app
- General discussion on My Account features including daily usage bar graphs, weekly usage, paying online with credit card, water usage over a custom period of time – Chair Clary
- General discussion on frequency of data transmission from Automated Water Meters – Chair Clary
- General discussion on leak detection pilot program – Chair Clary
- General discussion on nuances of leak detection program for single family vs. multi-family households; what threshold is appropriate to contact the customer? – Chair Clary
- General discussion on the outcomes of improved services through Customer Service: decrease in high bill customers and thousands of customers are using My Account – Chair Clary
- General discussion on inaccessibility of account for renters because of customer privacy laws – Member Loewenberg
- General discussion on state legislation on submetering – Member Loewenberg
- General discussion of ongoing lack of transparency for renters – Chair Clary
- General discussion on outreach to single family homes to install submeters – Member Groth

- General discussion on CAC's submetering resolution to encourage new multi-family developments to install submeters – Member Loewenberg
- General discussion on account holders sharing account information with their tenants

Public comment: no comment.

7. Future Agenda Items and Resolutions

- 2018 Bay Area Water Supply portfolio aka 2018 Water MAP
- Update from Natural Resources Division
- Lake Merced
- Groundwater
- Drought resilience
- Recycled water: construction of pipelines and onsite nonpotable reuse

Public comment: none

8. Staff Update

- Follow up on water quality presentation: public hearing on Public Health Goals is on September 13.

Public comment: none.

9. **Announcements/Comments** – The next regularly rescheduled meeting of the Water Subcommittee will take place on September 27.

Public comment: none.

10. Adjournment

Motion was made (Groth) and seconded (Loewenberg) to adjourn the meeting.

The meeting was adjourned at 7:06pm.