

Independent Rates Oversight Committee (IROC)  
Meeting of November 15, 2021



1. **Roll Call**

Chair David Akin called the full IROC meeting to order at 9:30 a.m. Roll Call was conducted and a quorum was declared. Attendance is reflected below:

<b>Members:</b>	<b>Present</b>	<b>Absent</b>
David Akin, Chair	X	
Tiffany Mittal, Vice Chair	X	
Christopher Dull	X	
Gordon Hess	X	
Jeff Justus		X
Jack Kubota	X	
Luis Osuna		X
Jim Peugh	X	
Linh Quach	X	
<b><u>Ex-Officio Members:</u></b>		
Jerry Jones, Metro/JPA	X	
Jim Peasley, Metro/JPA Alt.		X

Some of the City representatives present included Shauna Lorange (Director of Public Utilities) and Ray Palmucci (Deputy City Attorney).

2. **Non-Agenda Public Comment** – None.

3. **Approval of Draft Minutes from Meeting of September 20, 2021** – *David Akin, Chair*

**ACTION:** Chair Akin asked for a motion to approve the minutes. Motion by Member Hess. Second by Chair Akin. Motion passed with 7-0.

4. **Approval of Draft Minutes from Meeting of October 18, 2021** – *David Akin, Chair*

**ACTION:** Chair Akin asked for a motion to approve the minutes. Motion by Member Hess. Second by Chair Akin. Motion passed with 7-0.

5. **Chair Updates** – *David Akin, Chair*

- Chair Akin received a meter replacement-related letter from a customer that will be forwarded to the Customer Support Division.
- Vice Chair Mittal mentioned the continued cancellations of the Finance Subcommittee meetings. There was a discussion on the importance of all the monthly IROC Subcommittee meetings and the desire for the Subcommittee Chairs to be notified in advance of these cancellations.

6. **Mayor and Council Staff Comments** – None.

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Meeting of November 15, 2021

7. **PUD Updates** – *Shauna Lorance, Director of Public Utilities*
  - Provided an update on the class action lawsuit regarding the city’s tiered rates. The city is entering the second phase, identifying potential damages, and trying to move forward with an appropriate appeal approach. IROC was informed that only a limited amount of information can be provided about assumptions in the COSS.
  - Provided an update about the Customer Service Division’s phone system for the Call Center. Replacement is necessary for this outdated citywide system because it has many ongoing issues and it is due to be upgraded.
  - Indicated an update on AMI is forthcoming in early 2022 and mentioned the availability of State funding for customers who are behind on their water bills.
  
8. **Presentation: Condition Assessment Report – Point Loma Wastewater Treatment Plant Facilities** – *Tom Rosales (Assistant Director), Dean Gipson (HDR), and Mandira Sudame (HDR)*
  
9. **Presentation: Pure Water Update (CIP Budget for Phases 1 & 2/Quarterly Update/Outreach)** – *Andrea Demich, Assistant Deputy Director*
  - Member Hess requested a copy of the study mentioned by staff and prepared by a consultant that evaluated the cost per acre-foot of water produced by the Pure Water Project.
  
10. **Presentation: 5-Year Plan** – *Adams Jones, Deputy Director*
  
11. **Discussion: Update on status of FY21 Annual Report (due to PUD by 12/30/2021 and to the Mayor/Council by 01/31/2022)** – *David Akin, Chair*
  - Chair Akin suggested working with PUD staff to schedule an Ad Hoc Committee meeting to work on the FY21 IROC Annual Report.
  
12. **Discussion: Roles and Responsibilities of the IROC Members** – *Gordon Hess, IROC Member*
  - IROC Members expressed concerns about their roles, responsibilities, expectations, and involvement. Members briefly discussed the municipal code, ordinance, and bylaws.
  
13. **Discussion: IROC Letter to the Mayor and City Council** – *Gordon Hess, IROC Member*
  - May suggest having this letter serve as the FY21 IROC Annual Report to the Mayor and Council.
  - The draft letter is currently going through the edit and review process.
  
14. **Metro/JPA Report Out**– None.
  
15. **Proposed agenda Items for Upcoming IROC Meetings** – See item 16.

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**16. IROC Members' Comments – *IROC Members***

- Proposed agenda items carried over from the August 2020 minutes:
  - Lake Hodges Condition Assessment Update.
  - Chollas Operations Center Update.
  - Chollas Operations Center Tour.
  - Customer Support Division Call Center Update.
- Proposed agenda items carried over from the October 2020 minutes:
  - COSS – Rate Structures.
- Proposed agenda items carried over from the November 2020 minutes:
  - Vice Chair Mittal would like for the COSS item to be added to the next agenda.
- Proposed agenda items carried over from the March 2021 minutes:
  - I&O Subcommittee – Member Peugh asked for an update on the level of infrastructure replacement and staffing the COSS is based on for both water and wastewater.
- Proposed agenda items carried over from the April 2021 minutes:
  - Chair Akin would like to have a presentation on the Customer Support Division and Office of the City Treasurer collection process.
  - I&O Subcommittee – Member Kubota recommended adding an item on the “Valve Maintenance and Replacement Program in the Potable Water System (including fire hydrants)” to the agenda.
- Proposed agenda items carried over from the June 2021 minutes:
  - Chair Akin would like to invite the Director of the Office of Boards & Commissions to attend a IROC meeting to discuss the new streamlined processes and online portal.
- Proposed agenda items carried over from the July 2021 meeting:
  - Member Kubota would like to have an update on the Climate Action Plan.
  - Member Kubota asked for an update at full IROC and one of the subcommittees on the recent employee settlement (pending CAO approval on sharing this information).
  - Chair Akin and Member Kubota would like to combine the collection process presentation proposed in the April 2021 bullet above with an update on the status/timing on lifting water shutoff restrictions.
- Proposed agenda items carried over from the August 2021 meeting:
  - Full IROC – An update from MEA and Local 127 about employee representation.
  - Finance Subcommittee – A deep dive into PUD delinquent accounts and the Office of the City Treasurer collections process.
  - O&C Subcommittee – Update on the Management/Field Academies and outreach for collections on delinquent accounts.

**17. Meeting adjourned: 12:21 p.m.**

Minutes submitted by Portia Bell