

AGENDA

CUSTOMER/ COMMUNITY RELATIONS, NEIGHBORHOOD COUNCIL AND LOW INCOME/LIFELINE OUTREACH COMMITTEE

BOARD OF WATER & POWER COMMISSIONERS

TUESDAY, APRIL 21, 2009 – 10:00 A.M.

BOARD ROOM – 1555-H, JFB

**COMMISSIONER EDITH RAMIREZ, CHAIR
COMMISSIONER LEE KANON ALPERT**

LADWP Staff Committee Lead: John Chen

- (1) Opportunity for the public to address the Committee on items of interest to the public that are within the subject matter jurisdiction of the Committee. (Speakers may be limited in speaking time dependent upon the press of business and number of persons wishing to address the Committee.)
- (2) Approval and discussion of the minutes of the March 17, 2009, Customer and Community Relations, Neighborhood Council, Low Income Outreach Committee meeting.
- (3) Update on Low Income Discount Program and Lifeline Program Outreach and Participation. (*John Chen – Customer Services*)
 - a. Report on State Cap for low income money/programs.
 - b. Ways to help customers beyond the State Cap.
 - c. Targeting lists of customers not yet signed up for low income programs.
- (4) Update on Utilities' critical-care lists. (*John Chen – Customer Service*)
- (5) Update on DWP Customer Service Division Standards and Trends. (*John Chen – Customer Services*)
 - a. Presentation of the Voice Recognition System for customer calls.
 - b. Update on paperless billing program.
- (6) Update on Customer Suggestions. (*John Chen – Customer Services and Joe Ramallo – Public Affairs*)
 - a. Upcoming presentation information.
- (7) Update on Water Conservation Programs and Enforcement Activities. (*John Chen – Customer Services*)
- (8) Update on DWP Informational Bill inserts. (*Joe Ramallo – Public Affairs*)

**Customer and Community Relations Neighborhood Council
And Low Income/Lifeline Outreach Committee
April 21, 2009
Continued**

- (9) Quarterly update on Customer Complaints for New Services. *(Marvin Moon – Power System)*

- (10) Customer Complaint Correspondence. *(Water, Power and Joint Systems)*
 - a. Letter received in the Commission Office on January 30, 2009 concerning use of LADWP property for training dogs from Ms. Miller.
 - b. Update on emails received concerning water rates:
 - 1. Email from Ms. Savery.
 - 2. Email from Ms. Rowe.

- (11) Update on New Water Service Installations – Customer Service Goals. *(Steve Malinoski – Water System)*

- (12) Neighborhood Council Relations Activity Report.