

Item No.5

Supplemental Material

For

City of Sacramento

Utilities Rate Advisory Commission

Agenda Packet

Submitted:

For the Meeting of:

Additional Material

Revised Material

TITLE: Community Engagement Program

Contact Information: Jessica Hess, Media and Communications Specialist, (916) 808-8260

Please include this supplemental material in your agenda packet. This material will also be published to the City's Internet. For additional information, contact the City Clerk Department at Historic City Hall, 915 I Street, First Floor, Sacramento, CA 95814-2604, (916) 808-7200.

Community Engagement

Utilities Rate Advisory Commission

October 26, 2011

Goals

- Community engagement, understanding and support for the rate adjustment needed to implement Water/Wastewater Program
- Council support for the rate process and adjustment needed to implement Water/Wastewater Program

Phase 1: Guiding Principles

- Survey
 - Phone
 - Web
 - Written
- Website
- Community Meetings
- Presentations

Guiding Principles

- 10 principles designed to help guides us through our rate setting and finance strategy
 - Competitive Rates
 - Levels of Service
 - Replacement of aging pipes
 - Building reserves
 - Financing
 - Finding efficiencies

Phase 1 Survey Results

- Overall customer satisfaction and support of guiding principles
 - Split into 3 key categories
 - Customer communication/service
 - Investment in infrastructure/meeting regulatory requirements
 - Rates that cover costs and are comparable with others in the region

Community Meetings

- Phase 1:
 - 1,144 surveys completed
 - 19 community meeting presentations
 - Shared in Council and DOU Email Blasts
 - Outreached and presented to 12 Business Associations
 - 8 Associations put information in their newsletters regarding survey

Phase 2: Challenges Explained

- Help educate customers on the challenges regarding aging infrastructure and increased regulations
 - Tours of Sacramento River Water Treatment Plant
 - Updated Website
 - Continued community and business presentations

Sacramento River Water Treatment Plant Tour

- Approximately 50 customers came took an hour-long tour of historic facility.
- Highlights:
 - tour of original buildings
 - Seeing recently removed from the ground pipes that had failed
 - Viewing of the original bonds sold for water and wastewater improvements.



Upcoming

- Sump 2 Tours
- Continued website updates
- Community Meeting

Presentations

- Proposition 218 Mailing
- Workshops