



AREAS OF FOCUS

TOP TIER

I. Costs/Affordability

- Find ways to help out ratepayers struggling to pay water rates

II. Safety

- Communicate Emergency Response Plan to ratepayers (Poway)
- Operations & maintenance; Deferred maintenance; ERP
- SR 8 - Adequate security
- AE 1 - Emergency preparedness
- Water safety (climate security) - provisions and measures in place to protect water during climate crisis

III. Quality /Reliability

- WQ 7 - Ensure long-term sustainable health of Sweetwater Reservoir
- WQ 9 - Laboratory standards

IV. Customer Service, Citizen Engagement & Community Relations

- CS 4 - Provide high quality customer service based on customer feedback and serve the community through education, outreach, and partnerships

SECOND TIER

V. Reclaimed Water

VI. Pay for Performance

VII. Contract Outsourcing

- Contract outsourcing studies
- Smart meters

ADDITIONAL CONCERNS

- Owner-controlled insurance program on all construction projects
- Value engineering program
- Continue to improve website with information to ratepayers
- Energy audit
- Find ways to continue lead testing program to all schools
- Equity provisions - equitable access to water - connect to UN General Resolution
- Technology improvement to help reduce costs to ratepayers