

Citizens Task Force Current Interest as of 08/20/12.

Topics	Blue Dots	Red Dots
Urban Irrigations		
Users should pay for services received.	12	1
Make Irrigation program self sufficient	11	1
Keep protect, repair as needed irrigation with in historic district and pay fair share.	6	0
Review the rate structure of Urban Irrigation including maintenance, costs - not just water, forcing onto new system, contractual obligations, fee system owner transfer to SRP.	2	0
Explore possibility of passing line repair costs to users (like SRP).	0	0
Totals for: Urban Irrigation	31	2
Customer Service		
Use technology to enhance billing (IE - Disclosure options on bill).	24	0
Billing payments - encourage more online, estimates, pay, incentives, education etc. for effective use of staff.	4	0
Campaigning to move customers to pay bills electronically & improve customer friendliness of website.	3	0
Totals for: Customer Service	31	0
Customer Service Hours		
Analyze peak or slow times per day, and stagger training times accordingly.	13	0
Extend lobby hours by varying hours and accelerate adding kiosks.	15	0
Customer service hours not reduced but restructured (8am-6pm or 7am to 5pm).	8	0
Totals for: Customer Service Hours	36	0
Stand Alone		
Phase out over 5 , 10, or 20 years time frame - Urban Irrigation.	11	8
Water Services should operate as a true enterprise with rates reflecting true costs.	9	0
Renegotiate merchant fees to save money - Customer Service billing.	8	4
Move to an equalizer pay by reading meters quarterly.	7	3