

CITY OF LOS ANGELES

CALIFORNIA

HOLLY L. WOLCOTT
City Clerk

GREGORY R. ALLISON
Executive Office

When making inquiries relative to
this matter, please refer to the
Council File No.



ERIC GARCETTI
MAYOR

Office of the
CITY CLERK

Council and Public Services
Room 395, City Hall
Los Angeles, CA 90012
General Information - (213) 978-1133
Fax: (213) 978-1040

SHANNON HOPPES
Division Manager

www.cityclerk.lacity.org

September 23, 2014

To All Interested Parties:

The City Council adopted the action(s), as attached, under Council File No. 13-1475-S6, at its meeting held September 19, 2014.



City Clerk
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ENERGY AND ENVIRONMENT COMMITTEE REPORT relative to the status of the Los Angeles Department of Water and Power's (LADWP) customer call-back service help-line.

Recommendation for Council action:

NOTE and FILE the Motion (Englander - Fuentes) relative to requesting the LADWP to report on the latest status of its customer service help-line and operational issues impacting the customer call-back features and the LADWP's efforts to address customer service concerns.

Fiscal Impact Statement: Not applicable.

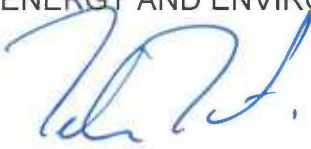
Community Impact Statement: None submitted.

Summary:

On August 27, 2014, your Committee considered a Motion (Englander - Fuentes) relative to requesting the LADWP to report on the latest status of its customer service help-line and operational issues impacting the customer call-back features and the LADWP's efforts to address customer service concerns. According to the Motion, the LADWP implemented a new Customer Information System a year ago that contains a modern billing system intended to facilitate customer service. The System has been impacted by billing delays and high call volumes. Customers concerned about their bills contacted the LADWP's customer service help-line only to experience long wait times, wait times lasting up to an hour or more. After further consideration and having provided an opportunity for public comment, the Committee moved to note and file the Motion. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

ENERGY AND ENVIRONMENT COMMITTEE



SEP 16 2014 - CONTINUED TO Sept. 19, 2014

| <u>MEMBER</u> | <u>VOTE</u> |
|---------------|-------------|
| FUENTES: | YES |
| BLUMENFIELD: | YES |
| LABONGE: | YES |
| HUIZAR: | ABSENT |
| KORETZ: | ABSENT |

ADOPTED

SEP 19 2014

LOS ANGELES CITY COUNCIL

ARL
8/27/14

-NOT OFFICIAL UNTIL COUNCIL ACTS-