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City of Los Angeles
CALIFORNIA

OFFICE OF THE
CITY CLERK

GREGORY R. ALLISON
EXECUTIVE OFFICER

When making inquiries relative to
this matter, please refer to the
Council File No. 14-0161



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August 27, 2014

Councilmember Paul Krekorian, Chair
Budget and Finance Committee
Attn: Erika Pulst

RE: COUNCIL FILE TRANSMITTAL

On August 27, 2014, the Energy and Environment Committee considered a March 19, 2014 City Administrative Officer (CAO) report in response to Motion (Fuentes - Krekorian) relative to the status of the Los Angeles Department of Water and Power's (LADWP) revenue collection for the current fiscal year and Power Reliability and Water Infrastructure Programs. After consideration, the Committee moved to recommend:

1. Requesting the LADWP to report within 30 days regarding the following:
 - a. The latest finding of the LADWP's internal Customer Information System (CIS) assessment/audit including "systems performance."
 - b. Improved customer help-line and stabilized "call-back" feature.
 - c. Increased outreach of the electronic bill payment option and related electronic/automatic services that improve customer convenience.
2. Requesting the LADWP and instructing the CAO, Chief Legislative Analyst, Bureau of Sanitation, Personnel Department and the Ratepayer Advocate to continue to meet regularly to address the CIS, billing/revenue collection and to report monthly on its progress.

This file is now transmitted to the Budget and Finance Committee.

Adam R. Lid
Legislative Assistant

COUNCILMEMBER
FUENTES:
BLUMENFIELD:
LABONGE:
HUIZAR:
KORETZ:

VOTE
YES
YES
YES
ABSENT
ABSENT

cc: file