

8/5/15

File No. 14-0161-S2

ENERGY AND ENVIRONMENT COMMITTEE REPORT relative to the Los Angeles Department of Water and Power (LADWP) new Customer Information System and the challenges associated with its launch.

Recommendations for Council action:

1. NOTE and FILE the Office of Public Accountability/Ratepayer Advocate (OPA) report dated July 1, 2015, in response to Motion (Fuentes - O'Farrell), relative to the LADWP new Customer Information System and the challenges associated with its launch.
2. INSTRUCT the LADWP to report:
  - a. Report with a status update on the backup customer call center.
  - b. Report in six months on the status of recommendations from the OPA report that the Board of Water and Power Commissioners have adopted.
3. DIRECT Personnel Department to report on how funds it receives from the LADWP are spent to support hiring for the LADWP.
4. INSTRUCT LADWP, Personnel Department, and other departments as necessary, to evaluate civil service classifications, identified by the Board of Water and Power Commissioners, to be designated as critical to ensure candidate lists are maintained with viable candidates.

Fiscal Impact Statement: None submitted by the OPA. Neither the City Administrative Officer nor the Chief Legislative Analyst has completed a financial analysis of this report.

Community Impact Statement: None submitted.

### Summary

At the public hearing held on August 5, 2015, the Energy and Environment Committee considered an OPA report dated July 1, 2015, in response to Motion (Fuentes - O'Farrell), relative to the LADWP new Customer Information System and the challenges associated with its launch. The Ratepayer Advocate gave the Committee a presentation on the matter. The General Manager of the LADWP, OPA staff, and the Ratepayer Advocate answered questions regarding the new Customer Information System as well as the challenges associated with its launch. After an opportunity for public comment, the Committee recommended that Council note and file the OPA report and instruct the LADWP and Personnel Department to report back. This matter is now forwarded to the Council for its consideration.

Respectfully Submitted,

  
ENERGY AND ENVIRONMENT COMMITTEE

<u>MEMBER</u>	<u>VOTE</u>
FUENTES:	YES
BLUMENFIELD:	YES
CEDILLO:	ABSENT
KORETZ:	YES
O'FARRELL:	YES

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**-NOT OFFICIAL UNTIL COUNCIL ACTS-**