

## MOTION

It was recently reported that ratepayers who were over-billed by the Department of Water and Power (DWP), due to the implementation of the new billing system, would have to wait longer to receive refunds.

In September 2013, the DWP implemented the new Customer Information System (CIS) which was slated to accurately and efficiently bill customers. However, the CIS faced software challenges and thousands of customers were over-charged. These over-charges caused confusion and hardship for numerous customers.

In August 2015, a proposed class action settlement agreement was announced that ensured over-billed customers would receive refunds no later than June 2016. However, an Independent Monitor is conducting an extensive review of accounts and this review is expected to delay refunds for another year.


It is critical that overbilled customers receive refunds as soon as possible. Many of these customers were overbilled three years ago. They are entitled to receive their money and close out this matter.

Given this, the DWP should report to the Council on the status of the settlement agreement and whether the Independent Monitor's review can be expedited to provide the refunds.

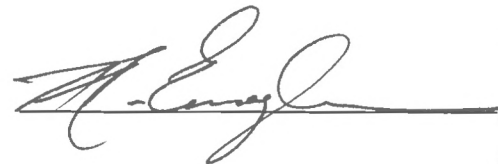
I THEREFORE MOVE that the Department of Water and Power (DWP) and the City Attorney be requested to report to the City Council immediately, and in Closed Session if necessary, on the status of the Customer Information System litigation and settlement matter.

I FURTHER MOVE that the DWP and the City Attorney report on whether the Independent Monitor's review can be expedited to provide the customer refunds.

PRESENTED BY:

  
NURY MARTINEZ  
Councilmember, 6<sup>th</sup> District

SECONDED BY:



SEP 16 2016



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