

**Neighborhood Councils - Department of Water and Power  
Memorandum of Understanding Oversight Committee**

Special Meeting Agenda  
Saturday, August 6, 2016, 8:45 a.m.  
Los Angeles Department of Water and Power, John Ferraro Building, A Level Conference Rooms  
111 North Hope Street, Los Angeles, CA 90012

***Courtesy parking in the DWP lot, entrance off Hope Street***

1. **Call to Order and Opening Remarks (Tony Wilkinson, Chair, 818-785-9355, lawilkinson@acm.org) [2m]**
2. **Self-Introductions of Participants and Guests (*Please sign the sign-in sheet!*) [3m]**
3. **Announcement that meetings of the NC-DWP MOU Oversight Committee and Jack Humphreville's DWP (Advocacy) Committee are held at LADWP headquarters, 111 North Hope Street, Los Angeles 90012 at 8:45 am on the first Saturday of the month (MOU in even numbered months, DWPC in odd numbered months).** The Los Angeles Neighborhood Council Coalition (LANCC) meeting follows at 10:00 am at the same location. On Saturday, October 1, LANCC will meet in Granada Hills near the Valley Disaster Preparedness Fair, and the MOU Oversight group will meet at LADWP headquarters. On January 7, because of a scheduling conflict, the DWP Committee (and probably LANCC) will meet at the DWP Downtown office at 1350 Wall Street. [2m]
4. **Chief Operating Officer David Wright: Recent Gains in Customer Satisfaction at LADWP.** The J. D. Power survey metrics show DWP trending upward in all categories of customer satisfaction. However, the survey also shows the challenges that DWP faces. Customer perception often differs from reality (for example, in reliability and power planning). The survey also inexplicably rates customer service (in which DWP has recently scored high numbers) as only 5 percent of the total satisfaction rating. Mr. Wright may also accept questions about the survey, customer satisfaction issues, and the joint operations section (now called Administrative System Services). [23m]  
**Mayor Eric Garcetti has named David Wright the new Interim General Manager of LADWP. Current General Manager Marcie Edwards will retire on August 16.**
4. **Joseph Ramallo, Assistant General Manager, Communications, Marketing, and Community Affairs:** Assistant GM Ramallo's staff now supports DWP's relations with Neighborhood Councils under the NC-DWP MOU. Mr. Ramallo may have some comments on DWP's directions in community outreach, or may join Mr. Wright in responding to questions about the Department. [7m]
5. **Office of Public Accountability -- DWP Issues and Discussion: Ratepayer Advocate Dr. Frederick H. Pickel (213-978-0220, fred.pickel@lacity.org) and his Office of Public Accountability team.** The OPA / RPA plays a key role in DWP governance by providing independent expert analysis of DWP rates, operations and plans. The Ratepayer Advocate's website can be found at: <http://opa.lacity.org/>  
Dr. Pickel would like to touch on the following matters. Questions are welcome after he covers them, time permitting. [28m]
  1. Creation of a regulatory asset for tracking billing system remediation, up to \$300 million, with additions reviewed annually by OPA before DWP Board approval.
  2. DWP Reform process: charter ballot process and next steps
  3. DWP GM retirement
  4. FYE 2017 budget versus rate case
  5. Navajo and IPP
  6. Schedule for equity metrics***We are sure that others in the group will also want to hear about items including:***
  7. The power transfer and plans for a public vote.
  8. Upcoming labor negotiations. Possibilities for employment flexibility from a union MOU if DWP Reform passes.
7. **Member input on neighborhood council concerns regarding DWP issues. [6m]**
8. **Public Comment and Announcements (*Please limit to two minutes per speaker.*) [4m]**
9. **Adjournment: BEFORE 10:00 a.m.**