



City of Riverside

Customer Relations/Finance Committee

Public Utilities
Administrative Office
3750 University Ave. 3 Fl.
Riverside, CA 92501
951-826-2135

City of Arts & Innovation

Agenda

Meeting Date: Monday, November 15, 2021
Publication Date: Wednesday, November 3, 2021

9:00 AM

View Virtual Meeting
www.RiversideCa.gov/meeting or
www.WatchRiverside.com

MISSION STATEMENT

The City of Riverside is committed to providing high quality municipal services to ensure a safe, inclusive, and livable community

The City of Riverside Public Utilities Department is committed to the highest quality water and electric services at the lowest possible rates to benefit the community.

The Customer Relations/Finance Committee will conduct a virtual meeting.
The Art Pick Council Chamber will not be open to the public.

View live webcast at www.RiversideCa.gov/Meeting or
www.WatchRiverside.com with open captions.

For public comment or to listen to the meeting live by phone via Zoom, call:
(669) 900 6833
Meeting ID: 926 9699 1265

Press *9 to be placed in the queue to speak when the agenda item is called.
Individuals in the queue will be prompted to unmute by pressing *6 to speak.
Time is limited to 3 minutes.

Public comments regarding items on this agenda or any matters within the jurisdiction of the Customer Relations/Finance Committee can be submitted by eComment at www.RiversideCa.gov/Meeting until two hours before the meeting.
Email comments to City_Clerk@riversideca.gov.

Pursuant to the City Council Meeting Rules adopted by Resolution No. 23618, members of all Boards and Commissions and the public are reminded that they must preserve order and decorum throughout the meeting. In that regard, members of all Boards and Commissions, as well as the public participants are advised that any delay or disruption in the proceedings or a refusal to obey the orders of the City Council, Boards and commissions, or their presiding officer constitutes a violation of these rules.

The City of Riverside is committed to fostering a respectful workplace that requires all employees and external stakeholders to embrace a culture of transparency and inclusivity. This includes acceptable behavior from everyone; a workplace that provides dignity, respect, and civility to our employees, customers, and the public they serve. City meetings should be a place where all members of our community feel safe and comfortable to participate. While there could be a high level of emotion associated with topics on this agenda, the City would like to set the expectation that all members of the public use language appropriate to a collaborative, professional, and respectful public environment.

The City is resolute in its commitment to eliminate any form of harassment, discrimination, or retaliation in the workplace. The City maintains a zero-tolerance policy for harassment, discrimination, and retaliation in compliance with new harassment and discrimination laws.

The City of Riverside wishes to make all of its public meetings accessible to the public. Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities, as required by 42 U.S.C. §12132 of the Americans with Disabilities Act of 1990. Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such request to the City's ADA Coordinator at 951-826-5427 at least 72 hours before the meeting, if possible. TTY users call 7-1-1 for telecommunications relay services (TRS).

Agenda related writings or documents provided to the Committee are available at www.RiversideCa.gov/Meeting.

CHAIR CALLS MEETING TO ORDER

PLEDGE OF ALLEGIANCE

ROLL

PUBLIC COMMENT

- 1 You are invited to participate by phone at (669) 900-6833 and enter Meeting ID: 926 9699 1265 to comment on any matters within the jurisdiction of the Customer Relations/Finance Committee. Press *9 to be placed in the queue to speak when the agenda item is called. Individuals in the queue will be prompted to unmute by pressing *6 to speak - Individual audience participation is limited to 3 minutes.

CONSENT CALENDAR

All matters listed under the CONSENT CALENDAR are considered routine by the Customer Relations/Finance Committee and may be enacted by one motion in the form listed below. There will be no separate discussion of these items unless, before the Customer Relations/Finance Committee votes on the motion to adopt, Members of the Customer Relations/Finance Committee or the Public Utilities General Manager, or his designee, request specific items be removed from the Consent Calendar for separate action. Removed consent items will be discussed immediately after adoption of the balance of the Consent Calendar.

2 Minutes of October 18, 2021

Attachments: [Minutes](#)

DISCUSSION CALENDAR

This portion of the Customer Relations/Finance Committee Agenda is for all matters where staff and public participation is anticipated. Individual audience participation is limited to 3 minutes.

3 Water Rule 17 and Electric Rule 21 Bill Dispute processes update

Attachments: [Report](#)
[Water Rule 17](#)
[Electric Rule 21](#)
[Public Utilities Code 10010](#)
[Presentation](#)

COMMITTEE COMMUNICATIONS

4 Items for future Customer Relations/Finance Committee consideration as requested by members of committee

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The next regular Customer Relations/Finance Committee meeting is scheduled for Monday, December 20, 2021

*For live Webcast of the Committee Meeting:
RiversideCa.gov/Meeting or
WatchRiverside.com*

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www.RiversideAlert.com