



# RIVERSIDE PUBLIC UTILITIES

## Board Memorandum

**BOARD OF PUBLIC UTILITIES**

**DATE:** AUGUST 28, 2017

**ITEM NO:** 1

**SUBJECT:** EMPLOYEE RECOGNITION AWARD TO THE PROJECT TEAM FOR AUTOMATING THE HYDRANT METER PROCESS

**ISSUE:**

Recognition of the project team involved with the automation of the hydrant meter process.

**RECOMMENDATION:**

That the Board of Public Utilities recognize the following employees for their excellent work in automating the hydrant meter process:

- Matthew Bates - Sr. Water Engineer
- Jared Calsing - Backflow Specialist
- Casey Cates - Water Meter Shop Supervisor
- Chris Gross - Associate Water Engineer
- Sara Jackson - Principal Business Analyst
- Kaylee LaFace – Sr. Engineering Aide
- Kathlyn Meadors - Business System Support Technician
- Rita Nicks - Billing Supervisor

The reconfiguration of this process has significantly improved customer service and operational efficiency. Customers can now request the rental of meters via contact to Riverside Public Utilities Call Center and the processing time for this transaction has greatly reduced.

**FISCAL IMPACT:**

There is no fiscal impact associated with this report.

Prepared by: Mujib Lodhi, Utilities Assistant General Manager/Operational Technology  
Approved by: Girish Balachandran, Utilities General Manager  
Approved by: John A. Russo, City Manager  
Approved as to form: Gary G. Geuss, City Attorney

Certifies availability  
of funds: Laura M. Chavez-Nomura, Utilities Assistant General Manager/Finance