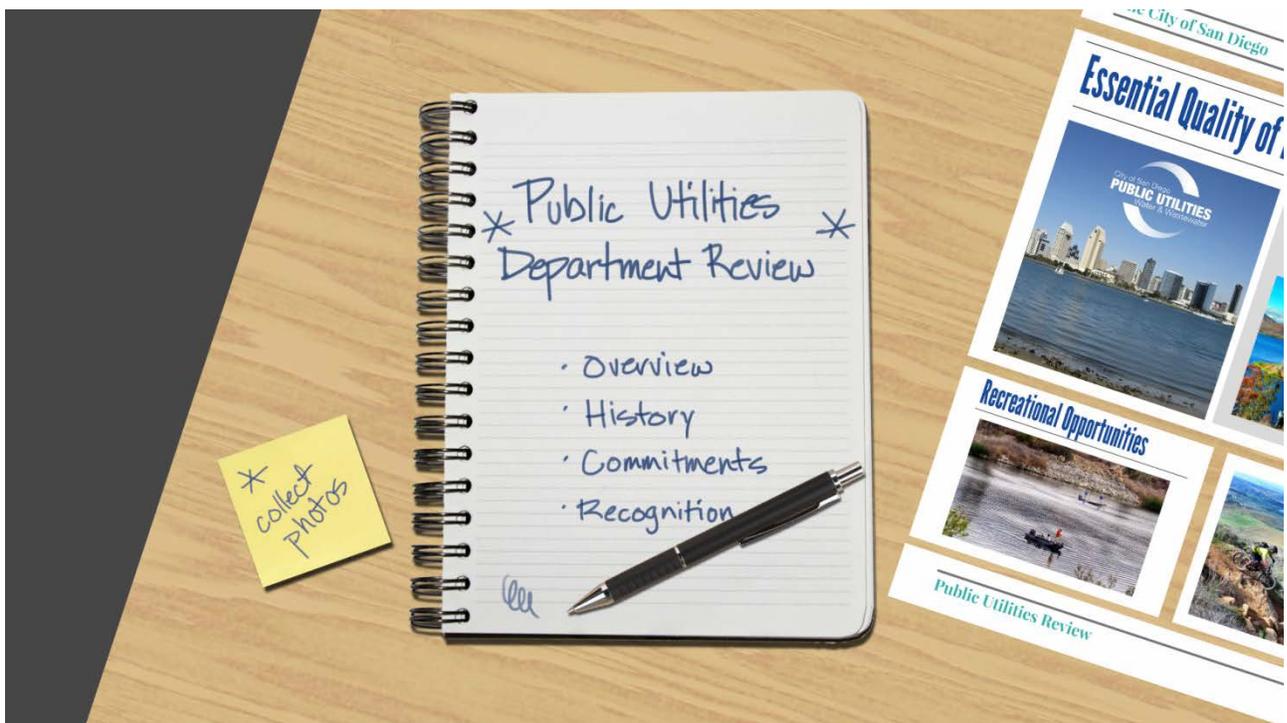


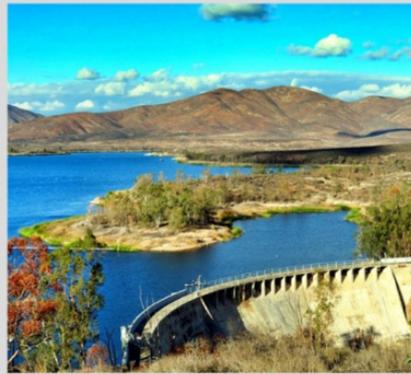
Public Utilities Overview Presentation



Essential Quality of Life Services



- Health
- Economy
- Environment



San Diego's Rich Water History

Nearly 130 Years of Service



The Early Years – Water



- Early Inhabitants
- Progress



Considerable Growth



- Infrastructure
- Supply



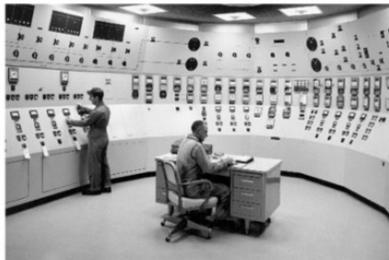
The Early Years – Wastewater

- 1860s San Diego
- Environmental Challenges



Considerable Growth

- Point Loma Plant
- Continued Investment



Among the Largest, Most Complex Systems in the World

We can treat

378

million gallons
of water per day

Water System



Wastewater System

We can treat

By the Numbers – Water



Vast Infrastructure

- 9 reservoirs
- 49 pump stations
- 3 water treatment plants
- 3,400+ miles of pipeline
- 320,000+ service connections
- 135 pressure zones



Wastewater System



We can treat
255
million gallons
of wastewater
per day

Wastewater Infrastructure

- 2.5 million regional customers
- 3,000 miles of pipelines
- 79 pump stations
- 255 MGD capacity



- 3 wastewater treatment plants
- 2 ocean outfalls
- 1 bio solids center

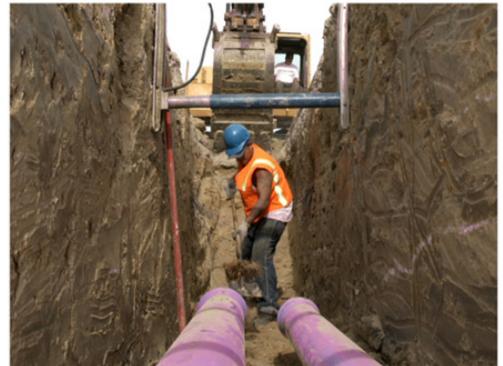
Recycled Water

We can produce **45** million gallons of recycled water per day



Recycled Water Infrastructure

- 600+ connections
- 2 Water Reclamation Plants
- 83 miles of pipeline
- 3 reservoirs
- 4 pump stations



Brand Commitment Video



Public Utilities Review
2015
First Edition

QUALITY
We surpass quality and safety standards.

RELIABILITY
We consistently provide dependable services.

MISSION
To ensure the quality, reliability, and sustainability of water, wastewater, and recycled water services for the benefit of ratepayers and citizens served.

VISION
We are an industry leader in the delivery of water, wastewater, and recycled water services.



THE CITY OF SAN DIEGO PUBLIC UTILITIES DEPARTMENT

OUR COMMITMENTS

Quality ■ Value ■ Reliability ■ Customer Service
For all of San Diego...every day!

VALUE
We operate and invest wisely.

CUSTOMER SERVICE
We are responsive, professional and courteous.



Quality. Value. Reliability
— In Every Drop! —

Pure Water is the future!



#PureWaterSD

City Largest Renewable Energy Producer in Region
Utilities Generate \$ 3 Million Savings



Employees Keep It Flowing



We're ready for the challenge.

Recognition
Award-Winning Projects and Programs



- United States Water Alliance
- WaterWise Association - California Section
- San Diego County WaterWise Association
- International Water Association
- American Water Works Association (AWWA)
- WaterWise Association's California Section
- Public Relations Society of America
- San Diego Regional Customer Choice (SDRCC)
- California Association of Sanitation Agencies (CASAS)
- National Association of Clean Water Agencies
- California Water Environment Association

Blue is the new Green!

Quality

Quality – Staff

- Recruitment/Retention
- Succession Planning
- Training Programs



Quality–Services



- Operational Excellence
- Environmental Protection
- #topH2Oquality



Value

Value – System

- Green Energy Generation
- Efficient Operations
- Waste No Water App

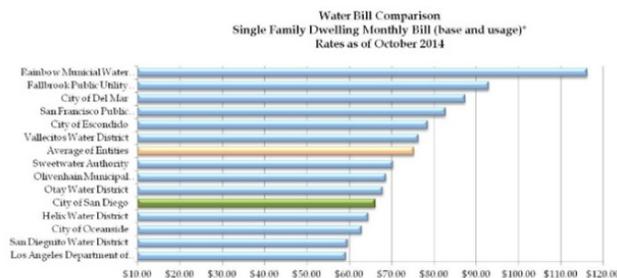


Value – Fiscal Strength

- Outstanding Credit Rating
- Strong Reserves
- Cost of Service Study

\$161M

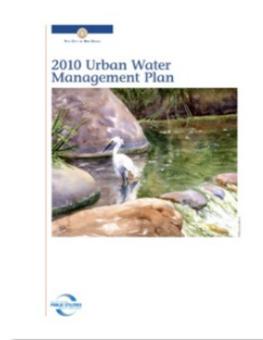
"System financial performance is good and benefits from prudent formal policies and reserves." –Fitch Ratings, March 2014



Reliability

Reliability – Resources

- Pure Water
- Long-Range Plan
- Water Conservation



SAN DIEGANS
**WASTE
NO WATER**
ALL DAYS. ALL WAYS.



Reliability – System

- Spill Reduction
- New Infrastructure
- Emergency Operations



Customer Service

Customer Service

- Call Center Improvements
- Residential/Commercial Surveys
- Community Outreach



Recognition

Award-Winning Projects and Programs



- United States Water Alliance
- WaterReuse Association: California Section
- San Diego County Taxpayers Association
- International Water Association
- American Water Works Association (AWWA)
- WaterReuse Association's California Section
- Public Relations Society of America San Diego/Imperial Counties Chapter (PRSA)
- California Association of Sanitation Agencies (CASA)
- National Association of Clean Water Agencies
- California Water Environment Association

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