

DATE ISSUED: September 2, 2005

REPORT NO: 05-181

ATTENTION: Honorable Mayor and City Council

SUBJECT: Appointment of the Utilities Customer Advocate

SUMMARY

THIS IS AN INFORMATION ITEM ONLY. NO ACTION IS REQUIRED ON THE PART OF THE CITY COUNCIL.

This is to announce the appointment of Mr. Carl Nettleton to the position of Utilities Customer Advocate for the Water Department and the Metropolitan Wastewater Department (MWWD) effective July 2, 2005. Mr. Nettleton will be responsible for developing the City's program to assist Water and Metropolitan Wastewater customers with high-level issues, and to provide those Departments with an added customer perspective regarding their business operations. Mr. Nettleton will report to the Water Department Director and MWWD Director.

Mr. Nettleton comes to this new position from the General Services Department where he was Deputy Director for Central Stores/Publishing Services. Prior to that position he served as a Program Manager for Public and Media Affairs. He initially joined the City in 1994 as a Supervising Public Information Officer in the MWWD.

Mr. Nettleton holds a bachelors degree in English from San Diego State University, and is married with two children. He enjoys photography, skiing and fly-fishing.

Please join me in congratulating Mr. Nettleton on his appointment.

Respectfully submitted,

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Frank Belock, Director  
Water Department

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Scott Tulloch, Director  
Metropolitan Wastewater Department

Approved by:

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Richard Mendes  
Deputy City Manager