



Department of Utilities
Office of the Director

CITY OF SACRAMENTO
CALIFORNIA

1395 35th Avenue
Sacramento, CA 95822-2911
phone (916) 808-1400
fax (916) 808-1497

News Release

Contact: Jessica Hess, Media and Communications Specialist, (916) 808-8260, (916) 698-1705

FOR IMMEDIATE RELEASE

September 14, 2011

Sacramento Department of Utilities launches online survey to engage customers and get input on future priorities

SACRAMENTO, CA—The City of Sacramento Department of Utilities is seeking residential and commercial customer input on a set of guiding principles to better understand customer thoughts on the department's future services, programs and priorities.

The department has increased communication and education efforts through an initiative called – Your Utilities. Your Voice. – that includes fact sheets, community meetings and a website that will house an online survey. The utility department provides city commercial water, sewer, drainage and related services and residential garbage, recycling and solid waste services.

“Choices have to be made as we look to the future of the department,” said Dave Brent, Interim Director of the Department of Utilities. “We are facing challenges. Our sewer and water system and pipes and our water treatment facility have been around for nearly 100 years. They are old. Maintenance, repairs and replacement costs are increasing. Combined with increasing costs and the need for financial reserves, we need to evaluate everything we do to continue to provide the highest levels of service, reliability and environmental protections. We need our stakeholders and customers, the real owners of our utility system, to be a part of this important discussion and decision making process.”

The survey will gain thoughts and help prioritize a set of guiding principles that focus on Utilities' goals to be responsive to customer needs, balance those needs with departmental mandates and services, and ultimately to analyze rates.

Increasing state and federal mandates, such as water quality requirements and water meters, have been taking more of the City Utilities' budget; leaving less discretionary funds for improvements to aging pipes and systems and impacting services offered to customers. The level of some services, such as weekly recycling pickup, exceeds those of Sacramento County and other nearby cities.

If you are a Sacramento city business or residential customer, complete the survey by visiting, **YourUtilitiesYourVoice.com**, by October 3, 2011. Utilities will also make presentations to community groups upon request. Customers can email info@yourutilitiesyourvoice.com.

####