Mayor and Council Communication
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CHARLOTTE.

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INFORMATION:

May 24 – City Employee of the Year Award Recognition
Staff Resources: Anna Ellis, Human Resources, 704-336-6509, aellis@charlottenc.gov
Carrie Lynch, Corporate Communications, 704-336-5863, clynch@charlottenc.gov

Out of nearly 50 nominations, the Charlotte Fire Department's Fire Telecommunicator and Shift Supervisor Greg Hauser was selected as the 2009 Employee of the Year. Greg has been with the Charlotte Fire Department since 2001 as a Fire Telecommunicator and Shift Supervisor. Greg will be recognized by City Council and the Employers Association at the May 24 City Council meeting.

The Employee of the Year award is a 47-year-old City tradition that acknowledges an employee whose efforts, ideas, suggestions and courtesy in job performance entitle special recognition. The award is sponsored by The Employers Association and recipients are nominated by their co-workers and selected by an independent panel of judges.

Water Meter Equipment Audit Update
Staff Resource: Barry Gullet, Utilities, 704-391-5098, bgullet@ci.charlotte.nc.us

The Kentucky-based company **Vanguard** has been contracted to perform the water meter equipment field audit of 9,000 Charlotte-Mecklenburg water accounts (3.5% of the total system) beginning May 19. This project is among several underway to improve utility customer service. Specifically, this audit, which will not require any action on the part of customers, will provide additional information to complement existing and future quality control processes, and determine if any problems exist with the mechanical water meter that measures customers' water usage, or the electronic 'transponder' device attached to the meter, which wirelessly transmits the mechanical usage reading for remote downloading into the billing system.

City and Utilities staff have posted new web pages with details about the audit, including a 'frequently asked questions' guide, at www.cmutilities.com. The City is communicating directly with citizens using methods including Cmail, and an informal news media workshop is scheduled for today to answer reporters' questions before the project begins next week. In addition, Charmeck 311 staff received information about the project in order to prepare for citizen calls. Town, County and law enforcement representatives are also being briefed about the audit, to be adequately prepared to respond to citizen inquiries in their service areas.

Vanguard employees will wear company uniforms, drive marked company trucks, and display both company photo identification and a City-issued contractor identification at all times. Audit staff will run a "flow test", which requires briefly running water from outdoor spigots during the test, but will not need inside access to homes at any time.

A second media opportunity, specifically to allow filming of audit activity, is being arranged for kick-off day, May 19.

INFORMATION (continued):

Citizens are urged to keep reading about improvements underway to enhance Utilities customer service, including the audit and other components of the *Customer Service Evaluation*, on the web at www.charmeck.org and www.cmutilities.com. A reminder media release will be issued next week regarding the audit kick-off.

Staff will present an update to City Council on the *Customer Service Evaluation* project, including the meter equipment audit, at the June 7 City Council Workshop.

ATTACHMENT:

April 15 Community Safety Committee Meeting Summary
(attached at the end of this document, and can be viewed in the table of contents to the left side)