

RESOLUTION NO. \_\_\_\_\_

RESOLUTION REQUIRING DOCUMENTATION AND  
TRANSPARENCY FOR WATER QUALITY COMPLAINTS  
AND REPORTS

WHEREAS, the City Department of Public Utilities is required to document and provide certain reports to the State of California and Federal regulatory agencies concerning water operations, quality, and customer complaints; and

WHEREAS, it has been recently found that for a period of years customer complaints may not have been properly documented and reported to the regulatory agencies as required; and

WHEREAS, City water customers and City officials should have confidence that complaints are documented and reported, and all concerned should be informed to the extent and types of complaints being received and reported.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Fresno as follows:

1. City employees and officials having responsibility to document and provide reports to State and Federal regulatory agencies concerning City water customer complaints and water quality shall have an affirmative legal obligation to properly document all complaints received by any City employee, and then the complaints and all related water quality reports shall be timely and properly reported to the State and Federal regulatory agencies having jurisdiction.

2. The Director of Public Utilities shall be responsible to ensure the reports to the State and Federal regulatory agencies shall also be provided to the City Manager and each Councilmember within 14 days after being provided to the regulatory agencies, and also shall be posted on the Department's website in a manner so that they can be easily

found and examined by the public. Information concerning specific customer names and/or addresses shall not be made public.

3. This resolution shall take effect upon its adoption.

\* \* \* \* \*

STATE OF CALIFORNIA )  
COUNTY OF FRESNO ) ss.  
CITY OF FRESNO )

I, YVONNE SPENCE, City Clerk of the City of Fresno, certify that the foregoing resolution was adopted by the Council of the City of Fresno, at a regular meeting held on the day of \_\_\_\_\_, 2016.

AYES:  
NOES:  
ABSENT:  
ABSTAIN:

Mayor Approval: \_\_\_\_\_, 2016  
Mayor Approval/No Return: \_\_\_\_\_, 2016  
Mayor Veto: \_\_\_\_\_, 2016  
Council Override Vote: \_\_\_\_\_, 2016

YVONNE SPENCE, CMC  
City Clerk

BY: \_\_\_\_\_  
Deputy

APPROVED AS TO FORM:  
DOUGLAS T. SLOAN  
City Attorney

BY: \_\_\_\_\_  
Douglas T. Sloan  
City Attorney