



Danville Utility Commission Meeting Agenda 4:00 p.m., August 28, 2017

City Council Chambers, Danville City Hall

- I. Call to Order**
 - A. Roll Call
 - B. Announcements

- II. Discussion/Business Items**
 - A. Minutes of the July 24, 2017 Commission Meeting
 - B. Review of Utilities' Financial Statements
 - C. 2017 Customer Satisfaction Survey

- III. Communications**
 - A. City Manager
 - B. Utilities Staff
 - C. Commission Members
 - D. Public Comments
 - E. Director's Report

- IV. Adjournment**

Next Utility Commission Meeting

4:00 p.m. Monday, September 25, 2017

**City Council Chambers
4th Floor, City Hall**



Commission Item Number: DUC170828 - 1
Utility Commission Meeting: August 28, 2017
Item: II. B. Review of Utilities' Financial Statements

Financial Report

June financials will be reviewed



Commission Item Number: DUC170828 - 2
Utility Commission Meeting: August 28, 2017
Item: II. C. 2017 Customer Satisfaction Survey

2017 Customer Satisfaction Survey

Jerry Lindsley from the Center for Research and Public Policy (CRPP) will attend the August meeting to discuss his organizations findings from the 2017 Customer Satisfaction Survey. During the month of May, CRPP was tasked to survey 400 residential customers and 150 commercial customers. Customers were asked approximately forty questions covering various topics. Commission and staff can use this information to improve the customer's experience with Danville Utilities.

