



CITY OF BEVERLY HILLS
DEPARTMENT OF PUBLIC WORKS & TRANSPORTATION

MEMORANDUM

TO: Public Works Commission
FROM: Christian Di Renzo, Sr. Management Analyst 
DATE: September 11, 2012
SUBJECT: Update on utility-related marketing and communications activities
ATTACHMENTS: City website screenshot

Staff to provide a brief oral update of various utility-related marketing and communication activities including a discussion of the residential survey undertaken to gauge customer service satisfaction levels.



