

Schedule a Customer Advocate Presentation

Demonstrating its strong commitment to outstanding customer service, the City of San Diego Public Utilities Department has recently launched a new and improved Customer Advocacy Program.

Under the leadership of Customer Advocate David F. Akin, Esq., the program continues to grow and address the needs of our customers. David's 17 years of utility management experience and eight years of legal advocacy/mediation experience make him a great fit for this important role.

The Customer Advocate's job is to represent a customer-centric perspective. This includes:

- Focusing on the "big picture" end-to-end customer experience;
- Helping navigate our often complex procedures/organization;
- Acting as a cross functional go-to person;
- Engaging, facilitating and expediting resolution of customer service issues.

David is providing presentations to community and business organizations. His presentation includes the following key topics relevant to the customer experience:

- Understanding your residential water/sewer bill;
- Overview of fixed and variable fees and charges;
- Go Green! Online self-service option;
- Overview of key infrastructure and services;
- What you can do when your utility bill is higher than expected;
- Drought Response.

Feedback from customers obtained during these presentations is used to help improve service efforts and customer satisfaction.

If your organization is interested in a Customer Advocate presentation, please contact David at (619) 533-4275 or dakin@sandiego.gov.

For Information regarding any department programs, policies and facilities aside from customer services, please email water@sandiego.gov

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City Council Declares December 10, 2013 David Akin Day in the City of San Diego.

About David Akin, Public Utilities Customer Advocate

Experience: David brings multiple years of municipal and investor owned utility professional and managerial experience to the job of Customer Advocate, including Houston Lighting & Power, Southern California Edison, the City of San Diego's Public Utilities Department. David's City experience began managing Field Services and Investigations (meter reading, investigations, code enforcement, sewer classification, cross connection control and service restoration). Later David managed special projects, include the first successful selection and acquisition of an Advanced Metering Infrastructure system. In David's current role as Customer Advocate, he has assisted nearly 1000 customers through often complex and challenging issues.

Education:

- Texas State University, BS in Criminal Justice, 1984
- University of La Verne, Juris Doctor in Law, 1992
- UCSD Extension, Professional Certificate in Finance, 2012