



# LODI CITY COUNCIL

Carnegie Forum  
305 West Pine Street, Lodi

## AGENDA – Shirtsleeve Session

Date: August 29, 2023

Time: 7:00 a.m.

For information regarding this Agenda please contact:

**Olivia Nashed**  
**City Clerk**  
**Telephone: (209) 333-6702**

### Notice Regarding Public Comments

Public Comment may be submitted in the following ways:

- In-person
- Email – [councilcomments@lodi.gov](mailto:councilcomments@lodi.gov)
  - Received no later than 4:30 p.m. on the business day prior to the meeting.
- Mail – City Clerk’s Office, P.O. Box 3006, Lodi, CA 95241
- Hand delivered to: City Clerk’s Office, 221 W. Pine Street, Lodi, CA 95240
  - Received no later than 4:30 p.m. on the business day prior to the meeting

**Public comment received via email, mail, or hand delivery will be provided to the City Council and included in the official minutes record of the meeting, but will not be read aloud at the meeting.**

#### A. Call to Order / Roll Call

#### B. Topics

- B-1 Receive Presentation Providing Information on Future Customer Service Online Platform and Anticipated Conversion Date of November 6, 2023 (ISD)

#### C. Comments by Public on Non-Agenda Items

THE TIME ALLOWED PER NON-AGENDA ITEM FOR COMMENTS MADE BY THE PUBLIC IS LIMITED TO FIVE MINUTES.

Public comment may only be made on matters within the Lodi City Council's jurisdiction (Government Code Section 54954.3, Lodi City Council Protocol Manual Section 6.3I). The Council cannot take action or deliberate on items that are not on this agenda unless there is an emergency and the need to take action on that emergency arose after this agenda was posted (Government Code Section 54954.2(b)(2)). All other items may only be referred for review to staff or placement on a future Council agenda.

*If you wish to address the Council, please refer to the Notice at the beginning of this agenda. Individuals are limited to one appearance during this section of the Agenda.*

#### D. Adjournment

Pursuant to Section 54954.2(a) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day.

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Olivia Nashed  
City Clerk

All staff reports or other written documentation relating to each item of business referred to on the agenda are on file in the Office of the City Clerk, located at 221 W. Pine Street, Lodi, and are available for public inspection. Agendas and staff reports are also posted on the City's website at [www.lodi.gov](http://www.lodi.gov). If requested, the agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the federal rules and regulations adopted in implementation thereof. To make a request for disability-related modification or accommodation contact the City Clerk's Office as soon as possible and at least 72 hours prior to the meeting date. Language interpreter requests must be received at least 72 hours in advance of the meeting to help ensure availability. Contact Olivia Nashed at (209) 333-6702. Solicitudes de interpretación de idiomas deben ser recibidas por lo menos con 72 horas de anticipación a la reunión para ayudar a asegurar la disponibilidad. Llame a Olivia Nashed (209) 333-6702.

Meetings of the Lodi City Council are telecast on SJTV, Channel 26. The City of Lodi provides live and archived webcasts of regular City Council meetings. The webcasts can be found on the City's website at [www.lodi.gov](http://www.lodi.gov) by clicking the meeting webcasts link. Members of the public may view and listen to the open session of this meeting at [www.facebook.com/CityofLodi/](https://www.facebook.com/CityofLodi/).



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## COUNCIL COMMUNICATION

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**AGENDA TITLE:** Receive Presentation Providing Information on Future Customer Service Online Platform and Anticipated Conversion Date of November 6, 2023

**MEETING DATE:** August 29, 2023

**PREPARED BY:** Revenue Manager

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**RECOMMENDED ACTION:** Receive presentation providing information on future customer service online platform and anticipated conversion date of November 6, 2023.

**BACKGROUND INFORMATION:** On March 15, 2023, the Lodi City Council approved Resolution 2023-55 to convert to a new customer service online platform with Smart Energy Systems, Inc. (SEW).

In preparation for the new customer service online platform with SEW, the Lodi City Council will receive information outlining the new customer service portal. The presentation will include an overall view of the new online portal and the many innovative technologies that will be added to the online program.

**STRATEGIC VISION:** 3A. Fiscal Health: Promote City's transparency & fiscal fluency.

**FISCAL IMPACT:** N/A

**FUNDING AVAILABLE:** N/A

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Andrew Keys  
Assistant City Manager

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APPROVED: \_\_\_\_\_  
Stephen Schwabauer, City Manager