

**Process and Policy Changes Initiated by Commissioner Fish
Bureau of Environmental Services/Portland Water Bureau
June 2013 – present**

- Sold the Water House and deposited proceeds in PWB's Rate Stabilization Account.
- Directed 2.5% operating cuts in both bureaus to reduce rate increases in FY 2014/15.
- Invited Citizens' Utility Board of Oregon to serve as outside, independent advocate for residential ratepayers.
- Launched new monthly billing option for City utility customers.
- Implemented a new surplus property disposal policy for BES and PWB to strengthen public notice and involvement.
- Held the City's first Rate Review Hearing, similar to annual community budget meetings but specific to utility bureaus.
- Held the first City Council work session on utility bureaus' Capital Improvement Plans.
- Set a stricter requirement for bringing contracts to Council, ensuring that decisions with large financial impacts are considered and discussed by Council.
- Expanded efforts to educate the public about the cost-savings of using both "gray" and "green" infrastructure.
- Asked the elected City Auditor to audit the construction of a BES office building and provide Council with recommendations regarding construction project oversight.