



# CITY OF LOS ANGELES

invites your interest in the position of

## **EXECUTIVE DIRECTOR (RATEPAYER ADVOCATE)**

OFFICE OF PUBLIC ACCOUNTABILITY

**APPLY BY MONDAY, JUNE 25, 2018**



## LOS ANGELES – BUILDING A FUTURE OF OPPORTUNITY AND PROSPERITY FOR ALL

Los Angeles is the second-largest and most diverse city in the United States. The L.A. region is an economic engine powered by a broad array of industries from entertainment and technology to manufacturing and healthcare. Los Angeles is a global city, connected to the world by its municipally owned airport and port, which are America's primary travel and trade gateways to Asia and Latin America. From Hollywood to the San Fernando Valley, and from Downtown to the Pacific Ocean, Los Angeles is rich with natural beauty, iconic sights and urban attractions that make it one of the most desirable places to live and visit in the world.

## CITY GOVERNANCE AND STRUCTURE

Los Angeles is a charter city and is governed by a Mayor and City Council. The City Council serves full-time and has fifteen members elected by district for four-year terms. Boards of Commissioners, appointed by the Mayor and confirmed by the City Council, oversee several of the City's departments and bureaus. Mayor Eric Garcetti was elected in May 2013 and is currently serving his second term.

The City has 38 departments, bureaus, and offices for which funds are budgeted annually by the Mayor and City Council. Additionally, the City has three departments (the Departments of Water & Power, Harbor, and Airports) that are financed by revenue generated from their operations, which are governed by Commissions, as well as two distinctly separate pension systems. In total, there are 43 departments, bureaus, and offices that support the elected officials and provide a full range of services to the City.

## THE DEPARTMENT OF WATER AND POWER

The Department of Water and Power ("DWP") is the largest public utility in the country and supplies both electricity (1.5 million customers) and water (681,000 customers) to the people and business of Los Angeles. From Hollywood and the San Fernando Valley, to Venice, Boyle Heights, and the coastal

beach communities, Los Angeles residents and businesses are dependent, and have insisted, on cost-efficient energy and water services. The scope of power operations include generation, transmission, and distribution, as well as water operations, totaling a combined \$5.5 billion with a staff over 10,000 strong.

A five-member Board of Water and Power Commissioners establish policy for DWP. The Board members are appointed by the Mayor and confirmed by City Council.

## THE OPPORTUNITY

The City of Los Angeles is seeking a highly qualified individual as the Executive Director of the Office of Public Accountability (OPA). The OPA performs ratepayer advocacy functions and the Executive Director functions as the Ratepayer Advocate to provide public independent analysis of actions by the Department of Water and Power as they relate to plans and actions.

The Executive Director reports directly to, but is not instructed by, the Board of Water and Power Commissioners and performs other reporting duties as established by ordinance. The Executive Director serves as the head of the Office of Public Accountability, and has full charge and control of its work, and is responsible for the proper administration of its affairs. The Executive Director appoints and directs staff and expends budgeted funds. In addition to responsibilities regarding water and electricity rates, the Executive Director duties include consumer protection and complaint procedures; and other duties as may be established by ordinance.

This is an executive level appointment with the selection to be made by a five-member, single purpose, Citizens Committee. The top individual selected by the Citizens Committee must be confirmed by the Mayor and the City Council. The term of the appointment is for five years.

## POSITION OF EXECUTIVE DIR./RATEPAYER ADVOCATE

The Executive Director/Ratepayer Advocate has the overarching responsibility to improve the transparency of the DWP by analyzing its complex financial transactions, financial reporting, long-term strategic planning documents, department policies, and contracts for the purpose of determining reasonableness of utility rates. Responsibilities of the Executive Director will include, but not be limited to:



- Provide independent financial leadership and expertise including securing and overseeing outside financial consultants in support of complex fiscal analysis and in-depth financial reviews;
- Develop, with the assistance of staff and legal counsel, the processes and scheduling of independent review of DWP's periodic rate adjustment requests that require action by the City Council;
- Implement sound procedures for compilation and retention of supporting data and public comment on DWP rate adjustment requests that require action by the City Council;
- Preside over and provide leadership at public meetings and proceedings involving OPA/Ratepayer Advocate review of DWP's rates;
- Request and access DWP financial and supporting information; and
- Prepare and submit the annual budget for OPA to the City Administrative Officer and the Board of Water and Power Commissioners.

The ideal candidate for this position will be a very effective and accomplished leader within their current industry, with skills transferable to this executive-level position. The top candidate will be able to inspire loyalty within the Office and, externally, to garner the trust of the public. Both diplomatic and decisive, the successful candidate will work with a sense of urgency and timeliness.

The ideal candidate will also have a laser-focus on results, measuring success through accountability, the use of appropriate data/metrics, and with a strong customer-service orientation.

Ultimately, the top priority of this position must be the customers of DWP, as this position serves as an independent and effective advocate to ensure maximally reliable and efficient water and power services at a fair and reasonable cost.

The following attributes are of the greatest importance to the Citizens Committee in assessing top candidates:

**Critical Thinking** – The ideal candidate will have a proven track record of understanding and distilling complex issues which may or may not be utility or regulatory-related. The candidate should also have knowledge of and/or experience with performance standards and metrics relating to economic accountability, environmental sustainability and social equity.

**Leadership and Management** – The ideal candidate will have a track record of not just managing an office/budget, but of leading teams similar to the ones likely to emerge at the Office of Public Accountability, including expert researchers, writers, administrative staff, and public and government liaisons. The candidate must also be able to lead a team to obtain the necessary information from DWP analysts, create reports, and effectively disseminate that information.

**Advocacy** – The ideal candidate will have a proven ability to communicate the Office's work and findings effectively to the people, the media, the DWP, policymakers and staff, and other constituencies.

**Fair and Inclusive Service** – The ideal candidate should also have knowledge of and/or experience with diverse utility customer market segments; including those that constitute urban settings and underserved customer classes. The candidate's analyses should incorporate an equity lens to ensure the provision of equitable services to ratepayers.

## THE IDEAL CANDIDATE

The Executive Director/Ratepayer Advocate will be that rare individual who will establish credibility as a decisive, results-oriented professional committed to excellence, independence, transparency, and fiscal accountability.

The ideal candidate will also have exceptional financial analysis skills with the ability to probe, question, and investigate complex details in order to fulfill the critical aspect of independent public review essential in this position. The Executive Director/Ratepayer Advocate will have effective organizational leadership skills for the full development of this Office, including establishing the policies and procedures as well as formulating the structure for a small, yet highly effective, professional staff.

As a seasoned executive, the successful candidate will bring a clear bottom-line financial orientation to the Office's independent public review and evaluation of proposed utility rates. In addition to superior analytical skills the Executive Director-Ratepayer Advocate will be an exceptional listener, communicator, and an accomplished presenter in a public forum. The Executive Director/Ratepayer Advocate will also be adept at managing in a fast-paced and dynamic environment.



