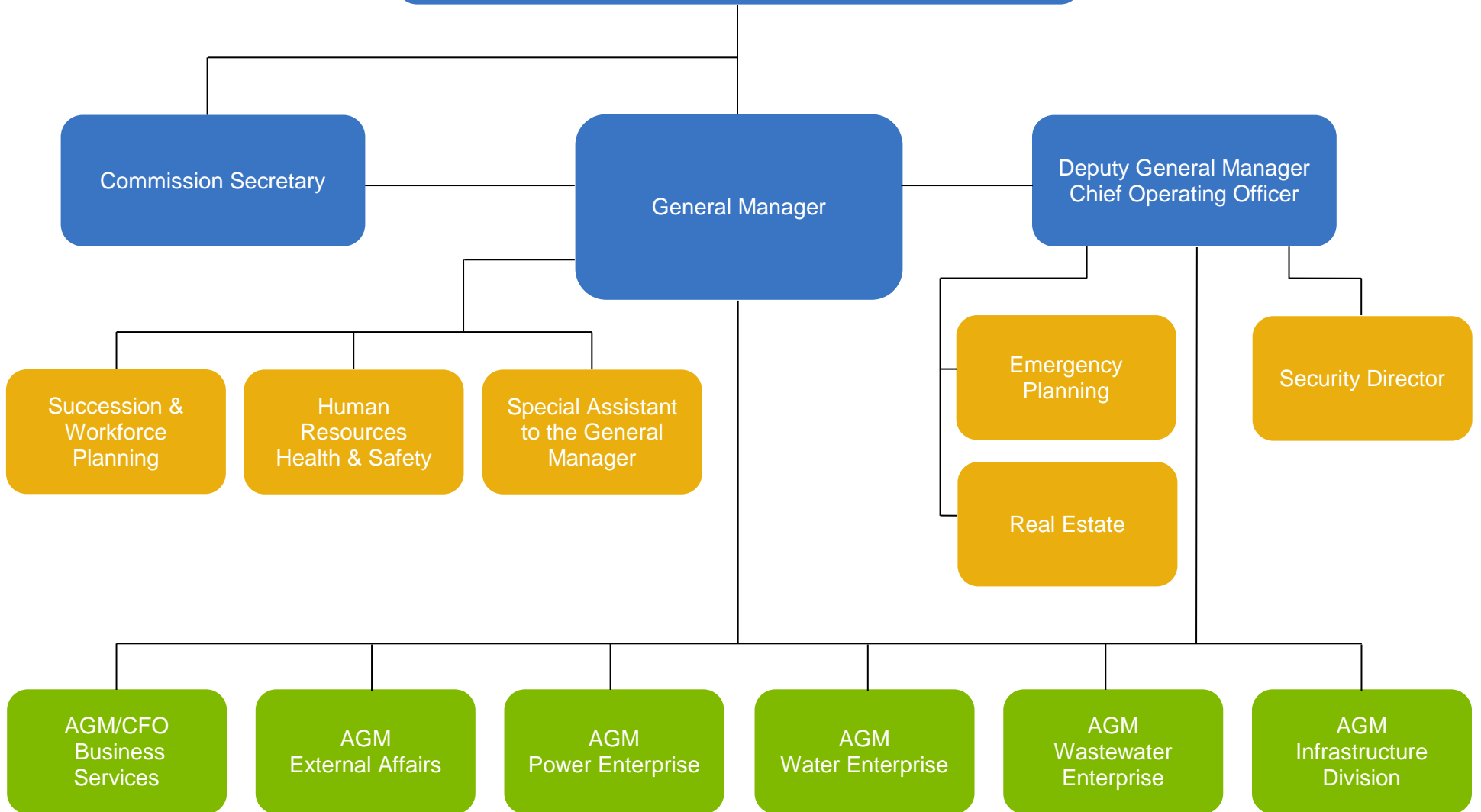


*San Francisco  
Public Utilities Commission*



# Organizational Structure

## The Public Utilities Commission

The San Francisco Public Utilities Commission is headed by a board of five members, nominated by the Mayor and approved by the Board of Supervisors. Their responsibility consists of providing operational oversight in areas such as rates and charges for services, approval of contracts, and organizational policy.

## General Manager

The General Manager serves as Chief Executive Officer of the SFPUC and coordinates the operation of the SFPUC's three major utilities (power, water, and wastewater) and the support bureaus.

## Deputy General Manager

The Deputy General Manager provides policy and strategic direction for enterprise activities and supervises the agency's efforts in capital planning, emergency response, asset management, and other functions across the three business lines—power, water, and wastewater.

## Emergency Planning and Security

Emergency Planning and Security is a hazed and risk based planning program that prepares the SFPUC to address and respond to all incidents in the areas of emergency planning and security. The purpose of the program is to identify and mitigate hazards and risks, and prepare to effectively respond to incidents to ensure that we can effectively carry out our mission.

## Real Estate Services

The Real Estate Services (RES) Division oversees SFPUC real property with income-producing potential. It also coordinates with our three enterprises to oversee land used by a third party under a lease, license, MOU, or other agreement. RES supports projects by helping to secure or verify real property rights through lease, sales, and acquisitions, and development services and financial and other asset management for these lands.

## Enterprise Workforce Planning

The Office of Enterprise Workforce Planning develops and implements strategic, enterprise-wide workforce planning and staff development initiatives to ensure our workforce is prepared to fill mission critical positions. Goals include integration of workforce planning efforts throughout all SFPUC enterprises through implementation of an integrated talent management approach and competency models to align learning and development programs, creation of career planning tools for current and potential employees, and development of succession planning activities.

## Human Resources and Health and Safety

Human Resource Services provides professional support and services for the full range of human resources, health and safety and compliance activities. HRS is responsible for recruitment, administering exams, onboarding new employees, learning and development programs, labor relations and EEO, and payroll administration. Health and Safety oversees occupational health programs, industrial hygiene activities, and workers' compensation administration.

## Business Services

The Business Services division supports all SFPUC enterprises and bureaus as the financial steward for rate payer revenues. The central mission includes accurately communicating the financial position of the SFPUC to rate payers, City departments, rating agencies, investors, and other stakeholders; administering sound fiscal activities efficiently and in compliance with accepted principles of governmental accounting; and providing innovative business and IT solutions to enable us achieve our mission.

Offices within Business Services include:

- Assurance and Internal Controls
- Customer Services
- Finance
- Fleet Management and Operations
- Information Technology
- Records Management

## **External Affairs**

The External Affairs division provides advice and support for enterprises and bureaus on a broad range of issues, including long range and short term strategic planning and coordination of all SFPUC activities and interests among local, state, and federal regulatory agencies and bodies.

Offices within External Affairs include:

- Communications
- Community Benefits
- Legislative Affairs
- Sustainability and Strategic Planning
- Government and Public Affairs

## **Power Enterprise**

The Power Enterprise provides green hydroelectric power from the Hetch Hetchy Regional Water System to municipal customers and departments in San Francisco, and the Turlock and Modesto Irrigation Districts.

Offices within the Power Enterprise include:

- Field Operations, Planning, and Development
- Special Projects
- Budget and Administration
- Wholesale and Retail Services

## **Water Enterprise**

The Water Enterprise is the third largest municipal water utility in California, serving 2.5 million water customers in the San Francisco and three Bay Area counties – San Mateo, Santa Clara and Alameda, and is responsible for managing the transmission, treatment, storage and distribution of potable water. The SFPUC, together with its 27 wholesale customers, is currently wrapping up the award-winning Water System Improvement Program (WSIP) to repair, replace, and seismically upgrade the system's aging pipelines, tunnels, reservoirs, pump stations, storage tanks, and dams.

Offices within the Water Enterprise include:

- Hetch Hetchy Water
- Local and Regional Water
- Natural Resources and Lands Management
- Water Quality
- Water Resources Management

## **Wastewater Enterprise**

The Wastewater Enterprise maintains and operates the City's sewer system and treatment plants and is comprised of six operating divisions with approximately 400 employees and an operating budget of approximately \$190 million. The enterprise is currently implementing the Sewer System Improvement Program, a 20-year, multi-billion dollar citywide capital improvement program designed to upgrade our aging sewer infrastructure to ensure a reliable and seismically safe sewer system. In addition, the Wastewater Enterprise is nationally recognized for its innovative and environmentally responsible wastewater and recycling policies and programs.

Offices within the Wastewater Enterprise include:

- Collection Systems
- Wastewater Field Engineering
- Operations Division
- Maintenance Division
- Planning and Regulatory Compliance
- Wastewater Labs

## **Infrastructure Division**

A support bureau to all three enterprises, the Infrastructure Division provides technical oversight to all major capital programs and projects, including the Water System Improvement Program (WSIP), the Sewer System Improvement Program (SSIP) and the Hetchy Improvement Program (HIP), to ensure the implementation of these programs and projects in a safe and fiscally responsible manner.

Offices within the Infrastructure Division include:

- Environmental Management
- Construction Management
- Contracts Administration
- Engineering Management
- Project Management
- Water System Improvements Program
- Hetchy System Improvements Program
- Sewer System Improvements Program
- SFPUC Headquarter Operations