

CAC Minutes
For the meeting of March 17, 2016

CAC MEMBERS IN ATTENDANCE: Bethany Gravell, Genevieve Klein, Mike Cowan, Josh Baile, Hunter Causey, Kristin Maharg

CAC MEMBERS ABSENT: John Stafford, Bruce Hutchinson, Paul Aldretti, Loretta Pinetta

Guests:

Dennis Yaklich, Market Research Manager, RTD
Tim Flynn
Carl Paulson

Denver Water Staff: Katie Knoll, Heather Stauffer, Nathan Elder

Opening Remarks, Public Comments, Agenda and Minutes

February Minutes and March Agenda were approved.

Carl Paulson, a Denver Water customer, shared his concerns regarding Denver Water's 3.8% revenue increase and rate structure change. Carl shared with the committee that when he received his bill he expected a 3.8% increase as indicated but was surprised when found out that his bill would increase by 28%. He shared slides with the committee showing the disparity between the indicated 3.8% revenue increase and the 28% increase he saw on his bill. Carl would like the Citizens Advisory Committee to consider supporting a statement to the Board of Water Commissioners letting them know they did not make the right choice for the service area. The CAC thanks Carl for his slides and presentation and let him know that they would talk more about the topic as a committee.

Denver Water Update

Provided in written format to all members.

Legislative Update

Heather Stauffer gave a legislative update to the CAC. A written update was also provided.

RTD Customer Panel Presentation

Dennis Yaklich gave the CAC an overview of RTD's customer panels. The main group is a 15 person panel that meets quarterly for 2 ½ hours and serve 1 year terms. At the last meeting each panel participant gets an eco-pass for the next year. Participants are chosen based on age, ethnicity, gender, transit dependency, etc. in order to represent RTD's ridership demographics. RTD also has an online customer community of nearly 500 people that respond to surveys no

more than once a month. RTD has a 75-80% participation rate on surveys and they believe that online surveys have been a great success so far.

Dennis explained that the customer panels are focused on the needs of the organization and are able to explore specific topics in great depth. In the past RTD used to ask participants to come to a meeting and tell them what they think. He explained that this really didn't work that well for them because it attracted people to the table with their issue and that's all they wanted to talk about. He explained that their current model gives value to the organization.

Denver Water System Overview

Nathan Elder gave the CAC an overview of Denver Water's system and answered questions from the committee regarding Denver Water's system.

CAC Business

The CAC discussed Denver Water's rate increase and rate structure change and how they wanted to respond and address concerns from the committee and the public to the Board of Water Commissioners. Bethany Gravell requested the report from the rate structure committee. Hunter Causey will forward that report to the committee. The CAC decided that Kristin Maharg should draft a memo to the Denver Board of Water Commissioners. The current messaging, of a 3.8% revenue increase, needs to be revised to be more descriptive as to what the impact of the rate structure and the rate increase will be to all customers.