

CAC Minutes
For the meeting of May 19, 2016

CAC MEMBERS IN ATTENDANCE: Bethany Gravell, Hunter Causey, Mike Cowan, Genevieve Kline, Paul Aldretti, Loretta Pinetta, John Stafford, Kristin Maharg, Bruce Hutchins

CAC MEMBERS ABSENT: Josh Baile

Guests:

Frank Roth- Albuquerque Bernalillo County Water Utility Authority

Tim Flynn

Denver Water Staff: Katie Knoll, Heather Stauffer

Opening Remarks, Public Comments, Agenda and Minutes

April minutes and May agenda were approved.

No comments from members of the public

Denver Water Update

Provided in written format to all members.

Technical Customer Advisory Committee Overview

Frank Roth, a senior policy manager at Albuquerque Bernalillo County Water Utility Authority, presented to the CAC on Albuquerque's Technical Customer Advisory Committee (Committee). Frank explained that 20 years ago Albuquerque started on a major process of bringing on surface water. That was the first time they started to engage their customers and the process of customer engagement has evolved over time into a regular program. The water authority seeks dialogue and advice on important water and sewer operations, water resources programs, customer services and other important business and water related policies, plans and programs. The Committee is composed of nine members who serve without compensation. They cannot be an elected or appointed officer or employee of the water authority, City or County or their immediate family members. Members must be a customer of the Water Authority's water or wastewater system. Each member is representative of one of the core functional areas of operations including: water supply & operations, wastewater collection & operations, customer service, business planning & management, and organization development. In addition members must have professional or technical competence in areas such as: water resource planning, water system engineering or construction, environmental, non-profit water management, planning, landscape architecture, customer service, etc. Interested customers submit an online application and are appointed to two-year terms, and members can serve two consecutive terms. The chair and vice-chair are elected to one-year terms and cannot serve consecutive terms in the same position. The Committee is required to

meet a minimum of four times a year, usually quarterly for two hour meetings. Frank said in the first year of the Customer Advisory Committee they discussed, in depth, three topics: long-term water supply priorities, water waste enforcement programs, and potable water reuse. During the second year the committee talked about infrastructure renewal, and water/ sewer rates. The third year they plan on focusing on long-term water supply strategies. Frank then led Denver Water's Citizens Advisory Committee through a pyramid exercise in which he asked each participant to write down what they believe the "three most formidable obstacles that prevent citizens from being engaged in the civic life of their communities". The committee discussed and combined their answers in small groups which were then combined into larger groups.