



# Technical Customer Advisory Committee

## ACTION SUMMARY

June 7, 2018

Members Present:

Janie Chermak  
Mike Hightower  
Dave Hill  
Ege Richardson  
Scott Verhines

Members Excused:

Melissa Armijo  
Andrew Bernard  
Amy Ewing  
Amy Miller

Water Authority Staff Present:

Frank Roth, Senior Policy Manager  
Kate Mendoza, Water Resources Specialist  
Anthony Montoya, Chief Engineer  
Damian Luna, Principal Engineer  
Kristopher Cadena, Principal Engineer  
Jane Rael, Senior Engineer

Others Present:

John Fleck  
Elaine Hebard

**Item 1 – Call to Order - Note presence of quorum**

The meeting was called to order at 4:03 pm by Chair Ege Richardson.

**Item 2 – Approval of Agenda**

Scott Verhines made a motion to approve the agenda. Dave Hill seconded the motion. The motion passed on a 4-0 vote.

For: 4      Chermak, Hill, Richardson, Verhines  
Against: 0  
Excused: 5      Armijo, Bernard, Ewing, Hightower, Miller

**Item 3 – Approval of April 5, 2018 Action Summary**

Dave Hill made a motion to approve the action summary. Janie Chermak seconded the motion. The motion passed on a 4-0 vote.

For: 4      Chermak, Hill, Richardson, Verhines  
Against: 0  
Excused: 5      Armijo, Bernard, Ewing, Hightower, Miller

**Item 4 – Status Report on Customer Conversations**

Kate Mendoza provided a status report on the 2018 Customer Conversation program. Committee members acknowledged how well the meetings were organized, the benefits of the customer outreach program, and the discussion topics of watershed protection and groundwater contamination. Members commented on high level of engagement of customers on the discussion topics and questions.

*Mike Hightower entered the meeting at this time.*

**Item 5 – Presentation on Capital Program Planning Coordination**

Damian Luna provided an overview of the Capital Improvement Program (CIP) discussing the coordination component with the different agencies. He discussed the utilization of the utility's Asset Management Plan to guide renewal and replacement decisions based business risk. He also provided two examples of project coordination within the City of Albuquerque.

It was also requested that Water Authority staff provide a presentation to the TCAC on the updated Asset Management Plan when it is completed.

**Item 6 – Presentation on Water Authority Utility Development**

Kristopher Cadena provided an overview of the Utility Development Section. He reviewed the Section's responsibilities and current workload. He distinguished between an availability statement and serviceability letters. He also reviewed the requirements of development inside and outside of the service area. He demonstrated the features of a pilot Online Availability Tracking System. Some features that are planned to be added include a Search function, Days Pending by tracking number, and an auto-email function sending the requester the executed availability statement. Committee members provided recommendations on the utility development process:

- Develop an expedited process to shorten the review/approval process at additional charge
- Increase the awareness and availability of staff for pre-submittal meetings with developers to improve the completeness of requests
- Create two separate tracks of simple and complex development requests; the simple requests would have a quicker turn-around time and would not be stuck behind more complex time-consuming requests

**Item 7 – Public Comment**

There was no public comment.

**Item 8 – Adjournment**

The meeting concluded at 5:40 pm.