



**Technical
Customer Advisory Committee (TCAC)**

ACTION SUMMARY

March 6, 2025

Members Present:

Elias Archuleta
Mark Begay
John Fleck
Kerry Howe
Donald T. Lopez
Anjali Mulchandani
Mario Nuño-Whelan
Jill Peterson

Members Excused:

Brian Freeman

Water Authority Staff Present:

Diane Agnew, Water Rights Program Manager
Amos Arber, Program Manager Water Conservation
Mark Kelly, Water Resources Manager
Henrietta Mendez, Customer Service Manager
Marta Ortiz, Chief Financial Officer
Jordan Salas, Executive Services Coordinator
Mark Sanchez, Executive Director

Members of the public can view the meeting by joining the video conference. Requests for login information to this meeting and or Public Comment must be submitted to jsalas@abcwua.org before 2:00PM on the date of the meeting.

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

The meeting was called to order at 5:05 pm by Chair Mulchandani.

Item 2 – Southside Water Reclamation Plant Outfall Site Tour

Item 3 – Approval of Agenda

Lopez made a motion to approve the agenda. Archuleta seconded the motion. The motion passed 8-0 vote.

For: 8 Archuleta, Begay, Fleck, Howe, Mulchandani, Lopez, Nuño-Whelan,
Peterson
Against: 0
Excused: 1 Freeman

Item 4 – Approval of February 6, 2025, Action Summary

Fleck made a motion to approve the February 6, 2025, Action Summary. Archuleta seconded the motion. The motion passed 8-0 vote.

For: 8 Archuleta, Begay, Fleck, Howe, Mulchandani, Lopez, Nuño-Whelan,
Peterson
Against:
Excused: 1 Freeman

Item 5 – Public Comment

Public Comment was accepted prior to the meeting by email and distributed to members.

Item 6 – Customer Services – Bill Redesign – Henrietta Mendez

Henrietta Mendez explained citizen focus groups were held in 2024 and feedback was received. The Water Authority collaborated with print vendors and billing analysts to create changes to the bills sent to customers. Changes include service type color coding, usage graph comparisons from previous years, removal of unnecessary information, and a digital option to obtain more billing information.

Item 7 – Non-Functional Turf Discussion

Amos Arber, and Mark Kelly, presented discussion points to get feedback from the TCAC addressing non-functional turf within the Water Authority service area.

Item 8 – Water Report – Mark Kelly

Mark Kelly discussed the current Water Report. There are currently abnormally dry to moderated drought conditions, drought severity and coverage index is 198 up from last month at 179, gallons per capita per day (GPCD) is 125. Discussed long term GPCD, temperature, precipitation, and U.S. Monthly Drought Outlook for February 2025. The upper San Juan snowpack is 61% of the median, upper Rio Grande 42% of the median, and the middle Rio Grande is 28% of the median.

Item 9 – Other Business

None

Item 10 – Adjournment: Time 6:05PM

DRAFT