



# Technical Customer Advisory Committee

## **ACTION SUMMARY**

**November 7, 2019**

Members Present:

Melissa Armijo  
Andrew Bernard  
Janie Chermak  
Robert Fowlie  
Dave Hill  
Erwin Melis  
Amy Miller  
Ron Schwarzwaldner  
Scott Verhines

Members Excused:

Water Authority Staff Present:

Charles Leder, Plant Division Manager  
Adrienne Candelaria, Customer Service Division Manager  
Cody Stinson, Chief Information Officer  
Trina Norman, Applications Manager  
Elizabeth Anderson, Chief Innovation & Performance Manager  
Frank Roth

Others Present:

Shannon Whitehead,  
The Graphics Station

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

The meeting was called to order at 4:00 pm by Chair Janie Chermak.

### **Item 2 – Approval of Agenda**

Dave Hill made a motion to approve the agenda. Amy Miller seconded the motion. The motion passed on an 8-0 vote.

For: 8      Bernard, Chermak, Fowlie, Hill, Melis, Miller, Schwarzwaldner, Verhines  
Against: 0  
Excused: 1      Armijo

**Item 3 – Approval of September 5, 2019 Action Summary**

Ron Schwarzwaldler made a motion to approve the action summary. Erwin Melis seconded the motion. The motion passed on an 8-0 vote.

For: 8 Chermak, Fowlie, Hill, Melis, Miller, Schwarzwaldler, Bernard, Verhines  
Against: 0  
Excused: 1 Armijo

*Melissa Armijo joined the meeting at this time.*

**Item 4 – Presentation on Improving the Online Customer Experience**

Adrienne Candelaria and Shannon Whitehead gave a presentation on the Water Authority's website redesign efforts and implementation strategy. TCAC members provided insight into the information they find most useful on the Water Authority's website, information they would like to see presented on the website, and ideas on how to make that information more easily accessible.

**Item 5 – Presentation on AWWA Partnership Programs**

Charles Leder gave a presentation on the Water Authority's participation and achievements in the American Water Works Association (AWWA) Partnership Programs. The Water Authority has held the Director's Award in the Partnership for Safe Water Treatment since 2019 and the Partnership for Safe Water Distribution since 2017. The Water Authority has held the Director's Award from the Partnership for Clean Water Treatment since 2019. Recognition by these AWWA Partnership Programs demonstrates that the Water Authority is achieving standards above and beyond those required by the United States Environmental Protection Agency and New Mexico Environment Department.

**Item 6 – Public Comment**

None.

**Item 7 – Adjournment**

Andrew Bernard accepted a Fulbright Scholarship and resigned from the TCAC, so this was his last TCAC meeting. The open TCAC position will be announced during the Water Authority Board Meeting in December. The meeting concluded at 5:42 pm.