



Technical Customer Advisory Committee

ACTION SUMMARY

April 6, 2017

Members Present:

Janie Chermak
Amy Ewing
Elaine Hebard
Mike Hightower
Dave Hill
Laura McCarthy

Members Excused:

Andrew Bernard
Scott Verhines
Ege Richardson

Water Authority Staff Present:

Frank Roth, Senior Policy Manager
Stan Allred, Chief Financial Officer
H. Warren, Customer Services Manager
Armida Magallanes, Customer Services Division
Celeste Rael, Customer Services Division
Juaquin Zamora, Customer Services Division
Carlos Bustos, Water Conservation Manager

Others Present:

Arnel Santos, CDM Smith

Item 1 – Call to Order – Note presence of quorum

The meeting was called to order at 4:02 pm by Chair Dave Hill.

Item 2 – Approval of Agenda

Elaine Hebard requested that agenda item 7 be moved after agenda item 4. Laura McCarthy made a motion to approve the agenda. Elaine Hebard seconded the motion. The motion passed on a 4-0 vote.

For: 4 Bernard, Ewing, Hebard, Hill
Against: 0
Excused: 5 Chermak, Hightower, McCarthy, Richardson, Verhines

Janie Chermak entered the meeting after Agenda Item #2.

Item 3 – Approval of March 2, 2017 Action Summary

Janie Chermak made a motion to approve the action summary as amended. Elaine Hebard seconded the motion. The motion passed on a 4-0 vote.

For: 4	Chermak, Ewing, Hebard, Hill
Against: 0	
Abstain 1	McCarthy
Excused: 4	Bernard, Hightower, Richardson, Verhines

Mike Hightower entered the meeting during Agenda Item #4.

Item 4 – Review FY18 Proposed Operating/Capital Budgets

Stan Allred provided an overview of the Water Authority's proposed operating and capital budgets for Fiscal Year 2018. He reviewed the budget highlights and assumptions, and the projected expenditures and revenues. He also discussed the capital improvement appropriations and the planned spending for the next ten years.

Item 7 – Final Comments and Questions

Elaine Hebard provided comments to the committee.

Item 5 – Presentation of Customer Service Department Initiatives

H. Warren and his staff provided an overview of the Customer Care Portal and the Clevest mobile technology. Armida Magallanes, Celeste Rael, and Juaquin Zamora provided demonstrations of the new technology. It was noted that there is more flexibility for customers to donate money to the Living River Fund. In addition, property managers can now manage multiple accounts under one login. Committee members suggested that the Water Authority provide more outreach to inform customers and the media of the new initiatives.

Item 6 – Public Comment

None.

Item 8 – Adjournment

The meeting concluded at 5:55 pm.