



# Technical Customer Advisory Committee

## AGENDA

### *Members*

Andrew Bernard	Elaine Hebard
Janie Chermak	Laura McCarthy
Amy Ewing	Ege Richardson
Mike Hightower	Scott Verhines
Dave Hill	

Thursday, April 6, 2017	4:00 PM	ABCGC – 7th Floor Conference Room 7096
1. Call to Order		4:00-4:05
2. Approval of Agenda		4:00-4:05
3. Approval of March 2, 2017 Action Summary		4:00-4:05
4. Review FY18 Proposed Operating/Capital Budgets		4:05-4:45
5. Presentation of Customer Service Department Initiatives		4:45-5:20
6. Public Comment		5:20-5:25
7. Final Comments or Questions		5:25-5:30
8. Adjournment		5:30

NOTICE TO PERSONS WITH DISABILITIES: If you have a disability and require special assistance to participate in this meeting, please contact the Water Utility Authority Office, Suite 5012, Albuquerque/Bernalillo County Government Center, phone 289-3100, as soon as possible prior to the meeting date.



# Technical Customer Advisory Committee

## ACTION SUMMARY

March 2, 2017

Members Present:

Andrew Bernard  
Janie Chermak  
Amy Ewing  
Elaine Hebard  
Dave Hill  
Ege Richardson

Members Excused:

Mike Hightower  
Laura McCarthy  
Scott Verhines

Water Authority Staff Present:

Mark S. Sanchez, Executive Director  
Frank Roth, Senior Policy Manager  
Stan Allred, Chief Financial Officer  
Katherine Yuhas, Water Resources Manager  
Erin Keck, Education Coordinator  
H. Warren, Customer Services Manager

Others Present:

Carol Malesky, Stantec  
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**

Janie Chermak made a motion to approve the agenda. Elaine Hebard seconded the motion. The motion passed on a 5-0 vote.

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

**Item 3 – Approval of February 2, 2017 Action Summary**

Elaine Hebard made a motion to approve the action summary. Amy Ewing seconded the motion. The motion passed on a 5-0 vote.

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

*Ege Richardson entered the meeting during Agenda Item #4.*

**Item 4 – Rate Structure Recommendation**

Carol Malesky reviewed the bill impacts of three rate scenarios. The committee also reviewed and discussed the pros and cons of each scenario. They also recommended that Tucson and San Antonio be included in the regional bill comparison. Amy Ewing made a motion to recommend Scenario C as the preferred scenario to the governing board. Janie Chermak seconded the motion. The motion passed on a 6-0 vote.

For: 6      Bernard, Chermak, Ewing, Hebard, Hill, Richardson  
Against: 0  
Excused: 3      Hightower, McCarthy, Verhines

**Item 5 – Education Program Update**

Erin Keck provided an overview of the education program and noted two recognition awards that the Water Authority recently received by the Water Environment Federation and the National Association of Clean Water Agencies. Committee members participated in an activity used by middle school students to understand the connection between energy and water.

**Item 6 – FY18 Goals and Objectives**

Frank Roth provided an overview of the Water Authority's strategic planning process. He reviewed key objectives by goal area for Fiscal Year 2018.

**Item 7 – Public Comment**

None.

**Item 8 – Final Comments and Questions**

None.

**Item 9 – Adjournment**

The meeting concluded at 6:04 pm.