



# Technical Customer Advisory Committee

## AGENDA

### *Members*

Mark Begay  
Jitka Dekojova  
Deborah Dixon  
John Fleck  
Robert Fowlie

Paul van Gulick  
Erwin Melis  
Ron Schwarzwald  
Jingjing Wang

Members of the public have the ability to view the meeting by joining the video conference. To request login information for this meeting, contact Jordan Salas at [jsalas@abcwua.org](mailto:jsalas@abcwua.org) or 505-289-3100. Requests for login must be received before 2pm on Thursday, August 11, 2022. Public Comment must be submitted via email to Jordan Salas at [jsalas@abcwua.org](mailto:jsalas@abcwua.org) before 2pm on Thursday, August 11, 2022.

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Thursday, August 11, 2022	4:00 PM	via video conference
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1. Call to Order
2. Approval of Agenda
3. Approval of June 2, 2022 Action Summary
4. Public Comment
5. Drought Update
6. Update on 2022 Customer Survey
7. Federal Funding Updates
8. SWRP Outfall Update
9. Other Business
10. Adjournment

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.



# Conservation

## Water Resources Division

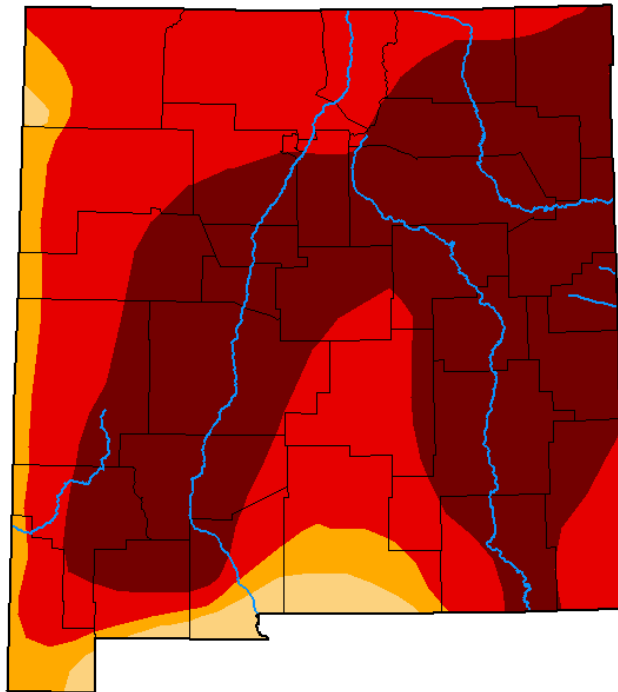
Drought Update

**Carlos Bustos**  
**Water Conservation Manager**  
**August 11, 2022**

# Monsoon Effect

## U.S. Drought Monitor New Mexico

**June 14, 2022**  
(Released Thursday, Jun. 16, 2022)  
Valid 8 a.m. EDT



### Intensity:

- None
- D0 Abnormally Dry
- D1 Moderate Drought
- D2 Severe Drought
- D3 Extreme Drought
- D4 Exceptional Drought

The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. For more information on the Drought Monitor, go to <https://droughtmonitor.unl.edu/About.aspx>

### Author:

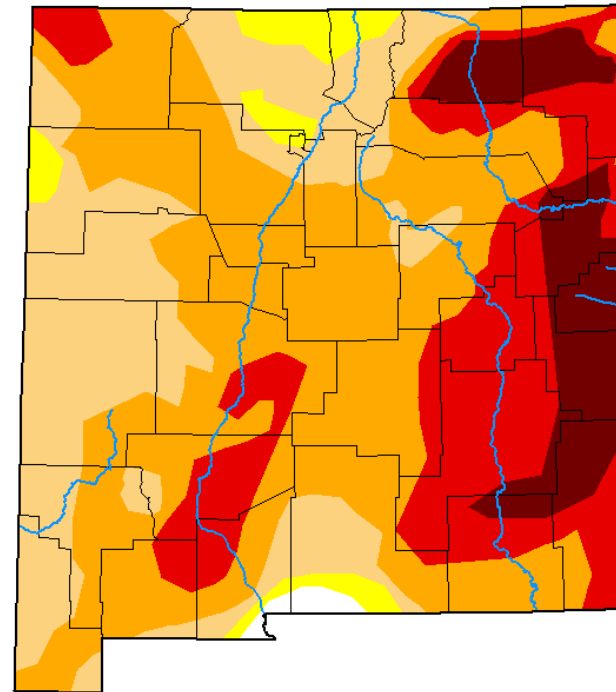
Adam Hartman  
NOAA/NWS/NCEP/CPC



[droughtmonitor.unl.edu](https://droughtmonitor.unl.edu)

## U.S. Drought Monitor New Mexico

**August 2, 2022**  
(Released Thursday, Aug. 4, 2022)  
Valid 8 a.m. EDT



### Intensity:

- None
- D0 Abnormally Dry
- D1 Moderate Drought
- D2 Severe Drought
- D3 Extreme Drought
- D4 Exceptional Drought

The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. For more information on the Drought Monitor, go to <https://droughtmonitor.unl.edu/About.aspx>

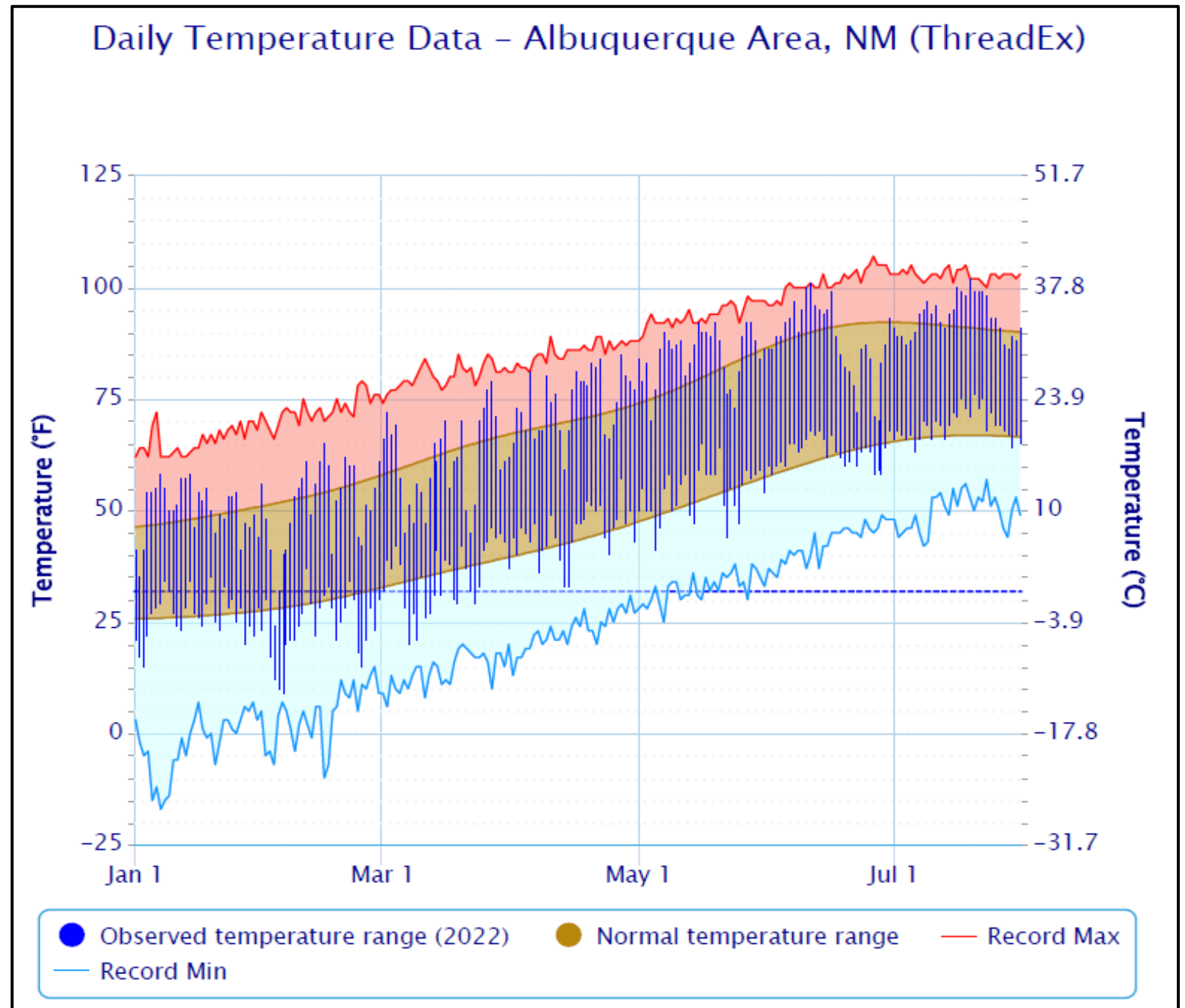
### Author:

Curtis Riganti  
National Drought Mitigation Center

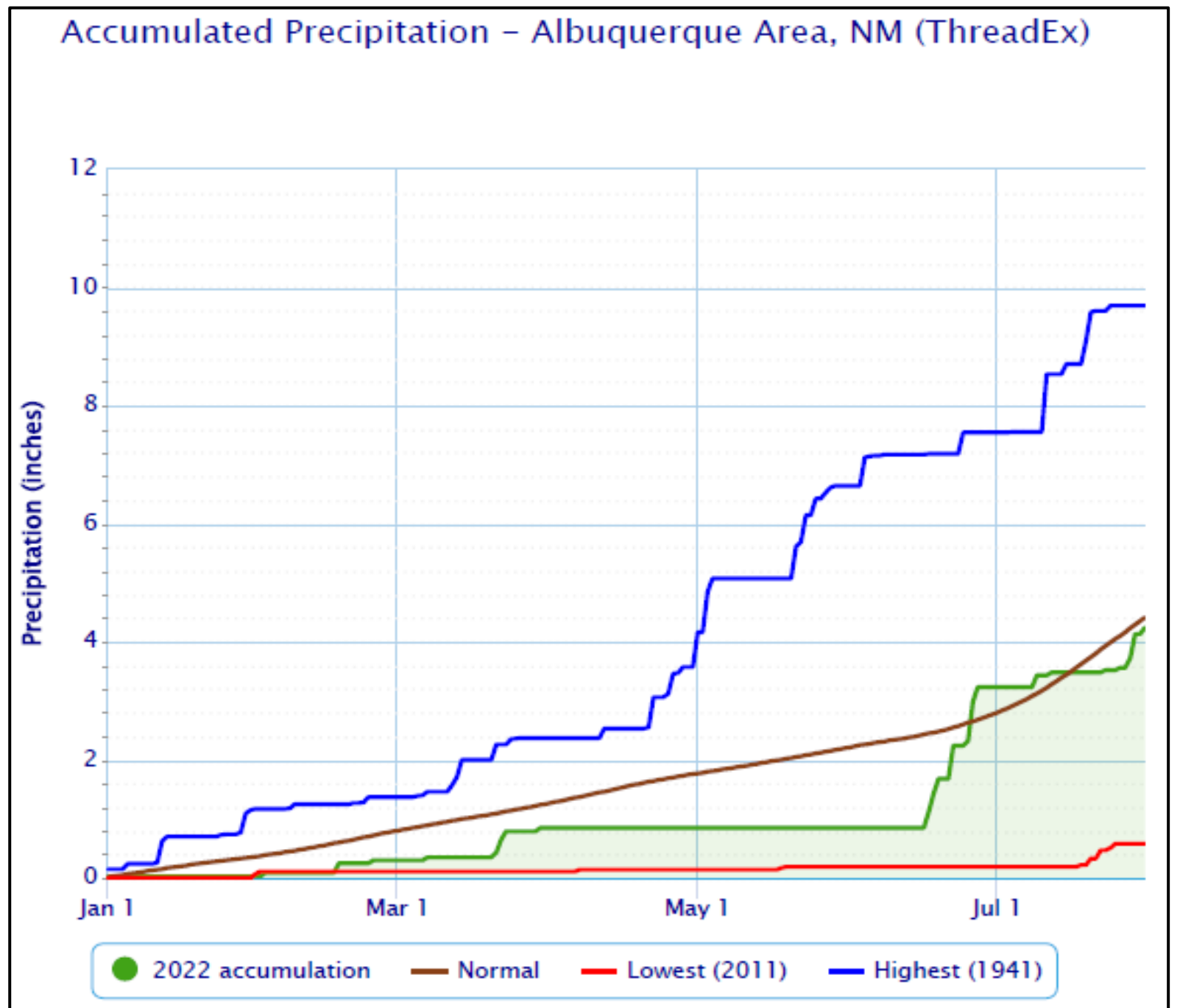


[droughtmonitor.unl.edu](https://droughtmonitor.unl.edu)

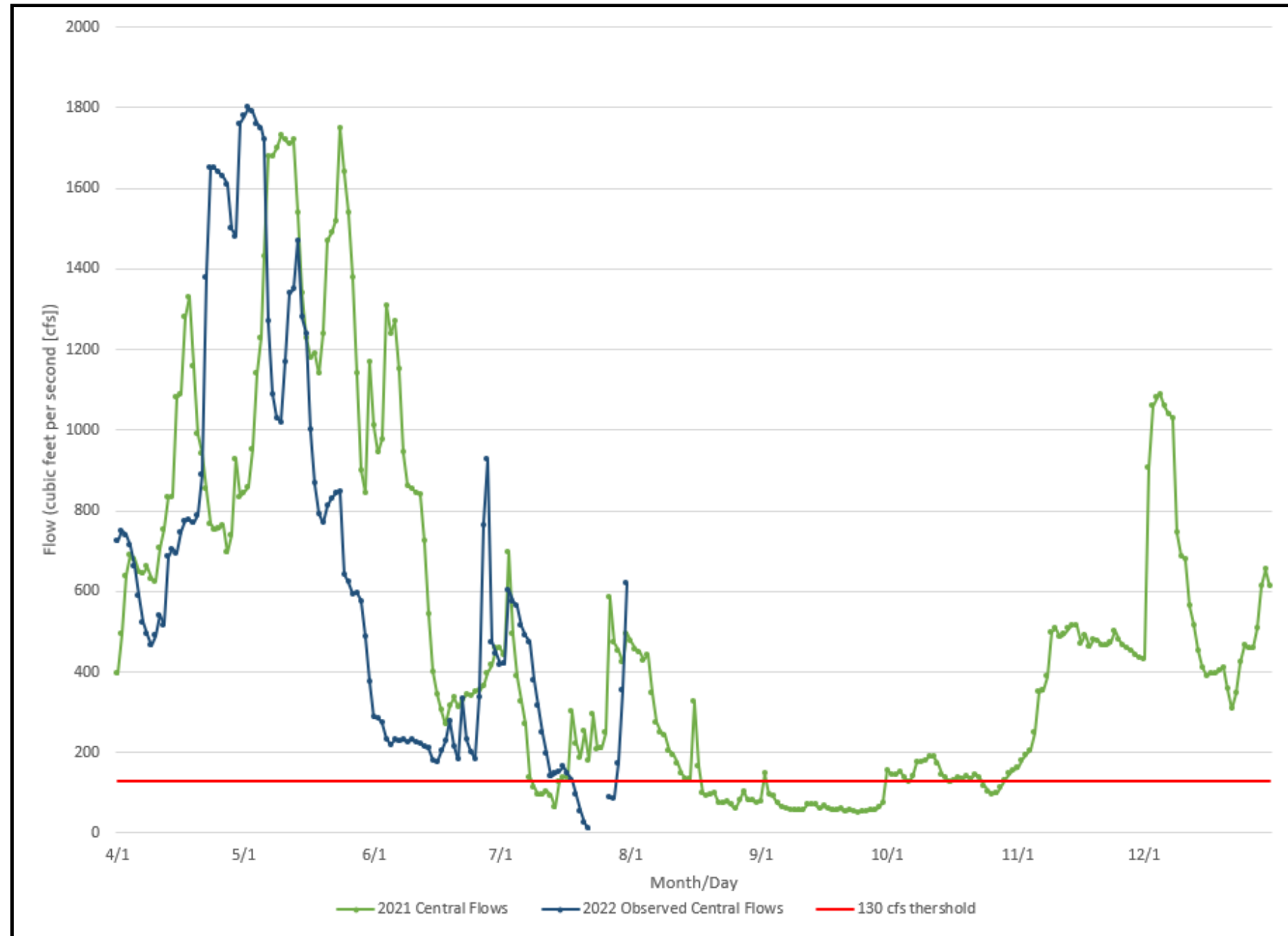
# Albuquerque Temperature



# Albuquerque Rainfall



# Albuquerque River Flows

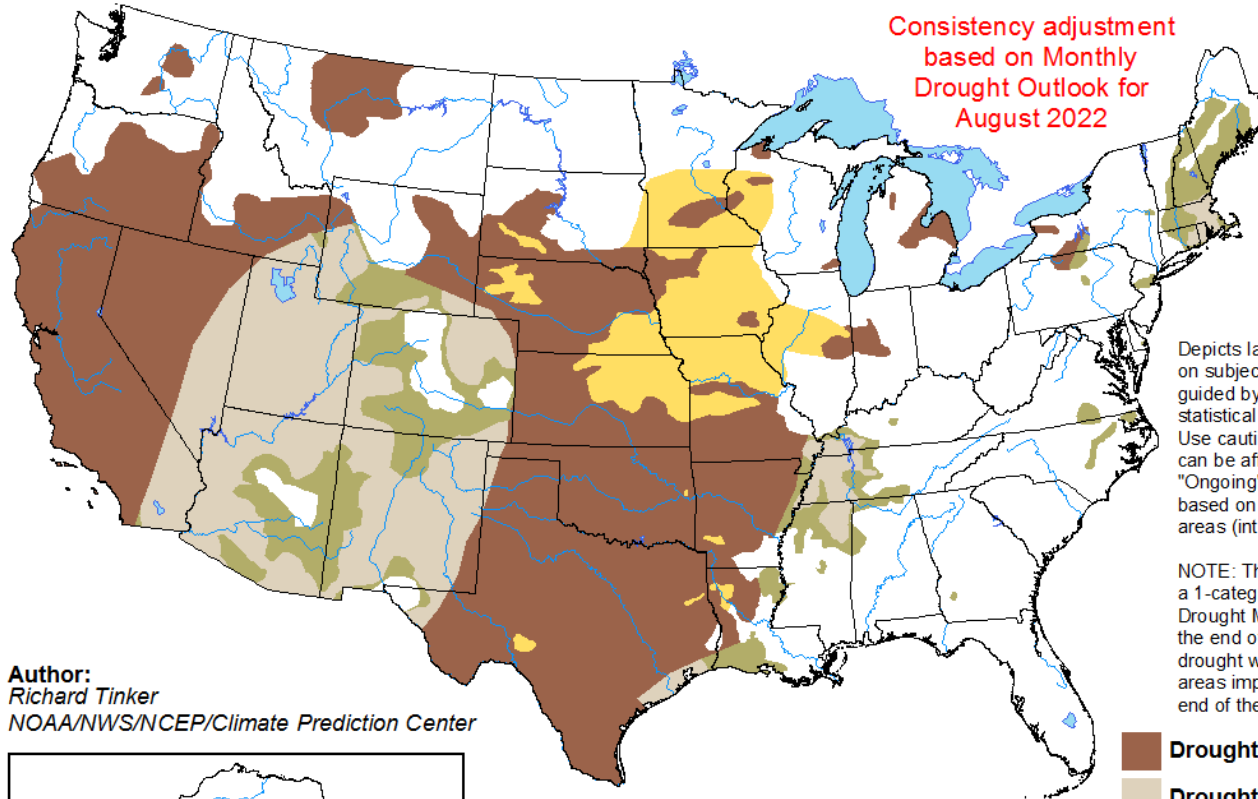


# U.S. Seasonal Drought Outlook

## Drought Tendency During the Valid Period

Valid for August 1 - October 31, 2022  
Released July 31, 2022

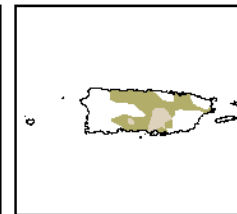
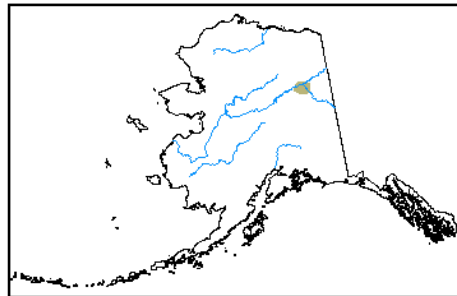
Consistency adjustment  
based on Monthly  
Drought Outlook for  
August 2022







Depicts large-scale trends based on subjectively derived probabilities guided by short- and long-range statistical and dynamical forecasts. Use caution for applications that can be affected by short lived events. "Ongoing" drought areas are based on the U.S. Drought Monitor areas (intensities of D1 to D4).

NOTE: The tan areas imply at least a 1-category improvement in the Drought Monitor intensity levels by the end of the period, although drought will remain. The green areas imply drought removal by the end of the period (D0 or none).

**Author:**  
Richard Tinker  
NOAA/NWS/NCEP/Climate Prediction Center



-  Drought persists
-  Drought remains but improves
-  Drought removal likely
-  Drought development likely



<http://go.usa.gov/3eZ73>



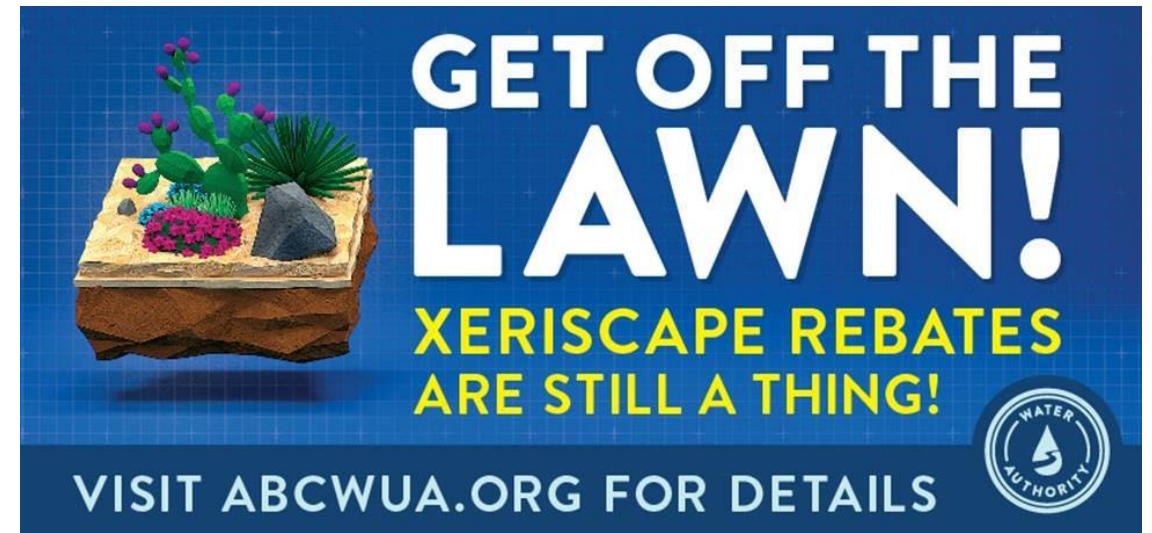
# Drought Watch:

## Drought Actions

- 3 Steps to Landscape Success  
Drought Class: \$20 rebate
- Double water waste fees  
(and more enforcement personnel)
- Increased public information.  
(focus on Xeriscape Conversions)

## Other actions:

- Top 5% Residential Outreach Program
- Currently reviewing our drought strategies







Since the start of the year, we've doubled our turf to xeriscape conversions.

**Year to date:** 575,188 square feet

**Last year's total:** 272,665 square feet

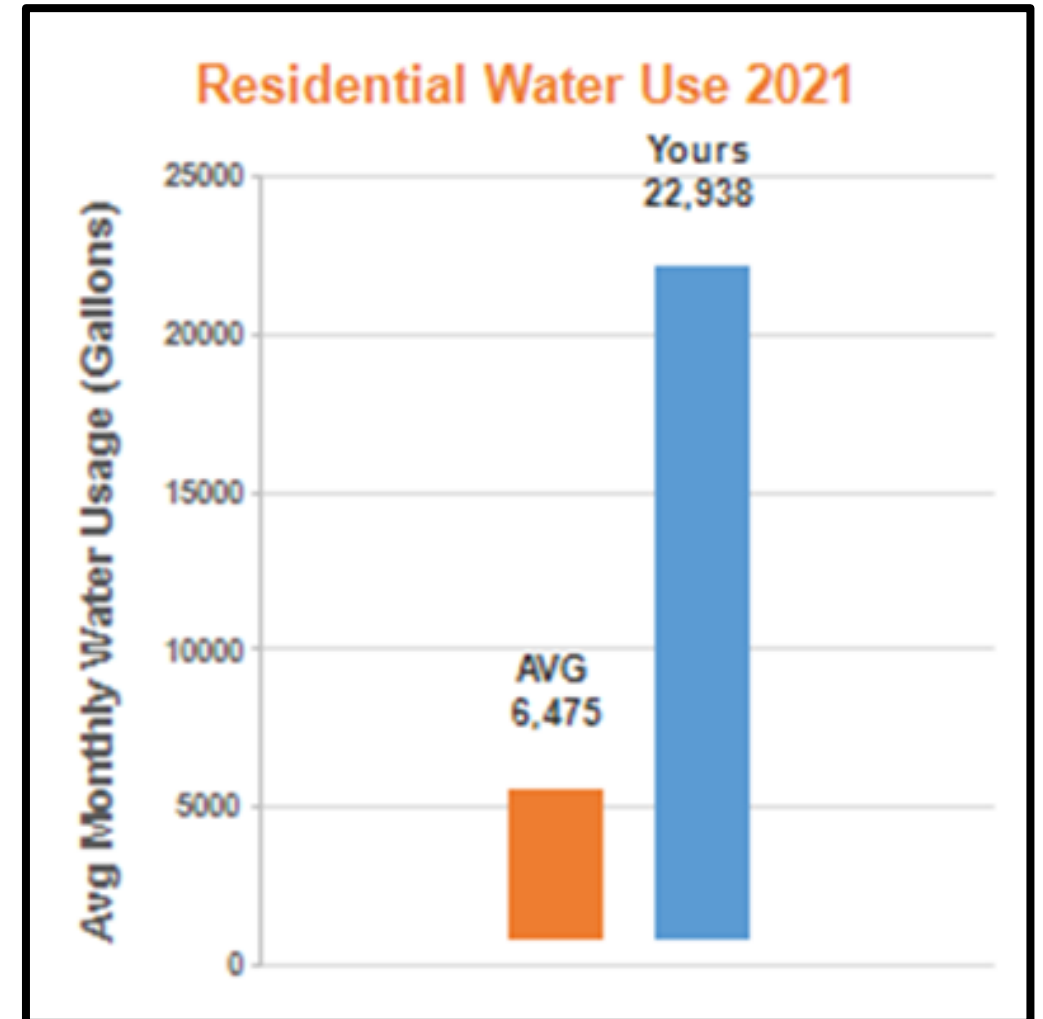




# Top 5% Residential Outreach Program

## Letter sent to top 5%

- Informs that we are in a drought
- Informs that their average monthly usage is above comparable residential averages
- Encourages people to schedule a free irrigation consultation and to improve irrigation practices

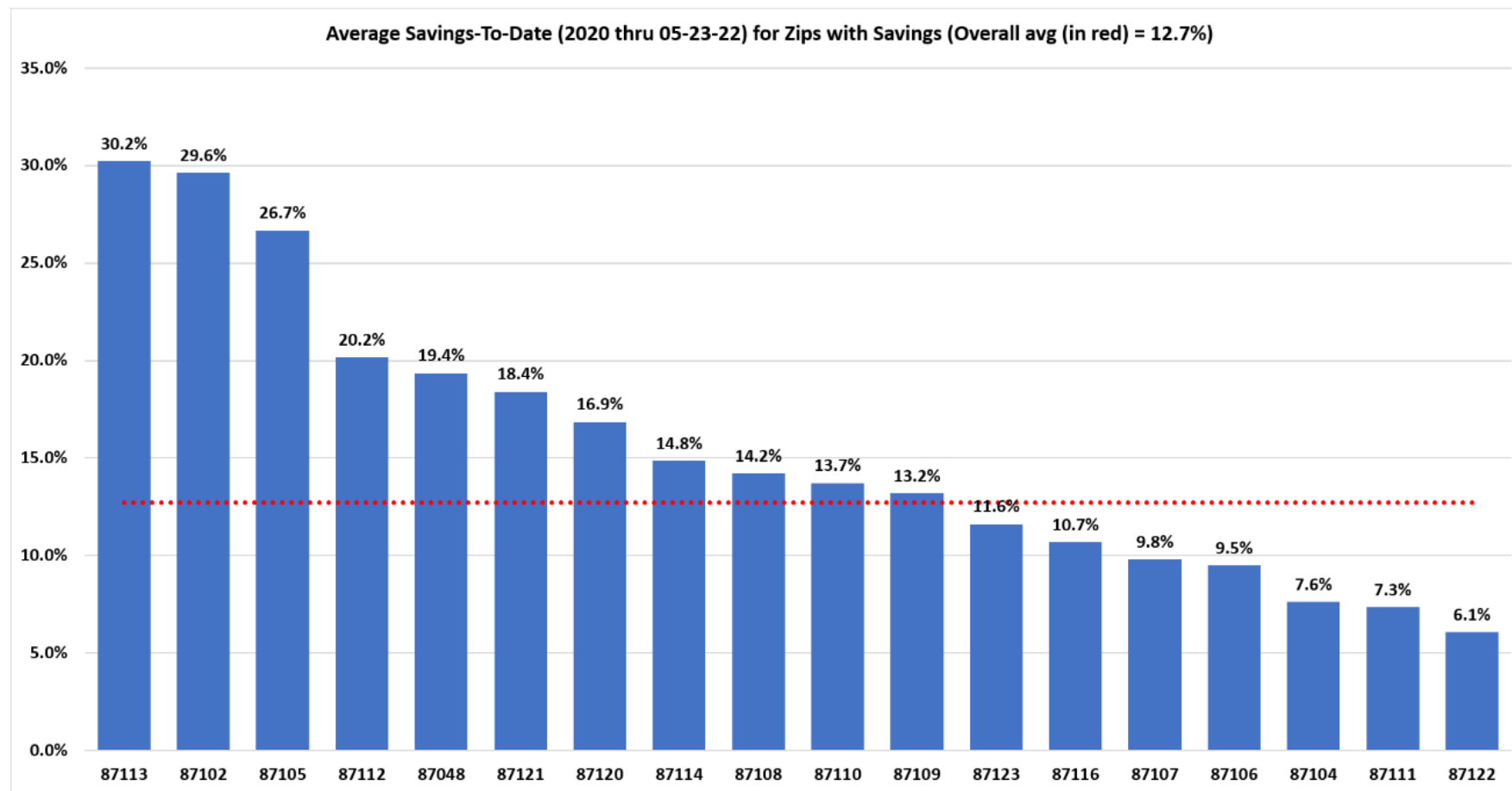


# Top 5% letter effect (8,340 letters sent)

Average  
reduction  
13% per house



Savings to date  
221 Million Gallons

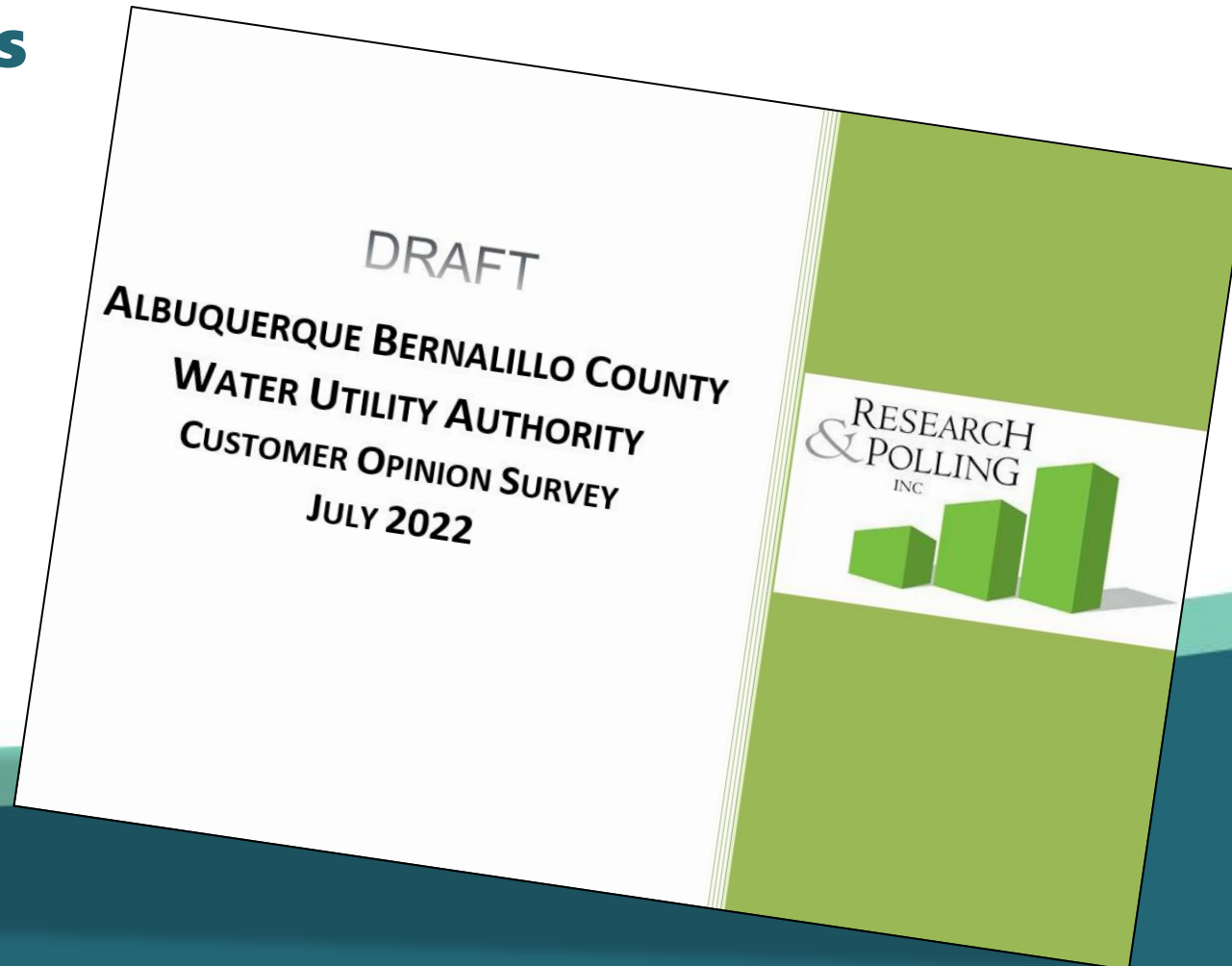




Questions?

# 2022 Customer Opinion Survey

## Summary Results



# Methodology

A random sample of 505 Water Authority residential customers and 100 commercial customers was interviewed by telephone.

All interviews were conducted between May 6th and June 10th, 2022.

Maximum margin of error (residential) is approximately 4.4%.

Demographic subgroups: age, ethnicity, gender, level of education, household income, region, employment status, length of residency, number of people in the home, home ownership, type of home, water bill payment, and number of children living in the home





# Overall Satisfaction

The vast majority (97%) of residential customers say they are either *very satisfied* (62%) or *somewhat satisfied* (35%) with the overall services they receive from the Water Authority. And, among commercial customers, 98% are either *very satisfied* (74%) or *somewhat satisfied* (24%). These results are consistent with those observed in previous studies, though it should be noted that the 62% of residential customers who say they are *very satisfied* is an all-time high.



# Reliability of Service

More than **nine in ten** residential customers say they are **satisfied with the reliability of water to their homes (98%)** and **reliability of wastewater drainage from their homes to the city sewer line (94%)**. Similar results are observed among commercial customers.



# Water Quality

Approximately three-quarters (77%) of residential customers say they are either *very satisfied* (49%) or *somewhat satisfied* (28%) with water quality where quality refers to the taste, smell, and appearance of the drinking water, versus 18% who say they are either *somewhat dissatisfied* (11%) or *very dissatisfied* (7%).

Further, approximately **four in five** residential customers say they are either *very satisfied* (49%) or *somewhat satisfied* (32%) with the water quality where quality refers to the safety and purity of the drinking water compared to just 13% who are dissatisfied.



# Potable Re-Use

The majority (54%) of residential customers say they either *somewhat support* (28%) or *strongly support* (26%) the use of recycled wastewater as drinking water if the water is treated to meet safe drinking water standards. However, 37% of residential customers are *opposed* to this proposal (20% are *strongly opposed*).

The 54% of residential customers who support using recycled water is down slightly from the 59% observed two years ago.



# Value and Water Rates

The vast majority of residential (88%) and commercial (87%) customers agree that water and sewer services are a good value for the amount of money they pay.

While 59% of residential customers at least *somewhat agree* that water rates should be increased to cover the cost of providing a reliable water supply for future generations, 35% disagree.



# Outreach & Education Efforts

The majority of both residential (72%) and commercial (68%) customers express **satisfaction with the public outreach and education** on water issues, with relatively few customers (10% or less) who are dissatisfied.

However, 19% of residential customers and 28% of commercial customers do not have an opinion about the Water Authority's public outreach and education efforts, suggesting a lack of familiarity with them.





# Most Important to Customers

Issues deemed important by residential customers:

- Providing a long-term water supply for future generations (94%)
- The quality of treated water returned back to the river (91%)
- Protecting and restoring upstream water sources or watersheds (86%)
- Investing in the repair and replacement of old water and sewer lines (85%)
- Reusing treated wastewater to irrigate public spaces (83%)
- Balancing customer water demand with protection of habitat for wildlife and vegetation in the Rio Grande corridor (83%)
- Balancing population and economic growth with our water availability (82%)
- Making water available to attract and keep high-tech industries that offer good-paying jobs (68%)



# Questions?





# TCAC Update on Federal Funding

Elizabeth Anderson, PE, Chief Planning Officer  
Albuquerque Bernalillo County Water Utility Authority

August 11, 2022





Meeting Date: November 17, 2021  
Staff Contact: Mark S. Sanchez, Executive Director

**TITLE:** C-21-30 – 2022 State Legislative Priorities

**ACTION:** Recommend Approval

**SUMMARY:**

The Water Authority has ten recommended State Legislative Priorities for

**1. Bosque Non-potable Water Reclamation Plant and Reuse System**

Consistent with Water 2120, this project extends the utility's water conservation and direct and indirect potable reuse. The Bosque project provides potable water for industrial purposes and irrigation needs to parks and courses. The Water Authority has secured the land for the construction of the new wastewater treatment plant and has also completed the feasibility study by the Bureau of Reclamation under the Title XVI requirements. The project is approved by the Bureau of Reclamation and is eligible to move forward with this authorization. This project will provide 3 to 5 million gallons per acre-foot per year of non-potable reuse water for the westside of the city, parks, golf courses and potentially for industrial uses. The facility is part of the Water Authority's 100-year water plan and will consist of a new wastewater reuse plant, reservoir to store the water and pipeline to distribute the non-potable water to the various irrigation and industrial sites. When water demands are lower, the purified effluent will be discharged to the Rio Grande. The wastewater reuse plant will be located on Water Authority property just north of the Bosque High School and education will be a central part of the facility.

The Water Authority received funding from the NM State Water Recovery Program Act (ARPA) and is also proceeding with the necessary clearances for this project. The first phase which is underway includes the design of the facility (conceptual design) and submission of a permit application to the Rio Grande south of Montano Road. The Water Authority is currently in the design and easement acquisition. The last phase would be construction and that could be completed in smaller phases consistent with the irrigation sites.

**2. Winrock On-site Resource Recover Plant – \$10 million**

This project includes the design and construction of a new wastewater treatment plant which will provide reclaimed water irrigation for the 83-acre site located just north of the Bosque High School and education will be a central part of the facility.

Meeting Date: November 17, 2021  
Staff Contact: Mark S. Sanchez, Executive Director

**TITLE:** C-21-31 – 2022 Federal Legislative Priorities  
**ACTION:** Recommend Approval  
**SUMMARY:** The 2022 Federal Legislative Priorities for the Water Authority are summarized below. The Legislative Priorities are consistent with the prior year requests with modifications to reflect funding and updated status reports.

**Funding Request**

**1. Water Reclamation and Recycling Program**  
Under Policy B of the water resources plan (Water 2120: Securing our Water Future), the Water Authority should utilize all excess wastewater effluent as part of a reuse and recycling plan which includes aquifer storage and recovery. The following projects could be eligible for State Revolving Fund (SRF) funding from the United States Environmental Protection Agency (EPA) and/or Title XVI funding from the Bureau of Reclamation (BOR). The Water Authority intends to seek multiple forms of Federal and State funding for completion of these projects.

**A. Bosque Reuse Project**  
The Water Authority has secured the land for the construction and operation of the new wastewater treatment plant and has also completed the feasibility study required by the Bureau of Reclamation (BOR) under the Title XVI requirements. The feasibility study was approved by the BOR and is eligible to move forward towards NEPA with this authorization. This project will provide 3 to 5 million gallons per day (3,000 – 7,000 acre-feet per year) of non-potable reuse water for the westside of Albuquerque including parks, golf courses and potentially for industrial uses. The facility is planned as part of the Water Authority's 100-year water plan and will consist of a new completely enclosed wastewater reuse plant, reservoir to store the water and pipelines to distribute the non-potable water to the various irrigation and industrial sites. In the winter when water demands are lower, the purified effluent will be discharged to the Rio Grande. The new wastewater reuse plant will be located on Water Authority property just north of the Bosque High School and education will be a central part of the facility.

The Water Authority received funding from the NM State Legislature and is proceeding with design of this project. A feasibility study was completed for this project in 2012, which estimated the total project cost to be approximately



# Legislative Priorities & ICIP Process

## WHERE OUR WATER COMES FROM



## Legislative Priorities

- Bosque Water Reuse Plant
- SWRP Outfall Project
- South-to-North Reuse Pipeline Project
- Winrock On-site Resource Recover Plant
- Aquifer Storage and Recovery (ASR)
- KAFB Bulk Fuels Facility Additional Monitoring Well
- Northwest Capacity Improvement Project
- Abiquiu Reservoir





# Federal Funding Opportunities

- Bureau of Reclamation (BOR)
  - WaterSMART
  - Title XVI
- Bipartisan Infrastructure Law (BIL)
  - State Revolving Fund (SRF)
    - Clean Water SRF
    - Drinking Water SRF
- American Rescue Plan Act (ARPA)
- Water Infrastructure Finance and Innovation Act (WIFIA)





Project	Subaward Amount / Status	
Bosque Non-potable Water Reclamation Plant and Reuse System	\$2,875,000	Design
Carnuel Sewage Collection System	\$3,845,000	Design
Kirtland Air Force Base (KAFB) Tijeras Interceptor Rehabilitation	\$15,000,000	Construction
Metro Detention Center (MDC) Water and Sewer Improvements	\$4,200,000	Design
Mesa Del Sol Non-potable Reuse Booster Pump Station and Reservoir	\$4,896,000	Design
South Valley Drinking Water Project, Phase 8 and 9	\$8,000,000	Design
Volcano Cliffs and Corrales Trunk Reservoir and Transmission Line	\$15,000,000	Design

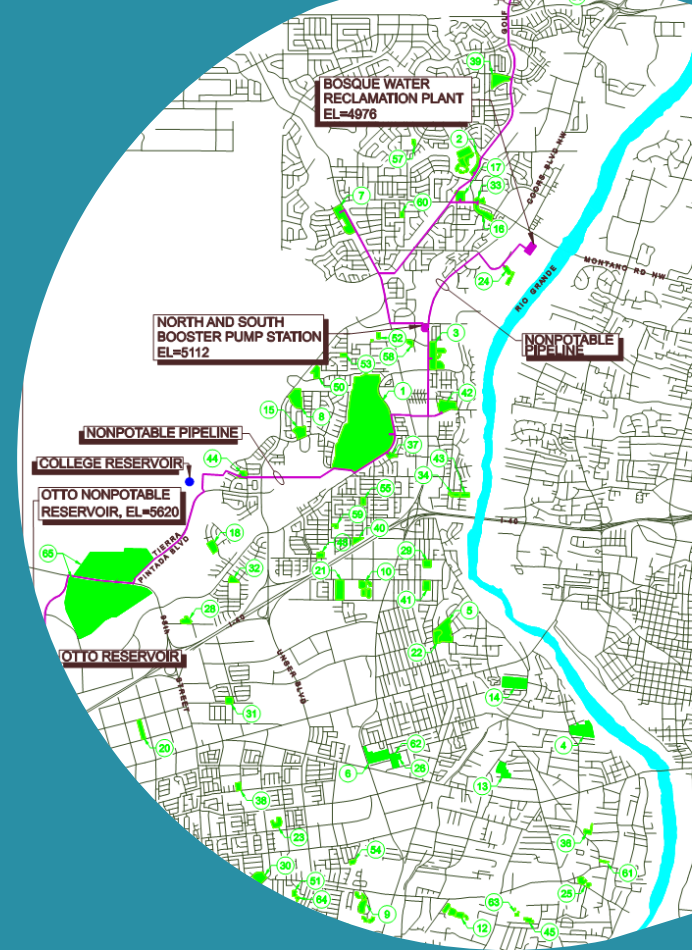


**Received \$53.8M in ARPA Funding**

**Thank you to Bernalillo County!!!**

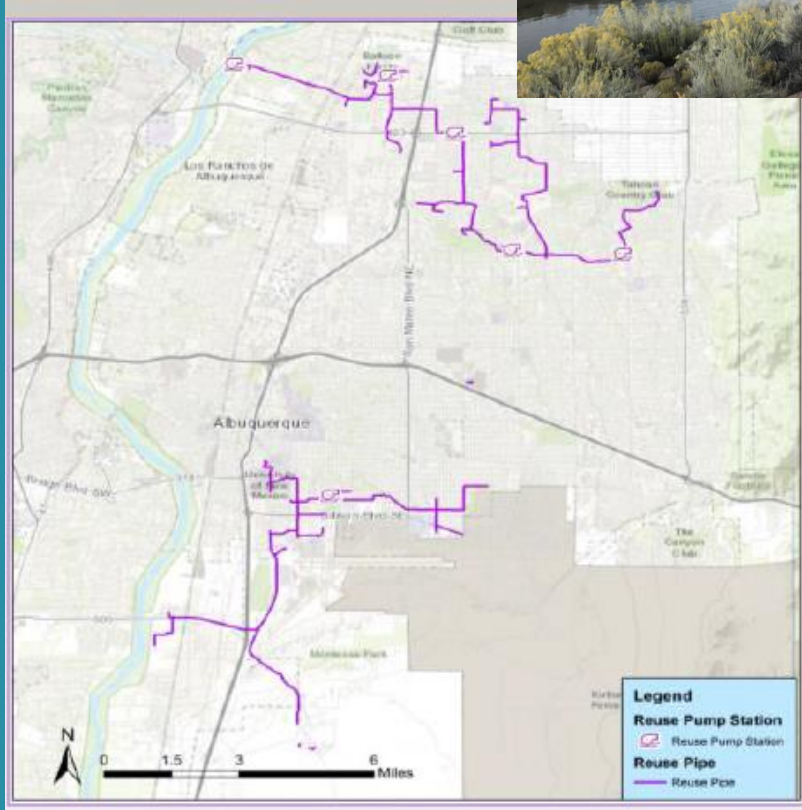


- Reuse water on westside
- Northern river outfall
- Potential ASR
- Received:
  - \$2,875,000 ARPA funding
  - \$1,007,000 capital outlay
  - \$285,000 capital outlay pending
- Applying for:
  - Bureau of Reclamation (BOR)
    - Title XVI
  - State Revolving Fund (SRF)
    - BIL funding



# Bosque Reuse Project



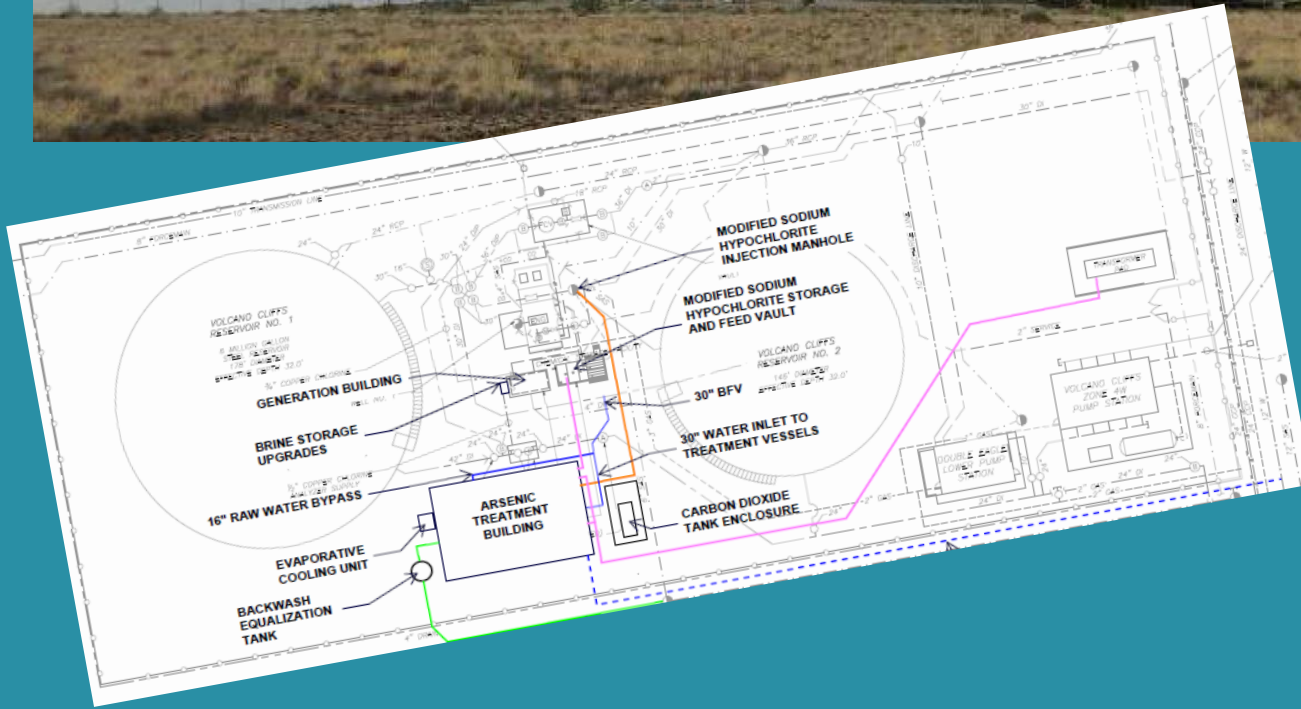


- Connects 2 existing reuse systems, improving redundancy
- Reuse available to more customers and more non-potable to existing ASR
- Applying for:
  - Bureau of Reclamation (BOR)
    - Water Smart
      - grant application submitted
  - Title XVI
    - preparing feasibility study
  - Bipartisan Infrastructure Law (BIL)
    - State Revolving Fund (SRF)

# South-to-North Reuse Pipeline







- Treats high arsenic water from existing wells
- Improves capacity on westside
- Received:
  - \$15M ARPA
  - \$7.1M Water Trust Board

# Volcano Cliffs Arsenic Treatment Plant



# **Southside Water Reclamation Plant Outfall Restoration Project**

Diane Agnew  
Water Rights Program Manager  
August 4, 2022



Albuquerque Bernalillo County  
Water Utility Authority



# Background

- Treated effluent from Southside Water Reclamation Plant (SWRP) is discharged into Rio Grande
- River management infrastructure, including jetty jacks installed in the 1960s
- Cumulative result of this infrastructure has been formation of a well-defined channel and raised floodplain elevation
- Need for restoration to connect floodplain and improve the water quality in the river

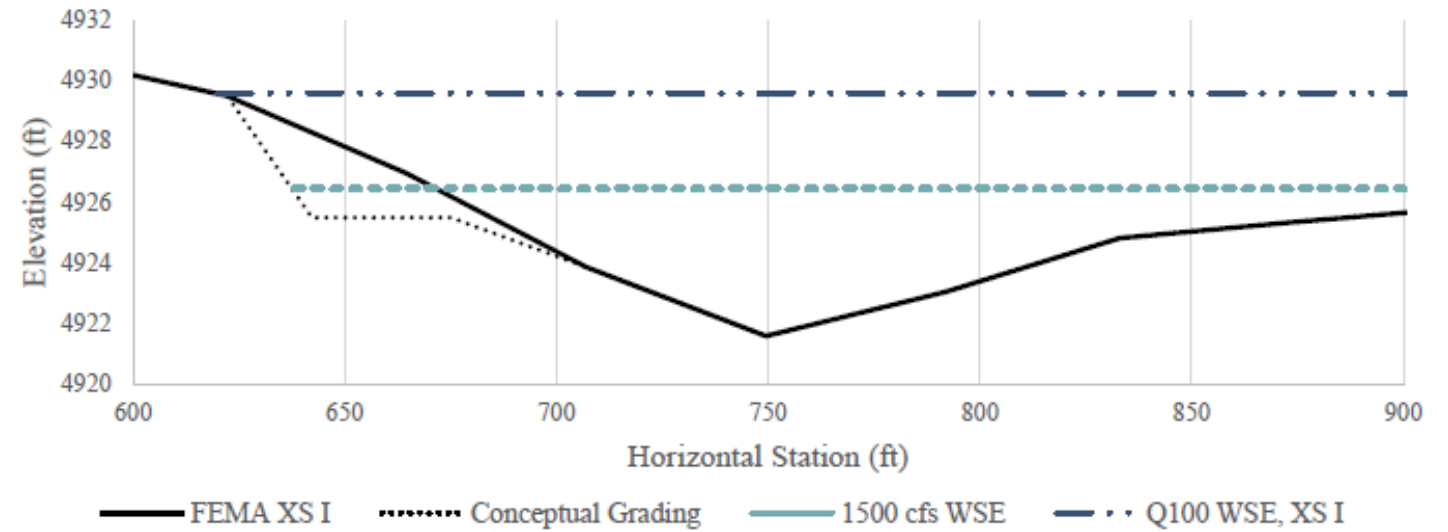


# Objectives

- Improve water quality in the Rio Grande
- Improve habitat for the Rio Grande silver minnow
- Increase public access to the Bosque surrounding the outfall



# Conceptual Design



- 2021 technical memo analyzed 3 alternatives for project concept
- Evaluation of existing conditions
- Incorporated design and site data from existing Water Authority habitat restoration sites
- Rapid hydrologic and hydraulic assessment

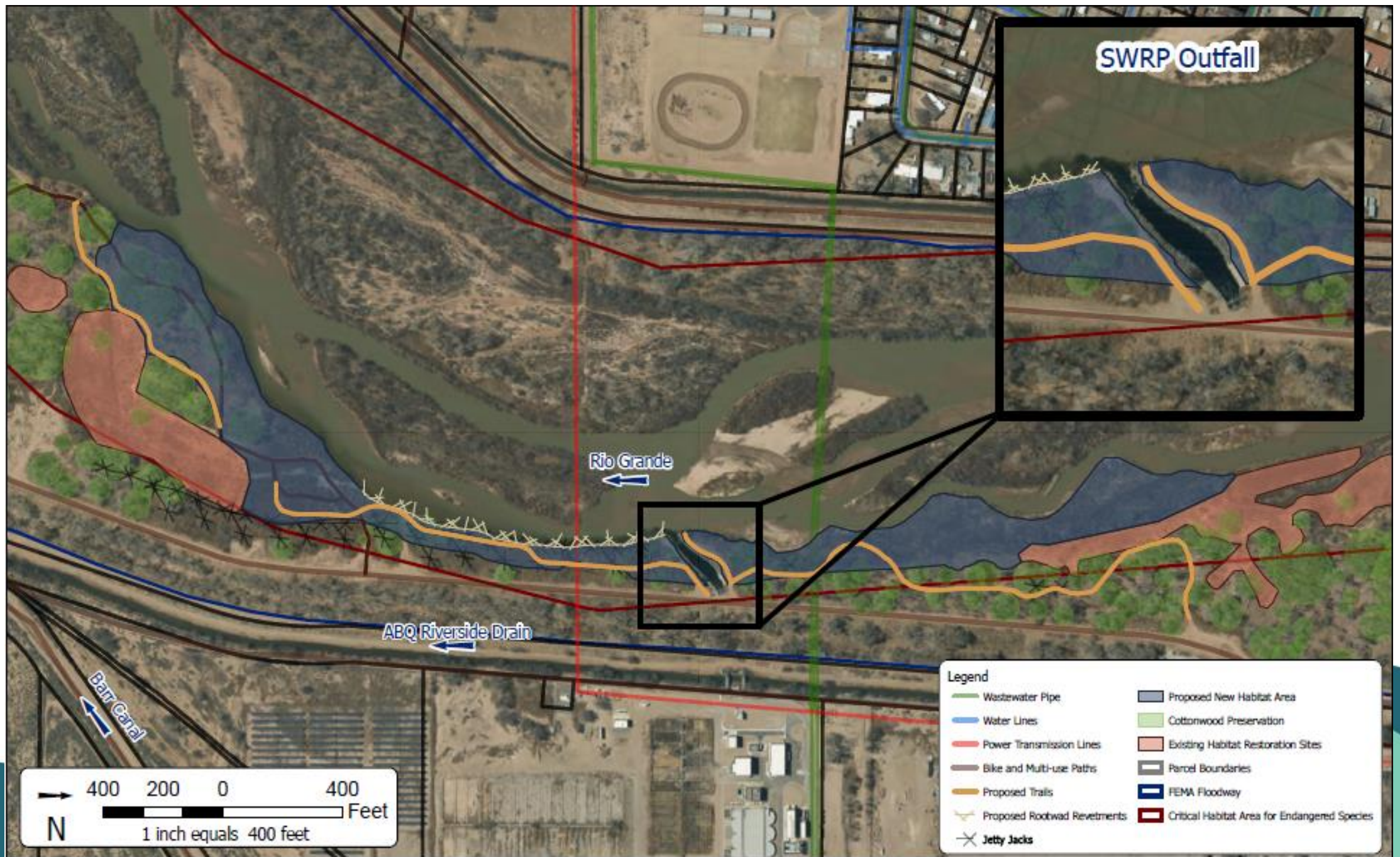


# Project Area Description

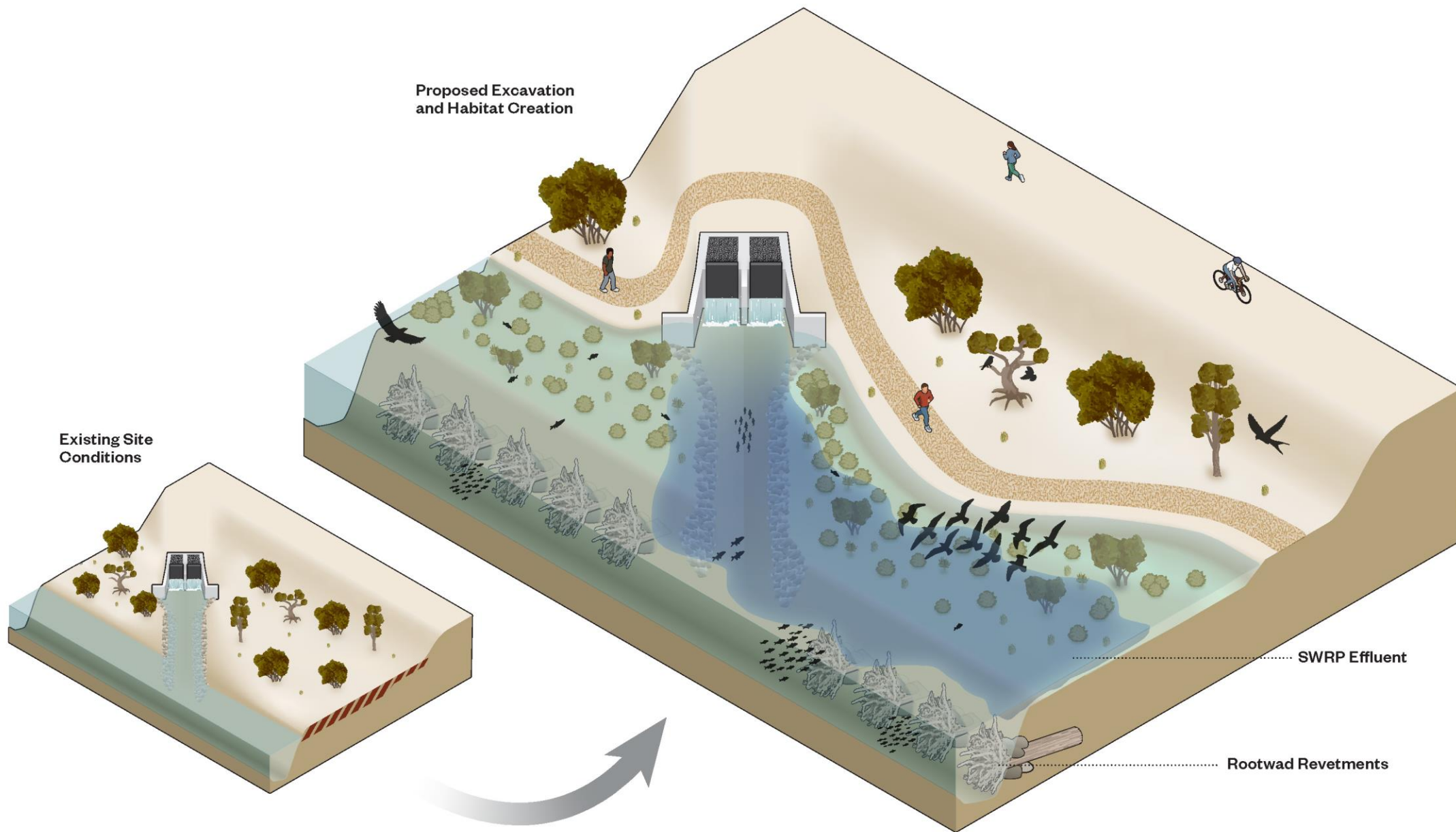


- ~ 15 acres of floodplain reconnection on eastern bank of the Rio Grande
- Habitat currently has both native and invasive species
- Project area includes critical habitat for threatened and endangered species
- Project will occur along approx. 4,200 linear feet of the Rio Grande's eastern bank









# Restoration Design

- New habitat along the Bosque
- Improvements to existing riparian communities
- New trails for the community
- Installation of rootwad revetments along the Rio Grande
- Improvements to planning-level water quality





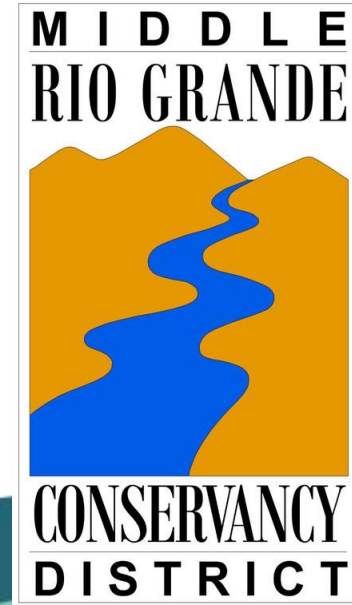
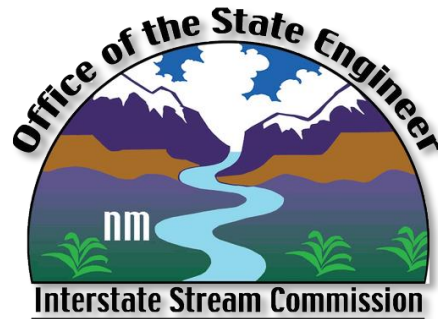
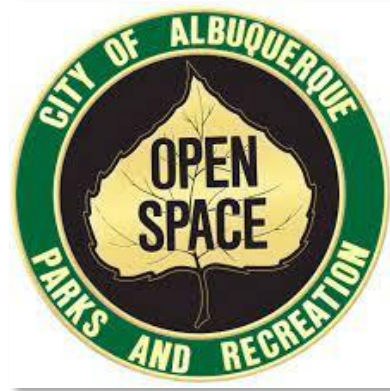
# Project Schedule

- June 2022 – Awarded project design contract to SWCA
- July 2022 – Project kickoff for design and permitting
- August 2022 – Submit proposal for River Stewardship Program grant
- September 2022 – 10% design project milestone
- October 2022 – Submit application for Water Trust Board grant
- June 2023 – 100% design project milestone



Albuquerque Bernalillo County  
Water Utility Authority

# Project Partners



Albuquerque Bernalillo County  
Water Utility Authority



# Summary

- Continuing to pursue project funding opportunities
- Initiating NEPA and ESA permitting
- Ongoing public outreach
- Construction to begin in late-2023



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Water Utility Authority

# Questions?



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