

ALBUQUERQUE BERNALILLO COUNTY
WATER UTILITY AUTHORITY
OCTOBER 19, 2016
5:05 PM

ALBUQUERQUE BERNALILLO COUNTY GOVERNMENT CENTER
ONE CIVIC PLAZA
ALBUQUERQUE, NM 87102

A P P E A R A N C E S

COUNCILOR TRUDY E. JONES, Chairwoman
COMMISSIONER ART DE LA CRUZ, Vice Chairman
COMMISSIONER PAT DAVIS, Member
COMMISSIONER DEBBIE O'MALLEY, Member
COMMISSIONER KEN SANCHEZ, Member
MR. ROB PERRY, Admin Officer (Alternate Member)
COMMISSIONER MAGGIE HART STEBBINS, Member

1 CHAIRWOMAN JONES: I call this October 19,
2 2016 meeting of the Albuquerque Bernalillo County
3 Water Utility Authority to order. Let the record
4 reflect all of the members are present or will be.

5 Let's start with a moment of silence and
6 the pledge of allegiance led by Commissioner
7 O'Malley.

8 [Moment of silence and Pledge of Allegiance
9 observed.]

10 Thank you all for being here this evening.
11 I know you all are going to be disappointed, but I
12 think this should be a fairly short meeting, so if
13 you want to celebrate or anything just let us know.

14 First item on the agenda is approval of the
15 minutes. I make a motion to approve the
16 September 21st, 2016 minutes.

17 COMMISSIONER DE LA CRUZ: Second.

18 CHAIRWOMAN JONES: There's a motion and a
19 second. All those in favor say yes.

20 ALL COMMISSIONERS: Yes.

21 CHAIRWOMAN JONES: Opposed? Motion
22 carries.

23 Next we have proclamations and awards.
24 First is the WEF Public Communication and Outreach
25 Award.

1 Ms. Yuhas, are you going to tell us about
2 this? And your little friend.

3 MS. YUHAS: I am. I am here tonight with
4 one of the puppets from our children's puppet shows,
5 just so you get a feel for what we're doing. This
6 is actually the bad water wasting puppet, and the
7 award that we received from the Water Environment
8 Federation is for our education program.

9 With our education program we are reaching
10 more than 20,000 students each year, and the core of
11 our education program is a full-day field trip to
12 the Rio Grande for every fourth grader in
13 Albuquerque, and that is at no cost to the students.
14 The Water Authority is picking up the cost of the
15 buses and the teachers and the facilities, all of
16 that.

17 And then in addition to the field trip, we
18 offer, well, the puppet shows, of course. And then
19 we also have tours of the Water Reclamation Plant
20 and in-class presentations. And so all of that
21 together was given this award for public outreach
22 and communications.

23 CHAIRWOMAN JONES: That's excellent.
24 Congratulations. Good work.

25 MS. YUHAS: Here is the award for you all.

1 CHAIRWOMAN JONES: Thank you. Great. And
2 the big question is: Where can the rest of us get
3 that puppet?

4 MS. YUHAS: If you get in touch with me, we
5 actually have many replacement puppets, so I can let
6 you know where to get ahold of one of these.

7 THE COURT: So we can conduct the next
8 meeting via puppet?

9 MS. YUHAS: If everyone needed one for the
10 next meeting, we could certainly make that happen.

11 CHAIRWOMAN JONES: I think it would make
12 things go so much more smoothly. Thank you,
13 Ms. Yuhas.

14 MS. YUHAS: Thank you.

15 CHAIRWOMAN JONES: Thank you.

16 Next we have the Water Resources Utility of
17 the Future Award.

18 Mr. Leder, please? Good evening.

19 MR. LEDER: Good evening. Thank you,
20 Madame Chair, Members of the Board. With me are
21 Jeff Romanowsky, chief engineer for the Southside
22 Water Reclamation Plant, and also Kenny Light,
23 superintendent of operations.

24 The Water Authority has been recognized as
25 a utility of the future today. This is a program

1 which is a partnership of various water sector
2 organizations: The Water Environment Federation,
3 the National Association of Clean Water Agencies,
4 the Water Environment Research Foundation, and the
5 Water Research Association, again with some support
6 of the Environmental Protection Agency.

7 The Water Authority has been recognized for
8 its effort in transitioning from a traditional
9 wastewater treatment system to a community-based
10 water resource recovery center and a leader in the
11 overall sustainability and resilience in the
12 community that this utility serves. Quite simply,
13 we're not in the business of just cleaning up
14 wastewater, although we do a very good job of that
15 as employee recognition awards will later show.

16 We're not just cleaning up wastewater but
17 we're recovering resources for the benefit of our
18 community, and specifically we're recovering water
19 that we could use as a water resource for the future
20 in meeting our needs, some of which we're now doing
21 and also for efforts in biosolids management and
22 energy. And I point out that these are not things
23 that we just started to do, but for the most part
24 we've been doing this for the last 25 years.

25 We'd like to thank you for the vision that

1 you've shown in supporting these efforts in letting
2 us make the transition towards effective utility
3 management. And we're not perfect. We're looking
4 for ways to continue to improve as one of the
5 tenants of effective utility management.

6 At this time, on behalf of the 96 men and
7 women who work for the Southside Water Reclamation
8 Plant, we present to you the wastewater resources
9 utility of the future today recognition. We get to
10 have a flag here that will be on display at the
11 wastewater treatment plant and then a plaque. So
12 thank you for your support.

13 CHAIRWOMAN JONES: Thank you, and thank you
14 to all the employees that made this possible. This
15 is a joint effort, and we understand that, so thank
16 you very much.

17 MR. LEDER: Thank you.

18 CHAIRWOMAN JONES: Next we have the
19 quarterly employee recognition awards. We will call
20 the employees' names. If you'll come down and get
21 whatever it is, wonderful thing you're going to get
22 from Patty, and then just stay there so when we're
23 finished you can come up and we can shake your hand
24 and tell you how much we appreciate what you do.

25 So I am going to murder some of these

1 names, but bear in mind it isn't intentional. It's
2 just I'm not good at this. So as I call your name,
3 please come forward.

4 Claude Cenicerros. Claude is recognized for
5 the more than two decades of dedicated service as
6 the xeriscape rebate program inspector and the role
7 he has played in the conversion of wastewater
8 landscapes -- water wasting landscapes. He has been
9 an enthusiastic ambassador for the xeriscape program
10 and a key player in the success of our conservation
11 efforts. Claude will receive \$300. Thank you.

12 MR. CENICEROS: Thank you.

13 CHAIRWOMAN JONES: Next is Laurance Armour.
14 Laurance is recognized for designing a customized
15 software program that allows easy tracking of
16 vehicle and fleet repair history, helping to
17 streamline and automate operations. Laurance has
18 potentially saved the utility thousands of dollars
19 for an off-the-shelf software system. Laurance will
20 receive a check for \$500 and eight hours of comp
21 time.

22 Thank you, Laurance.

23 Anita Lowrie. Anita is recognized as the
24 top call-taker in customer services and for her
25 excellence in de-escalating potential conflicts with

1 customers, one of whom described her as a "positive
2 energy giver." Anita took 2,734 calls between
3 April 1st and June 30th of this year.

4 Anita, thank you. You have a check for
5 \$250.

6 MS. LOWRIE: Thank you.

7 CHAIRWOMAN JONES: Christian Gutierrez.
8 Christian is recognized as another top call-taker
9 with 2,588 calls. He prides himself on continuous
10 improvement and has received many positive comments
11 from appreciative customers.

12 Christian, we have \$250 for you. Thank
13 you.

14 Annette Mata. Annette is recognized for
15 her above and beyond efforts in the area of
16 delinquent accounts. She has helped develop a
17 process to pursue collections through mortgage
18 companies in order to avoid foreclosures on
19 properties. When Anita surfaces she will receive
20 \$500 plus eight hours of comp time.

21 Melissa Cuellar. Melissa is recognized for
22 her excellent oversight of the transfer of the water
23 rebate functions from the Conservation Department to
24 customer service. Melissa will receive \$100.

25 Jesus Villar. Jesus is recognized for

1 expediting critical projects related to safety,
2 standard operating procedure development, and
3 planned maintenance. Jesus will receive \$100.

4 Anthony Aranda. Anthony is recognized for
5 his excellent leadership in the successful upgrade
6 of the Water Utility's SunGard application, ensuring
7 a smooth transition to the new system following
8 months of work involving long hours and weekends.
9 Anthony will receive \$300.

10 Thank you, Anthony.

11 Judy Pedigo and Lori Lopez. If you're
12 Judy, I apologize for what I just did to your name.
13 Judy and Lori are recognized for their significant
14 contributions to the upgrade of the Water Utility
15 Authority's Kronos timekeeping application. Each
16 will receive \$100.

17 Thank you.

18 Edward Chavez. Okay, Edward, you're going
19 to be happy you're here tonight. Edward is
20 recognized for designing a cleaning apparatus for
21 centrifuges that has reduced required time for one
22 cleaning from several hours to just 20 minutes,
23 saving the utility time and labor costs. Edward has
24 a check for \$500 plus eight hours of comp time.

25 Thank you.

1 And next we have Louie Sanchez, Jimmy
2 Vigil, Daniel Trujillo, Vince Archibeque, Martin
3 Louissena, Frank Mirabel, and Kamyar Kia.

4 We'll share this. Guys, we'll just share
5 this because we showed up.

6 These individuals are recognized for their
7 respective roles in fine tuning and adjusting well,
8 pump station, and reservoir operations during the
9 summer of 2016 to optimize energy savings and
10 maximize revenue from PNM's summertime Peak Saver
11 Program. Each will receive \$100.

12 Kenny Lipe, I hope, and Lyman Waller.
13 Kenny and Lyman are recognized for efforts in
14 effluent quality at the Southside Water Reclamation
15 Plant that have not been seen in more than six
16 years. Wow. Each will receive \$300 plus eight
17 hours each of comp time.

18 Thank you.

19 Tierza Anaya, Kelli De Angelis, and Rachel
20 Lopez. These individuals are recognized for taking
21 on additional duties and adjusting their work
22 routines to allow a fellow employee to work from
23 home temporarily due to an illness in the employee's
24 family. Each of these people will receive \$100.

25 Thank you.

1 And thank all for your work for the Water
2 Authority and for the customers who so appreciate
3 what you do. If you'd all come forward, we'd love
4 to shake your hands. Thank you so much.

5 Thank you all for coming down here and for
6 all the work you do. It is such a pleasure for us
7 to see the employees of the Water Authority, the
8 good work that they do, and what they bring to this
9 position and how much you've done for all the
10 customers. So once again, thank you all. You make
11 this a great, great organization.

12 And, Patty, I believe we have public
13 comment next.

14 I don't know, how many do we have?

15 MS. JENKINS: One.

16 CHAIRWOMAN JONES: We have one. All right.
17 Then that speaker will have three minutes with a
18 warning at two and a half minutes.

19 Ms. Jenkins, it is?

20 MS. JENKINS: Elaine Hubbard.

21 CHAIRWOMAN JONES: Elaine Hubbard. Come on
22 down, Elaine.

23 MS. HUBBARD: I thought you might give me
24 10.

25 CHAIRWOMAN JONES: It's always worth a try,

1 but no. Good evening.

2 MS. HUBBARD: Could I have the overhead
3 please, Patty?

4 Cool. Well, while I'm hopefully waiting
5 for the little light to warm up, my name is Elaine
6 Hubbard, as many of you know. I have been a
7 long-time advocate of resilient water policies.
8 Maybe I'll get an award for 10 years of showing up
9 at these meetings.

10 I try to provide information, and I'm
11 thinking puppets might help, and thoughts to the
12 board that are a little bit different than staff
13 provides. And I want to congratulate the staff for
14 the awards that they've just received because I
15 think we do need to celebrate good things.

16 Of course I always want to learn more.
17 What is the meaning of this dry spell that we've
18 been seeing recently, et cetera. And I also want to
19 make a point that the technical customer advisory
20 community, which hasn't met since August, and our
21 next meeting will be a tour at the Bear Canyon
22 Arroyo, could be more useful, I think, if we --
23 especially if we set our own agenda and invited our
24 own speakers, like the Water Quality Protection
25 Advisory Board does. I think we could provide more

1 information to both -- and thoughts to both the
2 board and to the staff.

3 But turning my head, hat, to a little bit
4 different topic, I wanted to invite the board -- I
5 mentioned it briefly last time, but I do want to
6 invite the board to come and listen to some very
7 different perspectives that perhaps you haven't
8 heard on Saturday where we will be addressing
9 various issues that the river is facing. And
10 believe it or not, that's not my topic. Managing
11 the river to failure was somebody else's suggestion,
12 so this is a team project.

13 Yet somebody's purpose is to help bring
14 public participation into Water Resource Management
15 and through scientific analysis. Our 1999 budget
16 showed that the region was overusing its renewable
17 water supply by about 55,000 acre feet. The 2014
18 water budget shows that it's still about 50,000. So
19 we've picked the low hanging fruit in that interim
20 period. Now what?

21 And so we're going to be tackling that,
22 along with some of the other issues, such as over
23 allocation of resources in general, ignoring some of
24 the rules and promises that we have made in the
25 past. Norm will be talking about a shakeup that's

1 needed in the water management world. And then we
2 will be really focusing on how we can fix this. So
3 in the afternoon we have six speakers coming and
4 talking about various ways to address some of these
5 issues, and then we're asking the public to spend
6 the last hour to really focus on that.

7 So UNM, Dane Smith Hall, room 125, 9:00 to
8 3:00. If you come at 8:30 you can share bagels and
9 coffee. Parking is free on Saturdays if you park in
10 C lot. And so more information,
11 www.waterassembly.org. Thank you very much.

12 CHAIRWOMAN JONES: Thank you, Ms. Hubbard.
13 Thank you very much.

14 That is it for public comment. There is no
15 new legislation to introduce, but the next scheduled
16 meeting is December 14th at 4:00 PM. Please mark
17 your calendars. It's at 4:00 PM on December 14th in
18 the Vincent E. Griego Chambers.

19 Also, there is a vacancy on the Technical
20 Customer Advisory Committee. If board members have
21 any nominations, please direct them to the online
22 application Water Authority's website at
23 www.abcwua.org.

24 There is nothing on the consent agenda. We
25 have approvals. The first is C-16-26,

1 recommendation of award, subsurface utility locating
2 services. Mr. Anthony Montoya is going to present
3 that.

4 MR. MONTOYA: Good evening, Madame Chair.
5 This is our public contract that's in front of you
6 for renewal. It's our subsurface utilities to
7 relocate our water and sewer lines and our
8 non-public lines. We primarily use it in our design
9 phase but we also use it during construction.

10 COMMISSIONER PERRY: Move C-16-26.

11 COMMISSIONER DE LA CRUZ: Second.

12 CHAIRWOMAN JONES: There's a been a motion
13 and a second for C-16-26. Any discussion? All
14 those in favor say yes.

15 ALL COMMISSIONERS: Yes.

16 CHAIRWOMAN JONES: Opposed no? Motion
17 carries. Thank you.

18 Next we have C-16-27, recommendation of
19 award, on-call construction services, plant
20 facilities.

21 Anthony Montoya? Or not.

22 MR. MONTOYA: Yes. This is our plant
23 on-call contract. We prequalified contractors.
24 That's what this contract is. And we used them for
25 the next year to help us take care of some of our

1 issues at our various plants, wells, reservoir
2 facilities.

3 COMMISSIONER DE LA CRUZ: Move approval.

4 COMMISSIONER O'MALLEY: Second.

5 CHAIRWOMAN JONES: There's a motion and a
6 second for approval. All those in favor say yes.

7 ALL COMMISSIONERS: Yes.

8 CHAIRWOMAN JONES: Opposed? Motion
9 carries.

10 MR. MONTROYA: Thank you, Madame Chair.

11 CHAIRWOMAN JONES: Thank you.

12 And the only other item of business tonight
13 is a customer services update by H. Warren.

14 COMMISSIONER SANCHEZ: Before we go there,
15 Madame Chair.

16 CHAIRWOMAN JONES: Yes?

17 COMMISSIONER SANCHEZ: I have a question
18 for the director, and this is in regards to the work
19 that's being done for the art project. I guess our
20 next phase is going to be in Old Town?

21 MR. SANCHEZ: Madame Chair and Councilor
22 Sanchez, I think we have two phases on that. One is
23 Old Town and one is Nob Hill.

24 COMMISSIONER SANCHEZ: And when will the
25 construction begin in Old Town? When are we looking

1 at that?

2 MR. SANCHEZ: My understanding is we're not
3 going to be there until after the first of the year.

4 COMMISSIONER SANCHEZ: So it'll be after
5 the holidays, correct?

6 MR. SANCHEZ: Correct.

7 COMMISSIONER SANCHEZ: Okay. Thank you.

8 CHAIRWOMAN JONES: Are there any other
9 questions?

10 Mr. Warren, you're on.

11 MR. WARREN: All right. Thank you, Madame
12 Chair, Members of the Board. I'll try to keep to
13 the theme of tonight and make it nice and short and
14 succinct so everybody can get home if you're
15 baseball fans, or whatever you want, and enjoy the
16 evening.

17 COMMISSIONER SANCHEZ: I thought you were
18 going to say debate fans.

19 MR. SANCHEZ: Well, yeah, that too,
20 depending on if you have a drinking game during it
21 or not, it just depends.

22 So again, I'd like to thank you for the
23 opportunity to be here to kind of present some of
24 the updates we've done here with the customer
25 service group and some of the enhancements we've

1 actually made.

2 So when you look at this quick agenda that
3 we have, I'd like to put you guys in the proper
4 mindset of the way we look at every enhancement that
5 we do down there. Every time we look at an upgrade
6 we always ask ourself, what would a best in-class
7 utility do? As you've heard, we have a 100-year
8 water plan. I mean, we're one of the utilities of
9 the future, so it's kind of a culture that we're
10 building around here of what would the best in-class
11 do?

12 Right, the enemy of great is good. Right,
13 if we have good systems, right, you get complacent
14 with it, so we always ask that question to get
15 everybody off guard where, oh, we've done it that
16 way for 20 years. So by asking that question it
17 kind of allows us to kind of remove ourselves from
18 it and not take it so personal and only be able to
19 come up with some good technology and good
20 enhancements on that project.

21 So the first thing we looked at was our
22 e-bill platform. We had a good e-bill platform with
23 Western Union but there was some enhancements that
24 we could have made that they just could not provide
25 the technology and the updates to make us where we

1 wanted to be as a utility. So as we did it, the
2 first thing we wanted to have is it had to be user
3 friendly for our customers and for our customer care
4 representatives. As you've seen from two of the
5 ones that took awards tonight, they're taking 2700
6 calls over a three-month period. We have about 20
7 customer care reps that are doing that, so it had to
8 be user friendly for not only our customers but our
9 care reps.

10 So as you see this, we made a nice clean
11 interface, nice white space, very easy, single
12 sign-on. If you want to make a single payment, it's
13 one click. You enter your information, your account
14 number, and you can make a single payment.

15 If you look at the next screen, we wanted
16 to make it as easy for the customer as possible.
17 They tell you if you've got to go more than three
18 clicks people are going to lose interest in it and
19 they're just going to move on. So we wanted to make
20 it where you could not only do your one account but
21 you could actually now have multiple accounts with
22 one single sign-on. We're able to accomplish that
23 through our partnership with Wells Fargo on this
24 e-bill platform.

25 In addition to the multiple payments, we

1 wanted to be able to set up recurring payments.
2 That was something we couldn't do before. Now
3 recurring payments, if you look on the dashboard, is
4 one click away and now you can set up recurring
5 payments on that same platform.

6 The other thing -- I mean, we want to
7 provide a good service to the community. One of
8 those things is a Living River Fund. In the past
9 all you could ever do was make a payment to Living
10 River Fund with a paper bill and a checkmark. Now,
11 through the dashboard, one click and whatever
12 donation you'd like to make, it now goes directly to
13 the Living River Fund.

14 We actually set up an account for it now in
15 our customer care and billing system so we can
16 actually see how many are going in and the average
17 of it and get a lot more reporting, and we've even
18 seen some increase in the donations to that. And
19 part of that, the last thing we looked at is we
20 wanted a platform that would continue to advance the
21 same way as the utility advances.

22 So this -- again, this platform meets it,
23 and we'll touch base on how we're really going to
24 enhance it going forward with some of the things we
25 have on the road map. A few of the stats. We've

1 increased to 29,000 customers who signed up with
2 this from 18,000. So in three months we've already
3 seen a 6 percent increase in usage on this platform.
4 We have about 9500 people are already set up for
5 recurring payments. And right now 25 percent of all
6 of our payments are now coming through this platform
7 of a web and IVR.

8 Madame Chair?

9 CHAIRWOMAN JONES: If we may ask a
10 question, please?

11 MR. WARREN: Yes.

12 CHAIRWOMAN JONES: Commissioner O'Malley?

13 COMMISSIONER O'MALLEY: Thank you,
14 Mr. Warren.

15 Thank you, Madame Chair.

16 I just wanted to say that I had actually
17 gotten on the website and was trying to navigate the
18 dashboard a few days ago, and I did get stuck and I
19 had to get help. So I guess there's still some
20 things there -- I think it's a great idea, and we
21 finally got some things resolved, but probably like
22 everything else, it's going to take a while to get
23 all the kinks out of it. But I think it's a great
24 idea, but I did -- it wasn't as easy to navigate as
25 I thought maybe it should be.

1 MR. WARREN: Okay. We'll -- I'll take that
2 back. Thank you.

3 CHAIRWOMAN JONES: Thank you, Mr. Warren.
4 Thank you, County Commissioner.

5 MR. WARREN: And then as we continue to
6 look down, we're now seeing about 170 -- on average
7 about 170 payments being made to the Living River
8 Fund.

9 Again, with some of the enhancements that
10 we want to go in the future, again, we want to be
11 good neighbors to the community, and part of that is
12 through our low income credit program that we have.
13 About two years ago we had a partnership with the
14 Storehouse who currently provides services to 55,000
15 Bernalillo County residents and provides about
16 2.8 million meals annually to feed the hungry in
17 New Mexico.

18 Since that partnership we've actually been
19 able to double the low income credit program because
20 they're providing that information directly to the
21 customer. So whenever they have that face to face
22 they're actually able to facilitate it and it's some
23 additional help to continue to help those people.

24 In addition, the Water Authority and the
25 United Way have come up with a New Mexico water

1 fund, which is a one-time assistance program. So
2 now for the recurring of the low income program, and
3 now we're in the process of redefining how we're
4 going to do the one-time assistance through Water
5 Authority Utility employees and the United Way and
6 the Storehouse to again administer that one-time
7 whenever people have catastrophes and something
8 happens so we can help them.

9 In addition with that dashboard, one of the
10 things we've been investigating is an actual roundup
11 program. So if your bill is \$50.25 a month you can
12 write your -- you can do your bill for \$51.00,
13 75 cents automatically goes into that New Mexico
14 water fund, and again we can help more people
15 throughout the community. Some of the utilities
16 across the country that have done it, smaller
17 utilities have seen 15 to 20,000 annually to big
18 utilities, 150 to 200,000 annually just from a
19 roundup program. So all those nickles and dimes add
20 up throughout the year.

21 Meter and billing. Again, what would a,
22 right, best of class utility do? One of the things
23 is you have to make sure -- same thing with payroll,
24 you've got to pay your people on time, we've got to
25 make sure that the bills and stuff are completed

1 accurately. So one of the things that we're proud
2 of is our meter reading accuracy is now 99.9 percent
3 accurate. In addition, to reach those goals, we've
4 actually replaced 3300 stop meters throughout the
5 city, so right now we have, at any given time, about
6 30 stopped meters.

7 On any given day in the city of Albuquerque
8 we have one to two meters that stop out of our
9 200,000 accounts. So right now we are
10 maintaining -- as a meter gets stopped, where it
11 used to be a three-, six-, nine-month change out
12 process, it's now done within 48 hours. Many of the
13 times it's done the same day because we've converted
14 our former meter representatives to -- they're now
15 utility technicians, so when their meter reading
16 route is done they're actually changing stop meters
17 the exact same day they're finding it, which is
18 making more accurate bills for our customers and
19 providing, again, better customer service.

20 Currently, one-third of all of our meters
21 have now been changed through that up to the AMI
22 process. So as we continue to go, every meter we
23 change out, every meter we replace is installed with
24 an AMI device, plus we're currently working on phase
25 four and doing another 15,000 meters. Hopefully

1 within the next 18 months we'll be sitting close to
2 100,000 of our meters on the AMI.

3 At the same time, with some of the
4 technology and stuff that we've done, we've been
5 able to lower our 60- to 90-day delinquency to
6 1.5 percent. So out of our \$200 million annual
7 income, we're now down to 1.57 percent on our 30,
8 60, 90.

9 So innovations, right, great vision without
10 great people is irrelevant is what -- I mean is a
11 quote from Jim Collins. One of the things I'm proud
12 of working here at the Water Authority is we have
13 very good people. We've got great people from the
14 top all the way to the bottom and everybody has that
15 same mindset where they want to continue to be
16 better and continue to improve.

17 One of the people that was awarded for the
18 award tonight was Annette Mata. She couldn't be
19 here because her father is sick, but she's actually
20 collected over \$100,000 in past due accounts by
21 working with mortgage companies and some of the
22 other stuff, so it's huge but it's the dedication by
23 people like that that it's happening.

24 So again, what would a best class utility
25 do? Now we've already converted jobs that were

1 going to go away as meter readers and they have all
2 now been converted to utility technicians. So we
3 had 23 meter readers that are now utility tech IIs
4 that are now doing the meter work. As part of that
5 it's like how do we get them out in the field so
6 they can do everything automatically?

7 We've been working on a mobile workforce
8 solution, which is called Klevist. And by doing
9 that and doing all the installs ourselves, in the
10 last three months we've saved \$90,000 in install
11 costs from having a third party do it and we've
12 saved about \$15,000 in data entry costs. So the way
13 it works is they get a work order sent out to an
14 iPad, they can barcode the meter so we don't have
15 fat fingering of the data. Once everything is done
16 they send it back. It automatically updates into
17 the billing system without a customer care rep even
18 touching it. We receive an e-mail so we can just
19 review it.

20 So it's helping with our service level, has
21 been able to improve to get to that last key
22 indicator that Councilor Sanchez asked about last
23 time about meeting our service level of 90 percent.
24 That's one of the ways we've got some order, so
25 instead of having people do data entry it's being

1 done automatically. We'll look at kind of a chart
2 of where we'll be spreading that technology all
3 across the Water Authority.

4 One of the other things, again great
5 people, our billing team, our IT team, our CCB team
6 work together to create a new logarithm for a
7 high/low meter script where we no longer have to
8 touch 80,000 accounts manually. We're now only
9 touching 10,000. So we've reduced 70,000 manual
10 touches of our billing system just by new logarithm
11 to remove some of our high/low errors that we've
12 had.

13 In addition, we're always moving. So this
14 week we actually did a soft rollout with live chat.
15 We're averaging about 20 people a day on live chat
16 without even promoting it as we continue to work out
17 some of the bugs so it's secure. We'll actually go
18 and roll it out even farther and have a press
19 release on it. So now people can not only call in,
20 use the web, they can now do a live chat while they
21 multitask at their desk.

22 Again, we're talking about the innovations.
23 This right here is just from 2016. As we've had
24 this technology, we've rolled it out to other
25 groups. Our line locates, which is in our field

1 division, this year alone has closed out 36,000 line
2 locates, automatically positive response without one
3 sheet of paper going out. We now have pictures and
4 communicating with contractors and citizens through
5 the 811 call service.

6 In addition, to get to that 1.57 percent
7 delinquency rate, you now see our turn offs and
8 turn ons are all done automatically. We've saved
9 about 1.5 FTEs that can now go provide better
10 customer service to our people by doing important
11 work and just automating some of the other
12 information that we have.

13 One of the coolest things that we're pretty
14 new on is if you look and see that preordered on the
15 tabs. It's called preordered. So now whenever we
16 actually go and do a meter change out it sends a
17 work order to our warehouse that we just -- that we
18 used some of the stuff off of the vehicle so it's
19 automatically replenished. So our guys have to --
20 they don't have to come into the office to redo it.
21 Everything is automatic. They go to -- as soon as
22 their shift is done, they go by the warehouse, the
23 material is waiting without any additional --
24 without any additional data entry.

25 So again, thank you for your time. I

1 appreciate it. I'll stand for any questions that
2 you may have.

3 CHAIRWOMAN JONES: Thank you, Mr. Warren.

4 Any questions?

5 Commissioner de la Cruz?

6 COMMISSIONER DE LA CRUZ: Thank you, Madame
7 Chair.

8 Just a question or comment. So when people
9 get on the e-bill they no longer receive a paper
10 bill?

11 MR. WARREN: Yes, that is correct. They do
12 have the opportunity, if they want to set up for
13 multiple accounts, they can still receive a paper
14 bill, but it's usually more of a landlord.

15 COMMISSIONER DE LA CRUZ: That's it? And
16 also as a comment, I'm impressed with some of the
17 innovation that's going on, particularly with
18 inventory that you spoke to last. I appreciate
19 that.

20 Thank you, Madame Chair.

21 CHAIRWOMAN JONES: Thank you.

22 Anything else?

23 I guess thank you, Mr. Warren.

24 MR. WARREN: Thank you.

25 CHAIRWOMAN JONES: Seeing no further

1 business, the meeting is adjourned.

2 [Meeting adjourns at 5:44 PM.]

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