

ALBUQUERQUE BERNALILLO COUNTY
WATER UTILITY AUTHORITY MEETING
Wednesday, June 20, 2018, 5:05 p.m.

VINCENT E. GRIEGO CHAMBERS
ALBUQUERQUE-BERNALILLO COUNTY GOVERNMENT CENTER
ALBUQUERQUE, NEW MEXICO 87102

A P P E A R A N C E S

COUNCILOR TRUDY JONES, Chair

COMMISSIONER DEBBIE O'MALLEY, Vice Chair

COUNCILOR PAT DAVIS, Member (excused)

COUNCILOR KLARISSA J. PENA, Member

COMMISSIONER STEVEN MICHAEL QUEZADA, Member (excused)

COMMISSIONER LONNIE C. TALBERT, Member

MAYOR TIMOTHY M. KELLER, Member (excused)

PABLO RAEL, Trustee

SARITA NAIR, Alternate

COUNCILOR DIANE G. GIBSON, Alternate

BEFORE: KIM KAY SHOLLENBARGER, RPR, CCR #236
Paul Baca Professional Court Reporters
500 4th Street, Northwest, Suite 105
Albuquerque, New Mexico 87102

1 CHAIRWOMAN JONES: I hereby call this June
2 20th, 2018 meeting of the Albuquerque Bernalillo
3 County Water Utility Authority to order.
4 Commissioner Quezada is excused. Councilor Gibson is
5 sitting in for Councilor Davis. And we will begin
6 with the invocation and a pledge -- a moment of
7 silence and Pledge of Allegiance led by Councilor
8 Pena.

9 (Moment of Silence/Pledge of Allegiance)

10 CHAIRWOMAN JONES: Thank you all, thanks for
11 being here this evening. The first item of business
12 is a Motion to Approve the May 23rd, 2018 minutes.
13 Is there a second.

14 COMMISSIONER O'MALLEY: Second.

15 CHAIRWOMAN JONES: There's a motion and a
16 second for approval of the minutes. All in favor say
17 yes.

18 MEMBERS: Yes.

19 CHAIRWOMAN JONES: Opposed? Motion carries.
20 Now we have some fun proclamations and awards for
21 this evening. The first is a Partnership for Safe
22 Water 2017 Distribution Center Operations Directors
23 Award. Mr. Stomp.

24 MR. STOMP: Good evening, Madam Chair and
25 Members of the Board. I'm here to present this Board

1 with the Partnership for Safe Water 2017 Directors
2 Award for Distribution System Operations. It's
3 presented to very few utilities by the American Water
4 Works Association. So to qualify for this award we
5 have to do a lot of work and it's about optimizing
6 and utilizing our operations in the distribution
7 system as best as we possibly can in terms of water
8 quality and meeting our long-term goals to be a
9 system leader.

10 So this award is for you and it's the
11 Directors Award and we want to thank you all for
12 supporting and doing everything that we need to do to
13 be part of this partnership and to be the best
14 utility we can.

15 CHAIRWOMAN JONES: Thank you, Mr. Stomp.
16 And we would like to thank all of you and all of the
17 employees of the Water Authority for making this
18 happen. So thank you.

19 MR. STOMP: Thank you.

20 (Applause)

21 CHAIRWOMAN JONES: Next we have the 2018
22 AWWA Exemplary Source Water Protection Award.
23 Mr. Shean, good evening.

24 MR. SHEAN: Good evening, Madam Chair,
25 Members of the Board. I'd like to present to you the

1 American Water Works Association's Exemplary Source
2 Water Protection Award that the Water Authority a
3 staff picked up last week at the annual conference of
4 the American Water Works Association. We were
5 recognized for our efforts for a couple of decades of
6 our source water protection efforts in this community
7 both by Water Authority's staff, but also City of
8 Albuquerque, Bernalillo County staff that participate
9 in programs that do what they can to protect our
10 precious aquifer and surface water supplies.

11 So I'd like to bring this back to you all.

12 CHAIRWOMAN JONES: Thank you, Mr. Shean.
13 And thanks to everyone again. This is good stuff
14 that we're doing here. So thank you, sir.

15 (Applause)

16 CHAIRWOMAN JONES: And now it is my real
17 honor to give the Technical Customer Advisory
18 Committee Appreciation Award. We would like to
19 recognize Amy Ewing for her service on the Technical
20 Customer Advisory Committee having fulfilled two full
21 terms. Ms. Ewing served as both chair and vice-chair
22 providing her expertise and many hours of her time to
23 help further the goals of the Water Authority and
24 provide a direct conduit between the utility and
25 those it serves. During her time on the committee

1 she was involved in reviewing several ordinances,
2 studies, policies and plans, including Water 2120,
3 Water Conservation Plan Update, water and sewer rate
4 evaluations. And thank you for being here and thanks
5 for all you've done to contribute to the Water
6 Authority. I think we have an award for you, but
7 would you like to say a couple words.

8 MS. EWING: Oh, I'll just say thank you very
9 much. I really enjoyed the four years that I spent
10 on the TCAC. I'll miss it, and I learned a lot. And
11 thank you very much.

12 CHAIRWOMAN JONES: Thank you. The Water
13 Authority wouldn't be the same without the TCAC to
14 give us a great deal of support and we appreciate
15 every minute of it.

16 MS. EWING: Thank you.

17 CHAIRWOMAN JONES: Thank you.

18 (Applause)

19 CHAIRWOMAN JONES: This is moving right
20 along. We have Public Comment next. Mrs. Jenkins,
21 how many do we have signed up?

22 MRS. JENKINS: We have two.

23 CHAIRWOMAN JONES: All right. Each speaker
24 will have three minutes to speak and there will be a
25 warning at two-and-a-half minutes, if you would wrap

1 up then, please. Would you please call the first
2 speaker.

3 MS. JENKINS: Elaine Hebard followed by a
4 Tad Niemyjski.

5 MS. HEBARD: Thank you, and good evening.
6 My name is Elaine Hebard. I've come here for many
7 years trying to offer some suggestive criticisms and
8 advice and that is my thought tonight. In terms of
9 looking at tonight's agenda, I think there are
10 several things that could support the idea that
11 additional assistance for oversight would be
12 beneficial to this Board. One is the Drought
13 Advisory. As you know, this Board approved a new
14 Drought Advisory a couple of months ago and it has
15 two criteria. One is the pumping, current pumping
16 versus the goal and the other is the GPCD versus the
17 goal. The water report that will be given later
18 tonight as well as the earlier ones give you the
19 overall water usage versus last year's water usage
20 and it gives you the GPCD then based on that
21 difference. That's not what the criteria has. Is
22 asking for. It's true that, as you can see, water
23 use has increased slightly in the last four or five
24 months over the last year, but when you look at the
25 groundwater comparative, here's the groundwater usage

1 and here's the goal, it's 240 times what the goal is.
2 And that's from based on the water reports that are
3 submitted every month to the water -- the state
4 engineer and the annual operating plan. That's off
5 the chart, pardon the pun, of the criteria, which
6 only goes up to a hundred and forty percent -- 240
7 percent. Without that kind of information the Board
8 is faced with a very difficult choice of how is it
9 going to make the determination of whether to declare
10 a drought. The response of the Utility has been so
11 far, follow the Water By Numbers Program, which is
12 water like usual, three times a week for June, July
13 and August. The response of the MRGCD was to curtail
14 water bank users. The difference is obviously that
15 they're only limited to surface water, but we're in
16 this together. And I think that the Board should be
17 taking more action than just normal. There are some
18 other examples. One is the idea that the Development
19 Agreement is on the table. You are going to be
20 looking at a new water supply charge later, probably
21 in August. It seems to me that maybe a moratorium on
22 looking at water supply. Water supply might be a
23 good thing to do instead of going ahead and approving
24 new subdivisions under the old setup, why not wait
25 until the new water supply charge is adopted.

1 Another one would be the Customer Opinion Survey and
2 knowing something like the fact that overall
3 happiness has gone down.

4 CHAIRWOMAN JONES: Thank you, Ms. Hebard.
5 Thank you very much. Thank you for being here this
6 evening. Yes, ma'am, thank you. Next speaker.

7 MS. JENKINS: Tadeusz Niemyjski.

8 MR. NIEMYJSKI: Thank you. My name Tad
9 Niemyjski. What I want to talk today about, our
10 rights, constitutional rights, Bill of Rights. How
11 many of you ever agree that Constitution United
12 States, States Constitution and Bill of Rights. Not
13 doubt that many and how much. Now why I want to talk
14 about it, how rights, rights to live, rights to own
15 property, own. Once you own something, for example,
16 car, you get attached by bureaucrats, we will attach
17 through the regulation of difference found. So same
18 thing with property rights. Well, you try to build
19 that and then, let's say three acres. Well, there is
20 utility. No, you cannot have it, your own utilities.
21 You have to get hookup from the water utility and
22 sewer utility and et cetera, et cetera. Those are
23 rights. Well, I'm sorry. Then even further, once
24 you own property, most of the time government have
25 rights as we residents, property owners, we don't

1 have hardly any rights to our land. That's all I
2 want. And also, one more thing, quality of water. I
3 just noticed property where I'm at now, commercial
4 property, it's about 30 years old, asphalt paving.
5 There are three-quarter of the inch gravel being used
6 for the paving. Half of three-quarter rock sticking
7 out. Maybe we're wondering what's happened to this,
8 between the rocks, what's happened to this asphalt,
9 tar and so on. Yeah, all goes to the river, from the
10 river back to our water supply, drinking water
11 supply, and many other chemicals.

12 CHAIRWOMAN JONES: Thank you, Mr. Niemyjski.
13 That's our last speaker. Next on the agenda is the
14 Introduction or the First Reading of Legislation.
15 Kris cadena will make this presentation for us. Good
16 evening.

17 MR. CADENA: Good evening, Madam Chair,
18 Members of the Board. This is an Introduction for a
19 Development agreement for a subdivision, a proposed
20 subdivision titled Anasazi Ridge, Unit 3. It's
21 located in northwest part of the City, east of
22 Universe on the south side of McMahon. The project
23 entails extensions of public water and public sewer
24 to serve the development and the development will be
25 responsible for paying the applicable UECs and water

1 supply charges.

2 CHAIRWOMAN JONES: Thank you.

3 Commissioners, do you have any questions? Thank you,
4 sir. Next on the agenda is the Consent Agenda.

5 Commissioners, do you have any questions? In that
6 case, I move the Consent Agenda.

7 COMMISSIONER O'MALLEY: Second.

8 CHAIRWOMAN JONES: There's a motion and a
9 second for the Consent Agenda. All those in favor
10 say yes.

11 MEMBERS: Yes.

12 CHAIRWOMAN JONES: Opposed? Motion carries.
13 Next item is Approvals. O-18-6 Amending the Cross
14 Connection Prevention and Control Ordinance.
15 Mr. Kelly, good evening.

16 MR. KELLY: Good evening, Madam Chair and
17 members of the Board. The Water Authority requests
18 approval for the Amendments to the Cross Connection
19 Prevention and Control Ordinance. The amendments
20 were presented in the first read during last month's
21 Board meeting. These amendments provide
22 clarification on backflow preventor locations and
23 allow a broader range of acceptable backflow device
24 certification agencies, which will bring us into
25 compliance with the Construction Industry Licensing

1 Act. The ordinance also specifies specifically that
2 all devices must now meet New Mexico Environment
3 Department Drinking Water Bureau Regulation.

4 I stand for any questions.

5 CHAIRWOMAN JONES: Thank you. Are there any
6 questions, Commissioners? I'd move approval of
7 O-18-6.

8 MS. NAIR: Second.

9 CHAIRWOMAN JONES: There's a second by CAO
10 Nair. Motion and a second for O-18-6. All in favor
11 say yes.

12 MEMBERS: Yes.

13 CHAIRWOMAN JONES: Opposed? Motion carries.
14 The next item is C-18-21, Approval of First Amendment
15 to Settlement Agreement between the Albuquerque
16 Bernalillo County Water Utility Authority, Rio Grande
17 Silvery Minnow and the City of Albuquerque.
18 Mr. Stomp.

19 MR. STOMP: Madam Chair, as a way of
20 background. In 2005 there was litigation on
21 endangered species in the Middle Rio Grande. The
22 City of Albuquerque and the Water Authority jointly
23 settled with the Environmental plaintiffs in that
24 suit and in that settlement we said we would do
25 certain things. Three things we've already done.

1 we set aside 30,000 acre feet of space for
2 environmental storage of water in Abiquiu. We set up
3 the Living River Fund. As you know, people can
4 donate in their water bills to purchase Water Rights
5 for the river. And we also set aside some funding to
6 start a pilot leasing program in the Middle Valley
7 where we would pay for farmers to not irrigate in a
8 particularly year and use that water for
9 environmental purposes. In setting up that funding
10 that pilot program has been taken over by the federal
11 government and so we want to use the funding that we
12 have with the Wild Earth Guardians and other
13 environmental plaintiffs to start a program of
14 working on reservoir flexibility in the Middle Rio
15 Grande. So they want to hire some staff and utilize
16 some of our funding and their funding to be able to
17 do that and start that process of working
18 collaboratively to look at flexibilities in upstream
19 reservoirs.

20 So we're asking your approval to amend the
21 settlement agreement that would allow us to move
22 those funds that we had set aside in 2005 for that
23 purpose.

24 CHAIRWOMAN JONES: Thank you, Mr. Stomp.
25 Are there any questions? I make a motion to approve

1 C-18-21.

2 MS. NAIR: Second.

3 CHAIRWOMAN JONES: There's a motion and a
4 second. All in favor say yes.

5 MEMBERS: Yes.

6 CHAIRWOMAN JONES: Opposed? Motion carries.
7 Thank you, Mr. Stomp. The remaining business is
8 OB-18-10, which is 2018 Customer Opinion Survey
9 Presentation by Brian Sanderoff. Good evening,
10 Mr. Sanderoff.

11 MR. SANDEROFF: Good evening, Board members
12 and Madam Chair. Thank you very much. Brian
13 Sanderoff. It's nice to see you. We know and have
14 worked with all of you over the decades and pleased
15 to be here tonight.

16 Every two years you conduct a citizen
17 satisfaction, a customer satisfaction survey, and
18 pretty much to look at basic customer satisfaction
19 issues on the importance of various services that you
20 offer.

21 In this survey, which you should have in
22 your packets, as well as on the screens, we survey
23 500 customers randomly within your service area,
24 residential customers. And then we also survey 100
25 commercial customers. We do it through getting your

1 lists, matching them up, random sample cell phones
2 and landlines. Part of our success over the years is
3 that we continue to increase the proportion of our
4 surveys that are cell phones. We have the technology
5 now to reach people through cell phones and as a
6 result of that we can make our samples more
7 representative when it comes to race and ethnicity,
8 age, income, education and the like.

9 And so this survey was in the field in
10 January and February of this year and has a margin of
11 error of plus or minus four percentage points on the
12 residential component, which basically means, had we
13 done the same survey a hundred times, 95 out of a
14 hundred times the results will fall within that plus
15 or minus four percent margin of error.

16 I think we have good news tonight for you.
17 After the respondents rate services on lots of
18 specific attributes, we then have one overall
19 satisfaction question where we say, "Overall, how
20 would you rate the services provided by the Water
21 Utility Authority?" And here you can see the results
22 for the residential component and also for the
23 commercial component.

24 What we ask is a scientific scale, "Would
25 you say that overall you are very satisfied, somewhat

1 satisfied, somewhat dissatisfied or very dissatisfied
2 with the services overall?" And you can see on the
3 residential 94 percent are very or somewhat
4 satisfied; 6 percent dissatisfied. On the commercial
5 customers that even goes higher than this.

6 And so you might ask, "Well, how does this
7 compare to recent studies?" So if we look at the
8 residential tracking data, we look at the results
9 from 2014, '16 and '18. You can see very satisfied,
10 it's gone down two percentage points from the last
11 study, but the somewhat satisfied has gone up three
12 percentage points. So when you look at the very and
13 the somewhat satisfied, we're not looking at
14 statistically significant differences in the results.
15 And you see this somewhat in very dissatisfied also
16 have not moved much in the last few years.

17 On the commercial side, this is on the
18 commercial customers, the very satisfied 61, 62, 63
19 over the last three reports and the somewhat
20 satisfied has remained around 35 percent. So we're
21 seeing similar results on holding overall
22 satisfaction with residential and commercial
23 customers.

24 Your strong suit is reliability. When we
25 ask customers, "How satisfied are you?" Again, very

1 somewhat, somewhat dissatisfied on various factors.
2 One of them is reliability and availability of water
3 to your home. And we found that 97 percent of your
4 customers on the residential rate you very or
5 somewhat satisfied on reliability, availability of
6 water to your home. Also, when it comes to
7 reliability of water discharge from the home to the
8 sewer line, nearly everyone is satisfied. So there
9 isn't much change on this from last time. Also, when
10 it comes to the condition of the sewer lines, based
11 on observations and the condition of the water lines
12 throughout the City based on the number of leaks that
13 you observe, notice 69 percent satisfied, 17 percent
14 very or somewhat dissatisfied. But to the right of
15 that 69 percent number, anytime there's a
16 statistically significant difference in the results
17 we report them from the prior study. When it came to
18 condition of the water lines throughout the City
19 based on the numbers of leaks you might have
20 observed, 10 percent increase in satisfaction levels.
21 In fact, on the condition issues and responsiveness
22 issues you've reached new highs on satisfaction when
23 it comes to various operational activities.

24 Also on satisfaction, here again you're
25 seeing the satisfied, the very and the somewhat, and

1 the dissatisfied, the very and the somewhat control
2 of odors from sewer lines or treatment facilities,
3 repair of leaks and response for restoration service
4 and respond to overflows or backups and response time
5 for restoring service. Here you see again, 77
6 percent, 71 and 66 percent respectively are
7 satisfied, and about single digits, 14, 9 and 8 are
8 dissatisfied. But notice that there's been an
9 improvement when you combine the variant and the
10 somewhat satisfied from the prior study, and so
11 That's good news.

12 CHAIRWOMAN JONES: Mr. Sanderoff, just a
13 second, please. Ms. Nair.

14 MS. NAIR: Thank you, Madam Chair. Just
15 wondering if we have any data on the geographic sort
16 of dispersal of these survey respondents, especially
17 with respect to this question?

18 MR. SANDEROFF: We do within the report, and
19 so we can get that to you. And we also break out the
20 results by in city or out of city. Of course the
21 Water Authority provides some services beyond the
22 city limits and so we break out the results that way
23 and so we'll get that all to you. This is the first
24 for this presentation. We're sticking to, you know,
25 top level.

1 CHAIRWOMAN JONES: Thank you, Mr. Sanderoff.

2 MR. SANDEROFF: When it comes to billing
3 options, billing payment options, you can see again,
4 high satisfaction levels when it comes to the number
5 of options, understanding the bill format and water
6 usage on the graphs and the billing accuracy, high
7 numbers. And you can see that on two of these
8 attributes the results have increased slightly from
9 the prior study.

10 Residential satisfaction with education and
11 water issues and water conservation programs. So we
12 asked people how satisfied are you with the education
13 on water issues. Here we see 67 percent very or
14 somewhat satisfied, 13 percent dissatisfied, 20
15 percent don't know. When it comes to educating the
16 public, especially as we heard from one of the
17 speakers, we're in a drought situation. There's
18 nothing, you know, more important than getting the
19 word out the best you can. No matter how hard you
20 try to get the word out there's always going to be
21 some people who say, "I don't know, I haven't seen
22 it," but that does create a challenge for you, to
23 find clever and different ways of communicating with
24 the public through lots of different forms of media
25 to get the word out on education on water issues.

1 Here we see 20 percent who just didn't form an
2 opinion to say that they didn't know how to answer
3 that question on the education services. On water
4 conservation programs 66 percent satisfied, very and
5 somewhat 13 percent. So these are very similar
6 numbers with about one-fifth saying, "I just don't
7 know about those water conservation programs." And
8 so as much resources that you can put in to getting
9 the word out about water conservation programs, about
10 educational water issues the better, the more
11 effective you'll ultimately be.

12 And the last we asked your customers whether
13 they've contacted the Water Authority about billing
14 in the last two years and we found that 16 percent
15 said yes. And then we asked, "How did you go about
16 doing that, through the phone, in person or email,"
17 and you can see the percentages there. Most people
18 call on the phone when they have a problem with their
19 billing. 27 percent said in person and a few in
20 email. But then among those who have contacted the
21 customer service representatives when contacting the
22 Water Authority, we asked, "How did that contact go,"
23 and we found 66 percent -- so this is among a smaller
24 cell size, just among those who have contacted the
25 Water Utility Authority. 66 percent said excellent

1 or good, 21 percent fair, 13 percent poor. So on the
2 one hand one can say, the good news is these numbers
3 haven't changed lately, but you have 13 percent poor
4 and very, you have 21 percent fair.

5 And the next slide shows us a little more
6 about specific attributes as they relate to customer
7 service contact. When it comes to these people
8 rating the courtesy of the customer service
9 representative we find that that's not a problem. 88
10 percent very or somewhat satisfied, 11 percent
11 dissatisfied.

12 Knowledge and ability to answer your
13 questions or resolve your issues. Here still not bad
14 numbers, 74 to 26 satisfied and dissatisfied. But
15 again, room for improvement there. The constant
16 training of CSRs is such an important thing, getting
17 them to be knowledgeable in every aspect or how to
18 then transfer to people who might know the answer to
19 those questions. Length of wait to speak to a
20 customer service representative, again 74 percent
21 satisfied, 21 percent dissatisfied.

22 In dysfunctional organizations, and
23 sometimes we at Research and Polling do work for
24 organizations that contact us when they know they
25 have a problem, we sometimes see dissatisfaction

1 levels of 50 percent. And you can think of
2 organizations perhaps that you've called
3 and received a lot of frustration trying to get
4 through. So I'm trying to put this in perspective,
5 but yet we still have one out of for people saying
6 that the knowledge and ability to answer the
7 questions and the length of wait time to speak to a
8 customer service rep, you know, some people are
9 dissatisfied. So this is something that I think that
10 you can continue to work on. And I will say that it
11 improved slightly from the last study, but I think
12 more to be done.

13 This question surprised me a little. We
14 asked people to rate the quality of the drinking
15 water in their home or their business. By the way,
16 on every slide in the bottom left-hand corner there's
17 something that says that the results were a little
18 better, a little worse or the same on the commercial
19 customers, but I'm focusing here on the residential.
20 And we said, "How satisfied are you with the quality
21 of drinking water?" 41 percent very satisfied, 30
22 percent somewhat, 25 percent somewhat dissatisfied or
23 very dissatisfied. This was a little puzzling and
24 the numbers have dropped a little.

25 Getting a little indirectly to Ms. Nair's

1 question on regional breakouts, although I don't know
2 the regional breakouts with me, I do remember
3 specifically that the areas that were more likely to
4 be dissatisfied were -- not the areas, but the
5 socio-economic variables were lower-income people and
6 people with lower educational attainment levels, they
7 were more likely to be critical about the quality of
8 their water.

9 And the funny thing is in survey research,
10 typically holding all things equal, lower educational
11 attainment, lower income people tend to be more
12 generous. They tend to be more likely to say, "Oh,
13 everything's great." So to have that group say that
14 they're less satisfied was interesting. And we'll
15 break that down into different regions and see if we
16 can give you more insights on that.

17 But the reason that I focus on this is if we
18 look at the next page, this is tracking the data.
19 You're looking here at just the very and the somewhat
20 satisfied and so that's 71 percent that you see for
21 2018, that's the same number you saw in the prior
22 page. But here you can see the variant is somewhat
23 satisfied for other years going back to 2006 and
24 there's something about this year.

25 So my recommendation to you in the next

1 study is, let's probe a little deeper in that
2 question. "Well, why do you feel that way about the
3 quality of the water? Is it your perception that it
4 has impurities in it? Is it the taste, and what
5 about the taste?" We used to ask questions about,
6 "Do you drink filtered water and bottled water and
7 the like," and we did see interesting information on
8 that. A lot of people drink the bottled water
9 because of just the convenience of it, but some
10 people drink it because of the perceptions of the
11 water itself. So it might be interesting in future
12 studies to dig a little deeper in this and see what
13 it is about the quality of water that people perceive
14 it not to be as satisfying as they would like it to
15 be.

16 We read eight statements relating to
17 perceived importance of water conservation and
18 environmental issues within the Albuquerque area and
19 we asked people, for each one, how important are
20 these items on a five-point scale, five being very
21 important and one being not important at all. And
22 then we ranked them here by the percent that said
23 very or somewhat important. So when you test eight
24 items and you ask people, "how important is providing
25 a long-term water supply for future generations,"

1 that scores highest. People are committed to
2 providing a long-term water supply for future
3 generations. People are not short-sighted. They
4 want you to do what you need to do for that.

5 Also investing in the repair and replacement
6 of old water and sewer lines. I know you've embarked
7 upon this activity. You threw this question in a
8 number of years ago and we're still finding that
9 people are totally committed to the concept of
10 investing in the repair and replacement of old water
11 and sewer lines. 66 percent are very important and
12 23 percent so much for the 80, but notice that one
13 about providing a long-term water supply for future
14 generations, it was 80 percent very important.

15 Then the quality of treated water returned
16 back to the river, 88 percent find that to be a very
17 or somewhat priority for you. And then protecting
18 and restoring upstream water sources or the
19 watersheds. And those are the ones where over 60
20 percent rated it very important. You can look at all
21 of them, and we don't need to go through all of them
22 now, the bottom one was making water available to
23 attract and keep high-tech industries that offer
24 good-paying jobs. You know, the whole concept of
25 using water for economic development, it scored less

1 high than the others, but still 72 percent said it's
2 an important consideration.

3 On water conservation management, agree or
4 disagree. "The cost of water is an important factor
5 for me when deciding how much water to use." We
6 found that 78 percent of customers, residential,
7 agree with that statement very or somewhat, and 21
8 percent disagree. So what we're learning is that,
9 you know, as the cost of water has increased over the
10 years more people are considering that cost when it
11 comes to how much water they use. I know I do. And
12 so many people are recognizing that I can cut my bill
13 if I use less water. And so it's good that people
14 are conscious, I think at least, of the cost and how
15 it could affect their bill and that could play a role
16 in conservation.

17 We also asked agree/disagree, households
18 would conserve more water if they had an easier way
19 to monitor their water use. And so what was
20 interesting about this question, again households
21 would conserve more water if they had an easy way to
22 monitor their water use, 84 percent found this to be
23 important, but notice that 12 -- it went up 12
24 percentage points of all the questions in the survey,
25 this is the one that had the biggest increase, that

1 if a person has a way to monitor their water use that
2 that could play a role in conservation. So I found
3 that very interesting.

4 Agree/disagree, "water and sewer services
5 are a good value for the amount of money I pay." And
6 believe me, I shouldn't mention -- I won't mention
7 any companies. I'll mention an industry. If you ask
8 the question like that about cable TV, you know, you
9 get very different answers. And so here when you ask
10 value, value is, you know, what you get for what you
11 pay. And here we find 77 percent of your customers
12 say, yeah, I strongly or somewhat agree, I'm getting
13 a good value. 18 percent disagree and 5 percent
14 don't know. So we found this encouraging.

15 Attitudes toward water rate increases, agree
16 or disagree. Because water is a scarce resource
17 water rates should be designed to reflect the value
18 of the water in our daily lives. Well, 75 percent
19 agree with that very or somewhat, 20 percent
20 disagree. So when you phrase it as, water rates
21 should be designed to reflect the value of the water,
22 by a large margin people agree. But when you tweak
23 the language a little and you say, "water rates
24 should be increased to cover the cost of providing
25 reliable water supply for the future," you still have

1 a majority -- this is an aggressive question. You're
2 saying they should be increased to cover the cost of
3 providing reliable -- so the gap changes, but still a
4 majority say, agree with it. And then water rates
5 should be increased to cover the true costs to treat
6 and deliver water to our homes, again those numbers
7 are almost identical to the middle attribute, 57
8 percent agreeing and 40 percent disagreeing. So even
9 when you ask the question aggressively, still you
10 have a majority agreeing with it.

11 You have an annual water quality report that
12 I receive in the mail and you all receive in the
13 mail. It's very comprehensive. A nice product. We
14 ask people -- now here you're looking at residential
15 and commercial. So we asked, "how often do you read
16 that annual water report that's mailed every spring,"
17 and 24 percent of residential and 20 percent of
18 residential said, "Well, I read it most of the time
19 or some of the time." So 44 percent residential say
20 they read that annual report. 44 percent most or
21 some of the time and then 43 percent of your
22 commercial customers say they read it most or some of
23 the time. Those are not bad numbers. I mean, we all
24 know we get things in the mail that we trash and some
25 things are more interesting than others. And these

1 numbers are higher than typically what you see. If
2 you ask questions on electric utility or gas utility
3 and, "how often do you read the inserts," you know,
4 you don't see numbers quite this high.

5 Well, then we asked, "Well, would you be
6 much more likely, somewhat more likely, somewhat less
7 likely or much less likely to read the water quality
8 report if it was available online instead of being
9 mailed." I guess you asked this question, because
10 mailing those things were probably very expensive.
11 So what we found was, if we look at -- you're looking
12 at here residential and commercial. So for much more
13 likely 15 percent for residential -- excuse me, 15
14 percent said much more likely and for residential 13
15 percent said somewhat more likely. So 28 percent of
16 residential customers said they'll read it much or
17 somewhat more likely if it was online instead of in
18 the mail. But if you look at the somewhat and much
19 less likely for the residential, 6 percent plus the
20 16 percent, 22 percent said they would be less likely
21 to read it.

22 What's happening is, just like newspapers,
23 older people are more likely to read tabloids and
24 things that they get in the mail. And so you're
25 older customers are much more likely to read your

1 water quality report. They look forward to reading
2 interesting things that come in the mail, but older
3 folks are also less likely then to say they read
4 things are online, although a ton of seniors do. And
5 so, you sort of have this situation where some of the
6 people most likely to read it in print will be a
7 little less likely to read it online. Ideally, it's
8 easy for me to say as a consultant, offer both. Mail
9 it to them and offer it online, if possible. Because
10 what we found was the younger people were just so
11 much more likely to say, they'd read it -- much more
12 likely to read it online than getting a tabloid.

13 So in summary, I think that your strengths,
14 your reliability people, what is your primary role.
15 Your primary role is to deliver water and get the
16 water then out of the house and have provided it
17 available. And people rate you to the tune of the
18 high 90 percentile for that reliability. You're
19 also -- your numbers are improving when it comes to
20 responsiveness issues and condition of the water
21 lines and sewer lines. Overall satisfaction remains
22 high and customers are truly committed to making an
23 investment in providing a long-term water supply plan
24 and investing in the infrastructure for the future.

25 Issues, I think the quality of water thing

1 we should pursue a little deeper, find out what
2 people are thinking about their water and why. And
3 you've made some improvement in responsiveness of the
4 customer service representatives, and I think there's
5 more room to grow even further there.

6 Any questions or comments?

7 CHAIRWOMAN JONES: Commissioners, any
8 questions? Mr. Sanderoff, that was interesting.
9 Thank you very much.

10 MR. SANDEROFF: Okay. Thank you so much.

11 CHAIRWOMAN JONES: Thank you. And last but
12 certainly not least, we have the water report.

13 MS. YUHAS: Good evening. Hi, Madam Chair,
14 Members of the Board. What is shown on the graph in
15 front of you is our water use data through June 10th.
16 But as you know we had a huge storm over the weekend
17 and so I've actually done some recalculating, and
18 this has improved our water use numbers.

19 As of June 19th our water use was 156
20 million gallons more than the same time period last
21 year. You'll see on the graph in front of you it was
22 268 and that one storm saved us about a hundred
23 million gallons of water. And that's pretty typical
24 for what our residents can do when we get a good
25 rainstorm. So that's about three-quarters of a

1 gallon per person per day and it's just a little bit
2 less than where we were last month.

3 The new precipitation forecast is not out
4 unfortunately, but as you can see on this map they
5 got the June precipitate correct. We've received 1.4
6 inches of rain this June and that's a whole inch
7 above our average water supply in the month of June.

8 And we are using 65 percent surface water
9 and 35 percent groundwater. Just for comparison, at
10 the end of 2017 we were at 70 percent surface water
11 and 30 percent groundwater, so it's a little bit
12 different and that's really not due to the drought.
13 It's due to some maintenance that we were doing at
14 the plant and on the transmission lines during the
15 month of March. So at this time I'm not recommending
16 any additional water conservation measures due to the
17 drought.

18 And with that, I'd be happy to answer any
19 questions you might have.

20 CHAIRWOMAN JONES: Any questions?

21 Ms. Yuhas, thank you. Always informative. We
22 appreciate your visits to us. Thank you. And I
23 believe seeing no other business, this meeting is
24 adjourned. Thank you.

25 (Meeting adjourned at 6:15 p.m.)

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2 I, Kim Kay Shollenbarger, New Mexico Certified
3 Court Reporter, No. 236, do hereby certify that I
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10 this matter and that I have no interest in the final
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