

ALBUQUERQUE BERNALILLO COUNTY
WATER UTILITY AUTHORITY MEETING
Wednesday, October 23, 2019, 5:07 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

COMMISSIONER DEBBIE O'MALLEY, Chair
COUNCILOR KLARISSA J. PENA, Vice Chair
COMMISSIONER MAGGIE HART STEBBINS, Member (excused)
COUNCILOR TRUDY E. JONES, Member
COMMISSIONER STEVEN MICHAEL QUEZADA, Member
COUNCILOR KEN SANCHEZ, Member
MAYOR TIMOTHY M. KELLER, Member (excused)
PABLO RAEL, Trustee (excused)
SARITA NAIR, Alternate

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

1 CHAIR O'MALLEY: Good evening, everyone. I
2 call this October 23rd, 2019 meeting of the
3 Albuquerque/Bernalillo County Water Authority to
4 order. Member Hart Stebbins and Trustee Rael are
5 excused. All other members are present.

6 Begin the invocation, followed by the Pledge
7 of Allegiance led by Councilor Ken Sanchez.

8 (Silence/Pledge of Allegiance)

9 CHAIR O'MALLEY: Thank you, Councilor
10 Sanchez. We go next to Item 3, which is the Approval
11 of the Minutes. I move approval of the September
12 25th, 2019 minutes.

13 COMMISSIONER QUEZADA: Second.

14 COUNCILOR PENA: Second

15 CHAIR O'MALLEY: There's a motion and a
16 second by Commissioner Quezada and Councilor Pena.
17 All those in favor say aye.

18 VICE CHAIR PENA: Aye.

19 COMMISSIONER QUEZADA: Aye.

20 COUNCILOR JONES: Aye.

21 COUNCILOR SANCHEZ: Aye.

22 MS. NAIR: Aye.

23 CHAIR O'MALLEY: Aye. All opposed say no.
24 The motion carries. We go next to Item 4, which is
25 Proclamations and Awards. This is Imagine a Day

1 Without Water. The Board would like to acknowledge
2 students from Monte Vista Elementary School who are
3 here to remind us that today is the national
4 observance of, quote, Imagine A Day Without Water,
5 unquote. Today we remember that it takes the efforts
6 utilities like the Water Authority to provide a
7 public water supply and that this resource and our
8 vital water infrastructure must never be taken for
9 granted.

10 At this point I'd like to invite John Stomp
11 and a representative from the Monte Vista student
12 group to come up and share a little more about what
13 it means to Imagine A Day Without Water.

14 Welcome.

15 MR. STOMP: Madam Chair, Members of the
16 Board, it's a privilege to be here to talk about the
17 Imagine A Day Without Water, which is an idea that's
18 been promoted to focus on water infrastructure in the
19 United States. We have a brief presentation and
20 then we'll get to the real important stuff, which is
21 the kids, because they really are our future, and so
22 we're doing this for them.

23 As a nation we're way behind in our
24 infrastructure. There's about five trillion dollars
25 of infrastructure needs. Even though there's about a

1 90 percent approval rating from Americans saying we
2 need to spend more money on infrastructure,
3 unfortunately we're not doing that as much and we
4 keep building up a backlog.

5 In terms of the water infrastructure, a
6 water main breaks in the United States about every
7 two minutes and there's still untreated sewage that
8 goes to the rivers and lakes as a result of
9 stormwater. So much of the nation's pipes that have
10 been installed many, many years ago are reaching
11 their replacement life and they're in bad need of
12 replacement and rehab. And again, we have a large
13 percentage, 75 percent of Americans believe, again,
14 that we should be investing in our infrastructure.
15 That's not the case here in the Water Authority.

16 This Board, however, has invested and
17 continues to invest support in our infrastructure.
18 We've continued to increase our spending \$3 million a
19 year over the last almost ten years and we're going
20 to continue to do that as this Board's policy is, to
21 continue to eat into our backlog and to fix the
22 infrastructure that needs to get fixed.

23 So thank you very much for your support.
24 It's for them, as I mentioned. And I'm going to turn
25 this over to Liz. But wanted to say thank you very

1 much for the support for the funding to get the
2 infrastructure fixed.

3 UNIDENTIFIED SPEAK: So a couple of the
4 kids, they've been thinking a lot about water on this
5 day and how important it is to all of us in our
6 everyday lives. So they were thinking it would be
7 fun to come and say a little something about water.

8 MS. WHITE: My name is Regan White and I
9 came here only because Liz asked me to.

10 (Laughter)

11 MS. WHITE: But I also came here to support
12 water, and what we would do if we didn't have it. If
13 we didn't have water, we wouldn't survive. And if we
14 didn't have water, trees wouldn't live. And trees
15 give us oxygen to breathe today.

16 (Applause)

17 UNIDENTIFIED SPEAKER: Hello. My name is
18 (inaudible). I'm here because we need water to be
19 alive. If trees weren't here we wouldn't live
20 because trees provide oxygen to us.

21 (Applause)

22 FLETCHER: Hello. My name is Fletcher. And
23 without water we would not live. And water comes
24 from two basic components, hydrogen and oxygen.
25 Oxygen we need to breathe.

1 (Applause)

2 MS. ANDERSON: My name is Natalie Anderson
3 and we can't live without water and trees can't live
4 without us. So if trees die, we'll die. If we die,
5 trees will die.

6 (Applause)

7 UNIDENTIFIED SPEAKER: So thank you all very
8 much. Good job, guys.

9 (Applause)

10 CHAIR O'MALLEY: Thank you. Takes us to
11 Item B, Utility of the Future Award. Charlie Leder.
12 Welcome.

13 MR. LEDER: Thank you, Madam Chair. This
14 award is a joint collaboration by the Water
15 Environment Federation National Association of Clean
16 Water Agencies, Water Research Foundation, and the
17 Water Reuse Association, with some guidance from
18 E.P.A. And it recognizes utilities that are looking
19 towards the future and adopting practices that
20 recognize the value of this resource.

21 We've been previously recognized for our
22 efforts in energy generation and recovery, water
23 reuse and also biosolids reuse. This award this year
24 for 2019 recognizes an important element, which is
25 community partnering and engagement. It's nice to

1 always to check in with the people we're serving to
2 make sure we're headed on the right track and that's
3 what we're being recognized for this year.

4 In the future we hope to go after
5 recognition for energy efficiency. Also watershed
6 stewardship and possibly nutrient resource and
7 recovery. I present this award to the governing
8 board, and thank you for your support that made it
9 possible.

10 (Applause)

11 CHAIR O'MALLEY: Thank you very much. We're
12 excited about this. It says a lot about the
13 leadership and staff of the Water Utility, so thank
14 you. Did you want to come up?

15 MR. LEDER: Sure.

16 CHAIR O'MALLEY: Usually at the Commission
17 there's somebody with a camera. Is that you, Luz,
18 are you going to take a picture? Thank you.

19 (Photo)

20 CHAIR O'MALLEY: Go next to Item C, which is
21 the Quarterly Employee Incentive Awards. And we have
22 a number of awards to give out. If the employee is
23 here to receive the award, would you please come
24 forward when your name is called.

25 First is Patrick McLee, \$75. Patrick is

1 recognized for his contributions to the M-series
2 training program and a recent air quality inspection
3 at the Southside Water Reclamation Plant.

4 Mr. McLee, are you here? No.

5 We'll move on to Doris Corrales, \$50. Doris
6 is recognized in the health and wellness category for
7 being a role model by her participation in the 2019
8 National Senior Olympics, where she competed in three
9 sports and brought home a silver medal in softball.

10 Next is Nick Lucas, \$275 plus 8 hours. Nick
11 is recognized for his leadership in planning,
12 developing and organizing the new certification
13 training program for M-series employees, which has
14 improved management labor relations.

15 Next, Heidi Hilland, a hundred dollars.

16 (Applause)

17 CHAIR O'MALLEY: Heidi is recognized for her
18 willingness to go above and beyond in assisting other
19 employees with assignments outside her administrative
20 group and her job description and providing an
21 example of excellence.

22 (Applause)

23 CHAIR O'MALLEY: Josette Yonek, Robert
24 Lucero and Veron Velarde, a hundred dollars each.

25 (Applause)

1 CHAIR O'MALLEY: These individuals are
2 recognized for their quick thinking in responding to
3 an equipment malfunction at the Southside Water
4 Reclamation Plant that could otherwise have led to
5 serious flooding and property damage.

6 Next we have Leroy Valdez, Robert Sanchez,
7 Levi Aguilar, Matthew Ortiz, Cody Elwell, Moses
8 Mondragon, Tyler Rodriquez, \$50 each. And if any of
9 you are here.

10 (Applause)

11 CHAIR O'MALLEY: These individuals are
12 recognized for the exceptional support they have
13 provided for the groundwater system swing shift in
14 training new employees and developed troubleshooting
15 techniques to facilitate quick responses.

16 Michelle Sanchez-Ortiz, \$300 plus eight
17 hours. Michelle is recognized for her heroic efforts
18 to ensure that payroll processing occurred on time
19 when a payroll employee was absent because of a
20 family emergency. Even though she had transferred to
21 another department and was on vacation. All right.

22 (Applause)

23 CHAIR O'MALLEY: Blythe Mireles, \$50.
24 Blythe is recognized for working outside her normal
25 duties to assist in the provision of important data

1 for the Water Resources Division.

2 Denise Rumley, a hundred dollars. Denise is
3 recognized for her leadership in developing new
4 processes for enforcement of the amended Water Waste
5 Reduction Ordinance while still managing her regular
6 workload.

7 Next we have Arthur Martinez, \$275 plus
8 eight hours. Arthur is recognized for his research
9 and development of improved technical solutions.

10 (Applause)

11 CHAIR O'MALLEY: For inspection of grease
12 removal systems.

13 We have Archie Mares, Adam Silva, Randy
14 Otero, Joshua Tercero, George Hermosillo, Nicholas
15 Sena, Stephen Kyriakakos, hope I said that right,
16 Steve Lujan. These individuals are recognized for
17 their team work and quick thinking --

18 (Applause)

19 CHAIR O'MALLEY: -- in responding to a power
20 outage at the Southside Water Reclamation Plant.

21 Next we have Nathan Lueckenhoff, Adrian
22 Lucero, Abraham Ramirez, Francisco Reyes, David Ritz,
23 Wally Gurule, Rudolph Madrid, Andrew DeMarcus, Carlos
24 Sena, Christopher Cordova, Michael Arellano and
25 Robert Santillanes, a hundred dollars each. These

1 Water Authority employees are recognized for their
2 efforts to coordinate emergency water deliveries to
3 the Navajo community of To'Hajiilee where the
4 village's well failed. Thank you all very much.

5 (Applause)

6 CHAIR O'MALLEY: And then we have Gerri
7 Maurino for a hundred dollars. Gerri is recognized
8 for foiling a fraud scheme involving banking
9 information for an important Water Authority
10 contractor.

11 (Applause)

12 CHAIR O'MALLEY: Next we have Clyde James
13 Riggins, Didier Deutsch, Judith Galvan, Victoria
14 Dery, Mark Denis, David Stager, Joaquin Altamirano,
15 Nancy Musinski, Lisa Carreon, Richard Leonard,
16 Richard Costales, \$25 each. These individuals are
17 recognized for their participation in development of
18 ergonomics training materials. Thank you.

19 (Applause)

20 CHAIR O'MALLEY: Next we have Adrian
21 Gonzales, \$350 plus eight hours. Adrian is
22 recognized for intervening when he saw a man who had
23 armed himself with a knife and was threatening to
24 jump off a bridge. Adrian talked to the man and
25 succeeded in keeping him calm until police arrived,

1 possibly saving his life.

2 (Applause)

3 CHAIR O'MALLEY: We have Annisa
4 Pennington-Pink, \$100 plus eight hours. Annisa is
5 recognized for her initiative in developing a bill
6 calculator tool to streamline and automate what had
7 been a cumbersome manual process. Thank you.

8 Next we have Christopher Aguilar and Jimmy
9 Ryan, \$75 each. These individuals are recognized for
10 their efforts in responding to a serious equipment
11 malfunction at the Southside Water Reclamation Plant.

12 I believe that's the end of the list.

13 (Applause)

14 CHAIR O'MALLEY: Thank you very much. If
15 you would like to come up, we'd like to shake your
16 hand.

17 (Shaking hands)

18 CHAIR O'MALLEY: Go next is Item 10, which
19 is Other Business. We're going to hear from John
20 O'Donnell, he's our Washington representative.

21 Welcome.

22 MR. O'DONNELL: Madam Chair and Members of
23 the Board, thank you. I also want to thank you for
24 not making me follow the children.

25 (Laughter)

1 MR. O'DONNELL: And I'm here because Mark
2 asked me to come here. I just want to give you a
3 brief report on some things we're working on in
4 Washington on behalf of the Water Utility.

5 And I think it starts, really -- I mean, I
6 was pleased to see that there was discussion about a
7 watershed planning infrastructure, because that
8 really ties into some things I want to talk about
9 briefly.

10 First I want to say, one of the reasons why
11 there's some optimism in Washington is because of the
12 two-year budget deal that Congress finished in early
13 February and was signed by the President, which
14 really provides, in big numbers, about \$2.7 trillion
15 over the next two years for defense and non-defense
16 spending.

17 In FY20 that equates to -- that number for
18 the two years means about \$638 billion in domestic
19 spending, about 739 in defense spending. The bill
20 overall that allowed this to happen really increased
21 spending for the next two years by \$230 billion. The
22 reason that's important for local government, local
23 organizations, jurisdictions like yourself, is it
24 takes off the table the closing down of government
25 because they can't reach an agreement on an overall

1 spending.

2 So where we are now in the FY20, and we're
3 already into FY20 in the federal budget, we have been
4 for about 23 days, but we expect Congress, the Senate
5 and the House to finish their negotiations before
6 Christmas. There's a CR that lasts until November
7 21st. They'll probably have to do another one
8 because the Christmas holidays always force members
9 of Congress to finish business. They have to go home
10 and shop. That's the FY20 picture.

11 How some of these things come up as far as
12 the Water Utility's agenda in Washington is, one of
13 the issues is a tax extender's bill which will occur
14 at the end of the year. Why that's important is
15 because that will allow for the -- we expect the
16 extender on advanced refunding of municipal bonds to
17 be in that package, which has a benefit to your
18 Utility.

19 Infrastructure was mentioned earlier. This
20 is an issue in Washington. As John said, there's a
21 lot of agreement on the part of people that drive on
22 your highways, pay your utility bills, but you know
23 the challenge that you have as public servants and
24 that is, it takes money to do this and it takes
25 revenue and that for a surface transportation

1 legislation is a tax increase in the gas tax, which
2 is never popular, but that is one of the things that
3 will probably get addressed next year when they turn
4 to reauthorizing the Fast Act. It has nothing to do
5 with water, but the infrastructure package at large
6 is that spending for water improvements, water
7 infrastructure is something that happens in the Water
8 Resources Development Act, and that is a bill that
9 funds the core projects, core studies.

10 It also, in this last version of that bill,
11 it funded the Bureau of Reclamation, which you folks
12 benefit from the Title 16 wastewater recycling. In
13 this particular bill that they'll do next year,
14 they're putting it together now, Abiquiu Reservoir is
15 one of the items that we're working on to include in
16 that legislation. We're following several different
17 paths. One of them is the legislative path where the
18 Utility actually has written language that would
19 allow you to do, which you've already started to do
20 as a policy and as a program, and that is allow for
21 more storage of water at Abiquiu Reservoir.

22 We ran into a hiccup in this last bill where
23 we tried to get that legislation in, but it was
24 considered an earmark, so it didn't get in as the
25 legislation that we wanted it to. We're working

1 right now to get it in this next bill next year, but
2 we're also working with the Corps on a process that
3 was created several Water Resource bills ago, which
4 allows us to ask for an authorization, permission
5 from the Corps, to do a feasibility study that would
6 allow us to pursue what we want to do with the
7 Abiquiu Reservoir.

8 So we've got those two things in place. We
9 have to continue to negotiate with Capitol Hill on
10 the Senate side and the House side with the
11 committees that authorize the bill. And we're also
12 working with the Corps. Mark, John Stomp, and myself
13 have met with the Corps numerous times on this. I
14 had another meeting with them morning to talk about
15 this and make sure that we're in sync in terms of
16 what we're doing with Congress and with headquarters
17 Corps. So that's where we are with Abiquiu.

18 There's a provision in the last Water
19 Resource bill called Rural Western Water. That
20 authorization was for \$435 million in water
21 infrastructure. New Mexico is one of the six western
22 states that's named in that bill. And we've been
23 having some discussions with John and Mark about
24 working with the Corps on some future projects that
25 we would be able to draw down some of that money for,

1 but that's down the road probably a year, a year and
2 a half.

3 I would just touch on one other item, and
4 that's Kirtland Air Force Base and the groundwater
5 contamination. In talking with John and Mark over
6 the past year, I realized, and this was even before
7 the administration changed in Santa Fe. But we
8 realized that the Air Force had sort of disengaged,
9 that's my impression. I don't know if that's the way
10 it's seen here, but there was a little bit of a
11 disengagement. That's been restarted. Senator
12 Heinrich, who serves on the Senate Armed Services
13 Committee and Congresswoman Deb Haaland, who's on the
14 House Armed Services Committee, have a provision in
15 the National Defense Authorization Act, which has to
16 pass every year because of armed services, they have
17 a provision in legislative report language which
18 really directs the Pentagon, the Air Force, to
19 report, I think it's 180 days after that bill passes,
20 to the delegation -- to the Congressional Committee's
21 Armed Services on both sides, on what progress
22 they're making on the continued implementation of the
23 remediation program.

24 Now, this is report language. It doesn't
25 have the effect of law. Nobody can force the

1 Pentagon to do this. The people who can help push
2 that so that we're kept in the link is the
3 Congressional delegation and you, the Board. And
4 I've talked with Mark about, at a certain time, once
5 the National Defense Authorization Bill is passed,
6 that we get a letter from the Water Utility Board to
7 the Secretary of Defense and the Secretary of the Air
8 Force, that says we're cognizant of this provision,
9 we're looking forward to your report, and we'll add
10 some other language to that letter demonstrating your
11 continued concern about that.

12 Hopefully through your work with the
13 governor's office and the Department of Environment,
14 we'll get them to weigh in on this too. That would
15 be my recommendation.

16 That's all I have to report on.

17 CHAIR O'MALLEY: Any questions from the
18 Board for Mr. O'Donnell? Thank you very much.

19 MR. O'DONNELL: Thank you.

20 CHAIR O'MALLEY: Next we have 10B, which is
21 Improving Customer Experience. Adrienne Candelaria.
22 Welcome.

23 MS. CANDELARIA: Good evening, Madam Chair,
24 Members of the Board. My name is Adrienne Candelaria
25 and I'm the Division Manger for Customer Service. So

1 this presentation is going to describe to you how the
2 Water Authority is planning to improve our customer
3 experience overall through a new customer portal.

4 So you might be familiar that customer
5 service channels traditionally include over the
6 phone, so we operate a call center, in person you
7 come to pay us, but also more recently online. So
8 the focus of this presentation is going to describe
9 to you what we currently offer online and how we hope
10 to improve that in the future.

11 So currently you can sign up for ebill
12 presentment, that's receiving your bill. You can pay
13 your bill online and you can even check your usage.
14 Unfortunately they're kind of disjointed. For
15 example, you have to have a separate log in for each
16 one of those and that's certainly not convenient or
17 easy for our customers. So in future what we're
18 looking at is having a single customer portal where
19 you would log in one time and have access to a
20 variety of self-service options, bill presentment and
21 payment, water usage, all easily accessible and it
22 provides you the convenience of doing that all in one
23 place.

24 This is an example of what a portal might
25 look like. So you would have the single sign on. It

1 would give you, again, access to your bill to payment
2 options and your water usage, but it has other
3 features, like how you can get information around
4 conservation, how to apply for rebates and even
5 setting alerts for yourself when you have high usage.
6 You could get a notification that you've had high
7 usage, might indicate that you have a leak.

8 So access to that water usage is only
9 possible because of AMI, Advance Metering
10 Infrastructure. I'm sure it's something you've heard
11 a lot about, but I wanted to share a little more
12 information with you around that, so I'm going to
13 start with a quick overview.

14 So AMI really starts right outside your
15 home or business where the meter and the register
16 captures your water usage. That data is collected by
17 a variety of towers around the city and it's
18 transmitted to our billing system.

19 This graph shows you that historically in
20 the last eight years we've installed over 100,000 AMI
21 around the City and we're getting ready to do another
22 round of changeouts this fiscal year.

23 This map is just an indication that the AMI
24 installs are occurring all around the City and we'll
25 continue to fill in those gaps in the next several

1 years as we continue to do AMI changeouts.

2 There's a variety of advantages to AMI and
3 some of those to the customer include, again, we can
4 flag high consumption, identify possible leaks. We
5 can even help them monitor their individual usage and
6 support conservation efforts. Operationally we can
7 reduce emissions because we're not rolling vehicles
8 out to every single house or business to read the
9 meter. We can improve employee safety because we've
10 reduced repetitive-use injuries by not reading the
11 meter manually. We avoid trips and falls. We can
12 even -- and we have a pilot program I'm going to get
13 to in a minute that describes how we're using AMI to
14 monitor pressure in some reduce pressure zones.

15 This slide gives you a -- it's hard to see,
16 but I'll just describe it to you. We sent out 99
17 letters to customers who had an indication of high
18 usage and in 78 of those cases we made a visit to the
19 house, in all cases. In 78 of them we were able to
20 identify what the problem was that caused that high
21 usage. That resulted in a savings not only to the
22 customer in terms of money, but also to their usage.
23 The red dots indicate that a plumber was required to
24 come out and fix the leak. It wasn't something as
25 simple as a hose bib being left on. And I have a

1 slide I'm going to show you how -- kind of defines
2 how we're able to identify some water savings there.

3 This slide shows you where we installed some
4 AMI gateways in a reduced pressure zone. It's in a
5 specific part of town. This was a pilot for us. It
6 allows us to proactively respond to pressure issues,
7 because those issues could lead to line breaks, which
8 then in turn affect our customers because they have
9 an outage. So when we have this kind of monitoring
10 going on we can be proactive in how we address that
11 and prevent those. The blue squares that you see on
12 here represent the location of those meters or the
13 gateways in that reduced pressure zone.

14 On this slide, it's just really a zoomed in
15 spot of this pilot area. Again, it just shows you
16 the location of the meters and those gateways. And
17 we're going to be looking to roll this out to other
18 reduced pressure zones across the city because this
19 has been successful for us.

20 Additionally, we're going to continue with
21 our AMI installs for homes and businesses in this
22 current fiscal year. We expect to add another 27,000
23 AMI accounts. Really those are changeouts. It's not
24 new customers. They're just changeouts.

25 And this shows you our next phase that we're

1 going to be working up in this part of town, the
2 northeast heights.

3 So annually we allocate about \$2 million
4 towards AMI changeouts and that's how we're able to
5 accomplish this over time. And depending on funding
6 we could have a hundred percent AMI across all of our
7 accounts somewhere in the next five to seven years,
8 depending on that funding.

9 These tables compare kind of side by side
10 what the benefits are for AMI and non-AMI. I wanted
11 to just highlight, while the cost benefits to AMI are
12 one thing, we also continue to grow our base system
13 in terms of water and sewer accounts, but we don't
14 have to add any additional FTEs, because we're able
15 to use the staff that we have to continue to monitor.
16 They can do investigations of continuous usage. They
17 help with troubleshooting and they're always
18 continuing to install and change out our meters to
19 AMI. So we can accommodate that growth without
20 adding any FTEs. So that's another benefit.

21 On this slide you can see how a customer
22 might view hourly and weekly usage. So the blue bar
23 graph indicates the time of day on the left and
24 across the week, what that usage looks like. And on
25 one slide you can even overlay the temperature.

1 So what's going to be important here, back
2 to the portal, is connecting this AMI into the portal
3 so customers have access to that and can take
4 advantage of all those benefits. And one of those
5 things I mentioned earlier was setting an alert.

6 So most of us use our phones these days to
7 -- you know, sort of like our computer walking around
8 in our pocket, you can use it to get information, pay
9 bills, et cetera, and now we're -- in the future
10 we're looking at adding the ability to add alerts
11 about your bill and your usage so that you can know
12 something is happening almost immediately, not a
13 month after it's happened.

14 On the operations side some of the benefits
15 we have is that we can monitor and troubleshoot AMI.
16 If we're not getting a read because something's gone
17 wrong with the device, we'll know that right away.
18 We don't have to wait a month, because we get
19 continuous reads and it gives us an alert when
20 something is not working. So it also reduces the
21 necessity to send a technician out to the site if
22 it's something we can fix remotely.

23 On this slide I wanted to just point out
24 those 99 letters that we sent out and made visits to.
25 The green bar, that's the 78 accounts that we made

1 the visit, whether it was a leaky toilet or a leaky
2 hose bib, the customer was able to address it and we
3 were looking at not only a savings for them on their
4 bill, but also overall a water savings. So the
5 advantages here are specifically, in this case, leak
6 detection and the correction of that.

7 The next three slides really just are
8 examples of what a continuous usage looks like. So
9 what you're looking at on the first slide is just the
10 month of December. This is for a particular count a
11 few years ago. You can see the blue bars indicate
12 high usage. The blue ribbon indicates the
13 temperature. So when the temperature dropped that
14 usage spiked. That might indicate a leak because
15 something broke.

16 And in the next slide you can see that this
17 is by the hour. So you can see how that consumption
18 stayed high. Again, that indicates that this wasn't
19 just somebody doing their regular business during the
20 day at home, that something was wrong. So this is a
21 case where we would send out a letter, make a site
22 visit, that sort of thing. Once that was fixed, on
23 the next slide, you can see that the water usage
24 dropped off. Usage went back to normal.

25 So how do we tie this all together back to

1 our customer portal? AMI is certainly an important
2 piece of that, and we're going to continue to
3 implement and roll that out through changeouts in
4 addition to the ebill payment and presentment. So
5 we're going to be working with a web developer
6 consultant over the next several months to gather our
7 requirements, to meet with our customers through
8 customer conversations, to have some focused-group
9 meetings. We're going to visit with the TCAC around
10 that and we're certainly going to gather all of our
11 internal stakeholders from across all the divisions
12 and gather input and information from them about
13 what's important for them moving into this portal in
14 a website redesign. So we're looking to launch this
15 in the mid-2020 calendar year.

16 So that concludes my presentation. But I
17 stand for any questions that you might have about
18 that.

19 CHAIR O'MALLEY: Thank you. Councilor
20 Sanchez.

21 COUNCILOR SANCHEZ: Thank you, Madam Chair.
22 I'm little bit curious, under customer usage, you've
23 got 320 Yucca Drive, Northwest. That was my next
24 door neighbor.

25 MS. CANDELARIA: That's a problem customer.

1 No, that's my address.

2 COUNCILOR SANCHEZ: 320 Yucca Drive?

3 MS. CANDELARIA: Yes.

4 COUNCILOR SANCHEZ: Okay. I'm just kind of
5 curious, because I know the family that does live
6 there. Because my mom lived at 324 and my daughter
7 and my son-in-law live at 324.

8 MS. CANDELARIA: Yes. I use that as an
9 example. I thought that was save.

10 COUNCILOR SANCHEZ: That's a good customer,
11 right?

12 MS. CANDELARIA: Apparently not.

13 COUNCILOR SANCHEZ: Thank you.

14 MS. CANDELARIA: Let's hope they're current
15 on their bill. Thanks. Any other questions?

16 CHAIR O'MALLEY: Any questions from the
17 Board? No. Thank you very much for your
18 presentation.

19 MS. CANDELARIA: Thank you so much.

20 CHAIR O'MALLEY: Go next to Public Comment;
21 is that correct? No, we go next to the Drought and
22 Precipitation Probability Report. Mr. Bustos.

23 Welcome.

24 MR. BUSTOS: Thank you, Madam Chair, Members
25 of the Board. Well, I'm excited about improving the

1 customer experience, that's going to be great. And
2 I'm glad to see all the conservation efforts this
3 year.

4 I'm going to be talking about what's going
5 on this month. At the end of September or beginning
6 of October customer demand was about 756 million
7 gallons less than last year. That has changed quite
8 a bit in the last couple of weeks. Nevertheless,
9 we're still looking at a reduction this year and
10 conservation efforts are still active and they're
11 doing pretty good.

12 What makes a difference is that last
13 October, last year, we had about 2.5 inches of
14 precipitation. This year, if we cut in half, in some
15 parts of the City that will be almost too much. So
16 we're seeing a big difference in October
17 specifically, and that's obviously impacting water
18 usage.

19 Also, the precipitation outlook, when I put
20 this together, it almost looked like October we were
21 going to get an above average precipitation, which
22 looks like it's not going to happen. Most likely
23 what's going on is that what you see coming in from
24 the West has actually moved in and that actually
25 means that it's below normal. So that's what's going

1 on this month.

2 The outlook for the next couple of months is
3 looking like we are facing a potential dry winter,
4 but hopefully that changes. And I feel like I should
5 say something about trees, even though the kids are
6 not here. Our customers have planted almost 900
7 trees this year via our tree rebates. So we are
8 helping out and adding more trees to our region. So
9 I think that would make the kids really happy. So
10 please pass on the message.

11 CHAIR O'MALLEY: The importance of trees,
12 yes. Thank you very much. Does anybody have any
13 questions for Mr. Bustos? It's kind of disappointing
14 to hear that we may have a dry winter. I was waiting
15 for the monsoons.

16 MR. BUSTOS: Never got here.

17 CHAIR O'MALLEY: Thank you very much.

18 MR. BUSTOS: Thank you.

19 CHAIR O'MALLEY: We go next to Public
20 Comment. Luz, how many folks do we have signed up?

21 MS. CARREON: We have three speakers.

22 CHAIR O'MALLEY: Three speakers, okay. For
23 our speakers, you have three minutes to speak, with a
24 warning at two-and-a-half.

25 Welcome, first speaker.

1 MS. CARREON: Geraldine Amato, followed by
2 Elaine Hebard.

3 CHAIR O'MALLEY: Okay. Welcome.

4 MS. AMATO: Good evening. A young boy at
5 last County meeting made an excellent presentation on
6 the importance of the people's control on local food
7 production. That boy wasn't told that it ain't going
8 to happen with the same folks at the helm who have
9 deliberately set us up to be dependent on other than
10 ourselves for food. Folks have often come here to
11 this meeting complaining that agriculture gets too
12 much water. In the food crisis, like what has been
13 caused by sanctions against governments, people
14 starve in the cities and in the suburbs. They don't
15 play it out in the press, but it's happening. Arable
16 land paved and built over. Ordinary folks don't have
17 the industrial tools to clear that land for planting
18 in such crises. The folks now in control of the
19 people's food and water and other resources are not
20 going to give up their control and their power over
21 us without a fight. If enough of us don't get it,
22 we've had it. Going along with their program ain't
23 going to cut it. You can save your job, your career,
24 your reputation, hardship for your family now, by
25 saying and doing nothing now. Wait until the balloon

1 comes down and we may have absolutely no resources
2 with which to wage opposition to save ourselves. One
3 war strategist declared, deprive the people of their
4 property so they cannot prosecute a rebellion.
5 Water, land resources are the people's property under
6 the principles of the republic. Of course the
7 republic doesn't exist today. We're under a private
8 commercial jurisdiction. And as you just presented
9 and reference the public as customers, we are not.
10 It is not our local water system. It belongs to
11 those who control the wealth of this nation, and they
12 will foreclose if we do nothing to resist them from
13 making their final move. People are now used to
14 being calling customers of government agencies,
15 that's totally contrary to the principles of the
16 republic. Improving the customer experience is
17 improving customer deception, or the people's
18 deception of what we're really up against. We can do
19 probability reports on drought and precipitation, but
20 God alone knows how that will come to pass. But we
21 are not prepared to take care of ourselves. We are
22 dependent upon those who are malevolent. They're not
23 even malevolent folks. They have already done as
24 much harm in the destruction and the pollution of
25 these resources, and they will totally separate us

1 from them if we don't stop them. So I urge people to
2 consider carefully where we're headed. Great
3 Godspeed.

4 CHAIR O'MALLEY: Thank you.

5 MS. CARREON: Elaine Hebard, followed by
6 Stephen Jerge.

7 CHAIR O'MALLEY: Welcome.

8 MS. HEBARD: Hi, good evening. My name is
9 Elaine Hebard. I would like to make four quick
10 comments.

11 First, with regard to the drought
12 probability report that we just heard. Big shout out
13 for the Utility. They just hit 80 percent production
14 from the San Juan-Chama versus groundwater for
15 September and that's a major milestone. You wouldn't
16 know that because you're not told what the difference
17 is between groundwater and surface water production.

18 It's been just a little bit more or less
19 than last year, but water overall production has been
20 about the same over the past several years. The real
21 important piece is that groundwater, and it's easy
22 enough to provide to you so that you can also make
23 your necessary choices for policies.

24 The second part of that presentation was a
25 slide that showed probability of precipitation.

1 Well, those maps are actually made in duality, so you
2 have to almost them apart. It's precipitation and
3 temperature. And if you'll notice, while
4 precipitation looks pretty good, the next three
5 months for temperature is much higher than normal.

6 The brown, as it gets deeper red, is higher
7 than average. And that's important, again, because
8 that affects both supply and demand. So it's easy
9 enough to show this. By the way, that goes out to
10 the next year in terms of these three-month
11 projections and they're all showing our area is going
12 to be extra warm.

13 So two other real quick present -- oh, I
14 asked Dr. Guessler if he could give me one slide
15 showing sort of how much we've seen temperature
16 rising. It's been about three degrees between 1975
17 and 2018, and then what we're looking for. So again,
18 temperature rising and it's going to affect policy
19 decisions by this Board.

20 Quickly moving on to the Amendment of your
21 CIP funds. I just was interested to note that the
22 carry-over from 2019 in the decade plan that you
23 approved in May was something about 29 million. A
24 couple of months later, now in the resolution it's 55
25 million. So that's quite a huge jump in that

1 carry-over from last year. The budget is only 88
2 million for FY19 and there's a carry-over of 55. Did
3 we only spend 33 million for last year, it's unknown.
4 Again, a presentation would be helpful. Thank you.

5 CHAIR O'MALLEY: Thank you.

6 MS. CARREON: Our last speaker, Stephen
7 Jerge.

8 CHAIR O'MALLEY: Welcome.

9 MR. JERGE: Good evening, Madam Chair and
10 Board Members. My public comment was going to be
11 specific to Agenda Item 9C on the award of the On
12 Call Engineering Contracts and I understand that item
13 is going to be removed from the agenda this evening, and
14 I hope that is the intent. That's my public comment.
15 Thank you.

16 CHAIR O'MALLEY: Thank you. We just
17 finished with Public Comment. Next is Item 6,
18 Announcements/Communications. The next scheduled
19 meeting is for December 4th, 2019, 5 p.m. in these
20 chambers.

21 We have no items for Numbers 7 and 8.

22 Go next to Item 9, which is Approvals. 9A.
23 Mr. Allred. This is R-19-23, Amending Funds
24 for the Capital Implementation Program for the
25 Utility for the Fiscal Year 2020.

1 MR. ALLRED: Madam Chair, Members of the
2 Board, we recommend approval to be able to move
3 unobligated funds or unspent appropriations from
4 Fiscal Year 19 to Fiscal Year 20. I'm doing work in
5 our capital funds, and this only applies to our
6 capital funds.

7 I stand for any questions.

8 CHAIR O'MALLEY: There was a comment about
9 the amount that was being moved, earlier. Would you
10 want to address that?

11 MR. ALLRED: Madam Chair, Members of the
12 Board, what we historically do for CIP is, those
13 funds are funded every year. If you remember, we've
14 increased that by about \$3 million a year. But
15 unlike the operating fund, the capital fund are
16 projects that last three, four or five years in
17 length. So these appropriations are put into place,
18 allows us from a procurement perspective to go out
19 and bid these jobs and enter into contract with jobs
20 because we have an allowable appropriation to do
21 these jobs. But these jobs do take more than one
22 year in time to be finished. It is required by the
23 Department of Finance and Administrative Services of
24 the State of New Mexico that we now present this
25 amount to the boards, or to local governments every

1 year, and move those balances forward.

2 What we'll probably do in next year's budget
3 is build that into the resolution for capital so we
4 don't have to come back and do that with the Board.
5 But that is the intent of why those dollar amounts
6 are being spent. We do spend every CIP dollar that
7 has been appropriated by this Board.

8 CHAIR O'MALLEY: Are there any questions
9 from the Board for Item 9A? Is there a motion to
10 approve?

11 COUNCILOR SANCHEZ: So move.

12 CHAIR O'MALLEY: There's a motion and a
13 second to approve 9A. All those in favor say aye.

14 MS. NAIR: Aye.

15 CHAIR O'MALLEY: Aye.

16 COMMISSIONER QUEZADA: Aye.

17 COUNCILOR SANCHEZ: Aye.

18 COUNCILOR JONES: Aye.

19 CHAIR O'MALLEY: All opposed say no. The
20 motion carries. Takes us to 9B.

21 MR. ALLRED: Madam Chair, Members of the
22 Board, this is recommending your approval to write
23 off approximately \$36,000 on uncollected debt. All
24 this debt is over four years old. Probably 90
25 percent of the debt here is vacated property or

1 property that's been deemed unlivable by the City of
2 Albuquerque, so they've been uncollectible. And we
3 just ask for your approval to write these balances
4 off.

5 CHAIR O'MALLEY: Any questions? Seeing
6 none. Sorry, Councilor Sanchez.

7 COUNCILOR SANCHEZ: Thank you, Madam Chair.
8 I have one question regarding collection rates. What
9 is the percentage at? Because this is not a large
10 amount over a four-year period. So it sounds like
11 you guys are doing a really effective job in
12 collections.

13 MR. ALLRED: Councilor Sanchez and Madam
14 Chair, we write off the balance every quarter. But
15 about two years ago the balance was about \$168,000.
16 This is now down to \$36,000. So we've done a really
17 good job over the past couple of years working at the
18 balances. Still it gets lower and lower. It's
19 really improved our delinquency rate.

20 COUNCILOR SANCHEZ: Do you know what the
21 collection rate is, what percentage that is?

22 MR. ALLRED: At this point I don't. It's
23 well less than one percent at this point in time, but
24 I don't know the exact percentage.

25 COUNCILOR SANCHEZ: Okay. Maybe you can get

1 back with that information at the next meeting.

2 Thank you.

3 CHAIR O'MALLEY: Thank you, Mr. Allred. We
4 do need to approve that item.

5 COUNCILOR SANCHEZ: So move.

6 COUNCILOR JONES: Second.

7 CHAIR O'MALLEY: There's a motion and a
8 second to approve 9B, which is authorizing the
9 removal of certain uncollectible accounts from
10 the Utility records. All those in favor say aye.

11 MS. NAIR: Aye.

12 COMMISSIONER QUEZADA: Aye.

13 CHAIR O'MALLEY: Aye.

14 COUNCILOR JONES: Aye.

15 COUNCILOR SANCHEZ: Aye.

16 CHAIR O'MALLEY: All opposed say no. The
17 motion carries. Takes us next to Item C, which is
18 the Approval of Contract for On Call Engineering and
19 Related Services. I move a deferral until the
20 December 4th meeting.

21 COUNCILOR SANCHEZ: Second.

22 CHAIR O'MALLEY: There's a motion and a
23 second. All those in favor say aye.

24 MS. NAIR: Aye.

25 COMMISSIONER QUEZADA: Aye.

1 CHAIR O'MALLEY: Aye.

2 COUNCILOR JONES: Aye.

3 COUNCILOR SANCHEZ: Aye.

4 CHAIR O'MALLEY: All opposed say no. The
5 motion carries. I believe that's all on the Agenda.
6 Appreciate the attendance of the members. Thank you
7 all to the Bernalillo County staff and employees.

8 This meeting is adjourned.

9 (Meeting concluded at 5:59 p.m.)

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1 REPORTER'S CERTIFICATE

2 I, Kim Kay Shollenbarger, Registered
3 Professional Reporter, do hereby certify that I
4 reported the foregoing proceedings in stenographic
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8 I FURTHER CERTIFY that I am neither employed by
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11 disposition of this matter.

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25 Kim Kay Shollenbarger, RPR