

ALBUQUERQUE BERNALILLO COUNTY
WATER UTILITY AUTHORITY
WEDNESDAY, AUGUST 22, 2012

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

Before: Kelli A. Gallegos
PAUL BACA PROFESSIONAL COURT REPORTERS
500 Fourth Street, NW, Suite 105
Albuquerque, New Mexico 87102

A P P E A R A N C E S

COUNCILLOR KEN SANCHEZ, Chairman

COMMISSIONER WAYNE A. JOHNSON, Vice Chairman

MAYOR RICHARD BERRY, Member (Excused)

COUNCILLOR REY GARDUNO, Member

COMMISSIONER ART DE LA CRUZ, Member

COUNCILLOR TRUDY E. JONES, Member

COMMISSION MAGGIE HART STEBBINS, Member

TRUSTEE PABLO RAEL, Ex-officio Member

MR. ROB PERRY, Admin. Officer, Alternate Member

1 CHAIRMAN SANCHEZ: I call this August 22nd,
2 2012, meeting of Albuquerque Bernalillo County Water
3 Utility Authority to order. Let the record reflect
4 that all members are present, with the exception right
5 now of Mr. Rael.

6 Let's go ahead and begin with a silent
7 invocation followed by the Pledge of Allegiance, which
8 will be led by Councillor Garduno.

9 (Whereupon, there was a moment of silence.)

10 (Whereupon, the Pledge of Allegiance was led
11 by Councillor Garduno.)

12 CHAIRMAN SANCHEZ: Thank you Councillor Garduno.

13 The next item on the agenda is the approval
14 of the minutes. I make a motion to prove the June
15 20th, 2012, minutes.

16 COMMISSIONER DE LA CRUZ: Second.

17 CHAIRMAN SANCHEZ: We have a motion and a
18 second. Any questions?

19 Seeing none, all those in favor, signify by
20 saying yes.

21 ALL MEMBERS: Yes.

22 CHAIRMAN SANCHEZ: Opposed, no.

23 That carries unanimously.

24 (6-0 vote. Agenda Item 3 approved.)

25 CHAIRMAN SANCHEZ: Next we have proclamations

1 and awards, the quarterly employee awards. The first
2 recipient will be Margie Ulibarri.

3 You want to come up?

4 Margie is the top customer care
5 representative for the customer service division for
6 the third and fourth quarters of FY 2012. Margie
7 answered a total of 6,756 inbound calls, with less
8 than 3 percent abandon rate. She has assisted 747
9 customers in this last month.

10 Congratulations, and you will be receiving a
11 check for \$250. Thank you.

12 The next recipient is Leon Torres. He will
13 be receiving a check for \$500. Is Leon here. It
14 states here Leon started off in customer service and
15 transferred to operations. Leon attained his Water
16 Level I within one year of being hired. Leon has
17 caught on very quickly to our advanced treatment
18 process and he volunteers to come in on his days off
19 and work late. He has recently stepped up to work in
20 the control room to cover vacancies.

21 Congratulations, Leon Torres.

22 The next recipient is Jeremy Saenz, who is
23 here. Congratulations. He will be also receiving a
24 \$500 taxable check. Jeremy is the Utility Technician
25 II, working the groundwater plant division. Jeremy

1 took on the challenge of starting a facility roof
2 inspection and repair program. This project is
3 currently still being worked on. Jeremy has made
4 repairs to 25 facilities throughout the water utility
5 authority. Repairs range from simple leakage repairs
6 to applying roof singles, paper and tarring the roof,
7 adding roof fence, gutters and roof jacks. Having the
8 ability to do in-house is a huge advantage to the
9 water utility authority.

10 Thank you very much for all your service.
11 Please come on up.

12 The next item on the agenda is public
13 comment. Ms. Jenkins, how many individuals do we have
14 signed up to speak?

15 MS. JENKINS: We have 12.

16 CHAIRMAN SANCHEZ: We have 12 individuals. You
17 will have two minutes to speak, with a warning bell at
18 one and a half minutes. Would you please go ahead
19 and proceed.

20 MS. JENKINS: Colonel Jeff Lanning, followed by
21 Joe Wechsler.

22 CHAIRMAN SANCHEZ: And those individuals that
23 are here, we apologize for the construction work that
24 is being conducted here. But I think there's still
25 some seating here in the front, so once your name has

1 been called, if you can please come to the front.

2 Welcome, sir.

3 COLONEL LANNING: Thank you, chairman Sanchez,
4 Councillors and Commissioners. I thought it was
5 important for me to come down here today. You've all
6 met Colonel Don Conley. His time at Kirtland Air
7 Force Base has come to an end and he's moved on to his
8 next assignment in the Air Force, I'm the mission
9 support group commander that's following in his
10 footsteps. And I thought it was important, since the
11 Air Force members change out from time to time that
12 it's important for you to see the new face of the
13 mission support group and for me to come down here and
14 introduce myself.

15 So Colonel Jeff Lanning. I'm coming here
16 from the Pentagon. I've been stationed in Albuquerque
17 before and so it's nice to be back in the southwest
18 and away from the Pentagon.

19 I also though it was important for me to let
20 you know my personal commitment to working on the bulk
21 fuel facility, the fuel spill that we have, and
22 working on the remediation of that fuel flume. It's a
23 personal responsibility that I have and a commitment
24 that I have to do that during my time here at Kirtland
25 Air Force Base.

1 More importantly is to reaffirm the Air
2 Force's commitment and to declare to you all here once
3 again that the Air Force takes ownership of this fuel
4 plume and that we are committed to the remediation of
5 that fuel plume and to working together with the City
6 of Albuquerque and the County of Bernalillo and water
7 utility authority to ensure safe drinking water for
8 the City of Albuquerque.

9 So we are committed to doing that. I look
10 forward personally to working with you and for the Air
11 Force base and we work with you to develop contingency
12 plans in the unlikely event that we actually get any
13 of the constituents that show up in the drinking
14 water.

15 CHAIRMAN SANCHEZ: Thank you.

16 Commissioner Johnson.

17 COMMISSIONER JOHNSON: Thank you, Mr. Chair.

18 And, Colonel Lanning, thank you for coming
19 down here today. It means a lot to us for you to
20 reach out to us in your new assignment so we don't
21 have to come hunt you down or get to know you in some
22 other less favorable venue. And so it means a lot to
23 me, and I think I speak for the board. Thank you for
24 being here this evening.

25 CHAIRMAN SANCHEZ: Councillor Garduno.

1 COUNCILLOR GARDUNO: Thank you, Mr. Chairman.

2 Colonel Lanning, thank you for taking over
3 what is, I'm sure, a really tough situation. It's
4 tough because it's so unknowable. And one of the
5 things that we've been wanting to get, of course, is
6 to a point where all of us, the community, the Air
7 Force and everyone feels comfortable enough to say
8 that we are well on our way to remediating what has
9 happened.

10 We're not there, but, again, thank you, as
11 commissioners have said, for being forthright and for
12 taking it on. We plan to work with you, but on the
13 other hand, we also hope to make sure that any
14 agreements that we have are agreements that are
15 beneficial to the constituents that we serve. But
16 thank you again for being here.

17 COLONEL LANNING: Thank you, sir.

18 CHAIRMAN SANCHEZ: Thank you very much, Colonel.
19 Appreciate your time and coming down.

20 Next.

21 MS. JENKINS: Joseph Wechsler, followed by Janet
22 Greenwald.

23 MR. WECHSLER: Good evening. My name is Joe
24 Wechsler. I'm a registered engineer here in New
25 Mexico. You've seen me before. I can't pull a Danny

1 Kaye stunt. Remember Danny Kaye? He could tell you
2 the history of Europe in two minutes. I can't do
3 that.

4 But I got some big news for you. I did some
5 studies on the water injection. Started out as a cost
6 analysis of water injection that's being proposed by
7 the water authority. Well, I came up with some big
8 news, that the present situation at Abiquiu Reservoir
9 is costing the water authority -- it did, in 19 -- in
10 2011, it cost 13,200 acre feet lost to evaporation.
11 In 2010 it 14,400 acre feet lost to evaporation.
12 That's too much to stay in the San Juan Chama system.

13 In addition, cost -- quick -- not so quick
14 cost analysis. One of the big things I turned up is
15 repurifying the water that you're pulling up from down
16 below. At 5,000 acre feet a year, the cost is quite
17 high. Purification, if my numbers -- it's quite -- I
18 might have made a mistake, but I come close to \$30
19 million to purify ten -- 5,000 acre feet of water.
20 That can be -- that overshadows your pumping costs, it
21 overshadows every last aspect of that project. And in
22 addition to the loss of evaporation of 13,000 acre
23 feet a year on present average comes to close to
24 \$38 million a year.

25 This has got to be done in detail by your

1 people before anything can be done in this area. And
2 I definitely would like to see the results of their
3 calculations.

4 CHAIRMAN SANCHEZ: Thank you.

5 Next speaker.

6 MS. JENKINS: Janet Greenwald, followed by Floy
7 Barrett.

8 MS. GREENWALD: Good evening. Thank you for
9 this opportunity to speak. I'm Janet Greenwald. I'm
10 co-coordinator of Citizens for Alternatives to
11 Radioactive dumping and a member of Aqua Es Vida
12 Action Team and on the aquifer working group.

13 I haven't prepared anything to say, I was in
14 another meeting all day, but I'm just speaking from my
15 heart here. I feel that in a certain way that you,
16 this board, are like the knights of the roundtable
17 when it comes to protecting our water. And it seems
18 that our aquifer is under assault in a number of
19 different ways.

20 We all know about the Kirtland aviation fuel
21 spill. And we are learning about the spill from
22 Sandia National Labs at the site of the Tijeras Arroyo
23 which now is just a quarter mile from the Eubank well
24 field.

25 So tonight I know that both of those issues

1 are on your agenda, and I just wanted to let you know
2 that we're counting on you to protect our water,
3 especially for the very vulnerable people among us,
4 the fetus and the young child. Thank you very much.

5 CHAIRMAN SANCHEZ: Thank you, Ms. Greenwald.
6 Next speaker.

7 MS. JENKINS: Floy Barrett, followed by Judy
8 Cowell.

9 AUDIENCE MEMBER: She still hasn't arrived. We
10 haven't seen Floy yet; she's coming.

11 Judy Cowell followed by Carol Benson.

12 CHAIRMAN SANCHEZ: Welcome.

13 MS. COWELL: Thank you. I'm Judy Cowell. It's
14 nice to see the handicap accessibility plan in action
15 here.

16 I just would like to say a few words, don't
17 need the whole two minutes. One, I sure hope that
18 Kirtland Air Force Base and the military facility that
19 is using -- takes orders, that the order is given and
20 that really gets into motion at a very much faster
21 rate, because it has been a problem now for almost 14
22 years and a lot has been said and work needs to be
23 done.

24 On Sandia National Labs, there are a lot of
25 brilliant people working at Sandia National Labs. And

1 I know one of the problems that they've stated about
2 cleaning up the mixed-waste landfill and the other
3 radioactive chemicals that have been dumped on the
4 land up there is that it's too toxic for people to go
5 in there and deal with it. But they apparently helped
6 with the development of robots to go to Mars, and I am
7 suggesting that they develop robots to clean up the
8 mess here.

9 And then finally, I just want to say, I've
10 learned this word, trichloroethylene, it's one of the
11 many contaminants that we're dealing with it, and it's
12 associated Parkinson's disease and other organ -- very
13 serious illnesses. Thank you so much.

14 CHAIRMAN SANCHEZ: Thank you.

15 Next speaker.

16 MS. JENKINS: Carol Benson, followed by Michael
17 Jenson.

18 MS. BENSON: I'm afraid I also didn't have time
19 to prepare anything, but I just want to thank you so
20 much for giving us a chance to be here and tell you
21 what we are about.

22 I'm a member of AVAT and we're so very
23 concerned about the many threats to our water that
24 have come to light. We hope that now those of you who
25 have some power will be able to secure the kind of

1 funds that are going to be needed for this project
2 with the mixed-waste landfill, particularly. And we
3 hope that you'll raise an alarm now and get the
4 remediation started. Because it seems to us that it's
5 kind of like the Congress putting everything off to
6 another committee to study things; that no remediation
7 is getting started soon enough. Thank you.

8 CHAIRMAN SANCHEZ: Thank you.

9 MS. JENKINS: Michael Jenson, followed by Bob
10 Alley.

11 MR. JENSON: My name is Michael Jenson. There
12 are a number of things I want to comment on on the
13 agenda today. You've got a really full one. Item
14 C-12-18 customer advisory committee. There are three
15 people up for reappointment. One of them didn't
16 attend a single meeting last year. The other two
17 didn't attend at least half of the meetings. You can
18 say that about almost all of the members of the
19 customer advisory committee.

20 There are statutory requirements that
21 require people to attend or be replaced, so I fail to
22 see why somebody who didn't go to a single meeting is
23 actually up for reappointment. And I think that needs
24 to be addressed if we're going to have a really
25 functioning and valuable customer advisory committee.

1 I urge you to support the water protection
2 advisory board's request to you to ask the New Mexico
3 congressional delegation to support increased funding
4 for Sandia's environmental management and cleanup.

5 I read the customer opinion survey results
6 and three things jumped out at me. Customers want a
7 sustainable supply, infrastructure replacement and
8 repair, better water quality going into the river,
9 more enforcement and a number of other things, but
10 they seem resistant to paying for it. So you all have
11 your work cut out for you to educate them on the
12 connection between things they want and how we get
13 there. I don't envy you.

14 There's going to be a report on drought and
15 water use and you'll see that Bernalillo County
16 continues to be in a severe drought. The seasonal
17 drought outlook is for persistent and intensifying
18 drought in the county and most of the state. And
19 water production, congratulations to Katherine, is
20 slightly down but essentially lie flat over the last
21 three years. So, I mean, that's a good thing, but if
22 we're going to get to things like the sustainable
23 water supply when it appears that the water utility
24 authority has already reached the limits of the river
25 -- the conservancy district just dinged you all for

1 pumping -- I mean, for diverting water that didn't
2 exist in the river. That's also something that needs
3 to be dealt with. And if you need clarification on
4 anything, I can answer questions.

5 CHAIRMAN SANCHEZ: Thank you, Mr. Jenson. I
6 think that Councillor Garduno has a question.

7 COUNCILLOR GARDUNO: Mr. Chair, thank you.

8 Mr. Jenson, are you saying that some of the
9 members of the board or --

10 MR. JENSON: Of the customer advisory committee.

11 COUNCILLOR GARDUNO: And the meetings, were
12 there meetings held?

13 MR. JENSON: No, they did not -- well, first of
14 all, there were only seven meetings out of a possible
15 12 I think in the past year. And I'm not sure, I need
16 to go back and look, but one or two of those might not
17 have even actually met due to the lack of a quorum,
18 even though they were scheduled.

19 But this one individual in particular didn't
20 attend a single meeting. And there are statutory
21 requirements for attending meetings. I know that back
22 in 2009, Gabe Nimms, who was on the CAC at the time as
23 a public interest advocate, you know, asked to be
24 taken off the CAC because he couldn't come to the
25 meetings. So there is some precedent for people

1 actually taking responsibility for, you know, what
2 they're supposed to be doing.

3 COUNCILLOR GARDUNO: So your concern is that
4 we're not --

5 MR. JENSON: Well, why is somebody being
6 reappointed who didn't go to a single meeting? I
7 mean, can't you find somebody else to take that
8 person's place and maybe urge the other CAC members to
9 like step up their game a little bit.

10 CHAIRMAN SANCHEZ: Councillor Garduno, we can
11 discuss that further. That agenda item will be coming
12 up this evening.

13 COUNCILLOR GARDUNO: Yeah, I think we are going
14 to. Thank you.

15 MR. JENSON: Might I just add one thing? There
16 are members of the public who've attended more
17 meetings than the CAC representatives.

18 CHAIRMAN SANCHEZ: Thank you. Appreciate it.

19 MS. JENKINS: Bob Alley, followed by Elaine
20 Hebbard.

21 MR. ALLEY: Thank you for the opportunity to
22 speak. I don't know how many people are aware, but in
23 1957 there was a hydrogen bomb dropped about three
24 miles south of the international airport that created
25 an explosion. There was no nuclear pit in the bomb,

1 but it threw plutonium out for a radius of one to two
2 miles, and that's the same place that the new housing
3 subdivision is going down there. They're going to
4 make that area into a park so that the children are
5 playing with the plutonium.

6 And I think when it comes to all the issues
7 that are going on at Sandia and Kirtland, you have the
8 mixed-waste landfill, which is full all kinds of
9 radioactive that hazardous materials that's never been
10 cleaned up, you have a nuclear reactor that's not
11 properly protected, the question to you is: Do you
12 stand with the people of Albuquerque or do you stand
13 with the military industrial complex?

14 Over 50 percent of this country's budget
15 goes to the military industrial complex, so I would
16 suggest that you hold out and hold their feet to the
17 fire and you get everything to clean this up.

18 You know, people aren't going to be able to
19 sell their houses there with this carcinogenic fuel
20 spill underneath their property. It's not going to
21 happen. And what happens when it gets to the city
22 wells and we run out of water?

23 We have a major problem gentlemen. Do you
24 stand with the military industrial complex or do you
25 stand with the people? We will know what you do.

1 Thank you.

2 CHAIRMAN SANCHEZ: Thank you, Mr. Alley.

3 MS. JENKINS: Elaine Hebbard, followed by Dave
4 McCoy.

5 MS. HEBBARD: Hello. My name is Elaine Hebbard.
6 Clearly there are a lot of issues that are in front of
7 you, so in my two minutes I'm going to limit it to the
8 CAC appointments, the customer advisory committee.
9 Resolution R-206-27 created the CAC and it says that
10 they may be removed for any of the following reasons:
11 The member has an absent for more than two meetings
12 unless -- consecutive meetings, unless the absence is
13 excused by the chair; or the member has been absent,
14 whether accused or not, for more than 50 percent of
15 the meetings during any of the consecutive four-month
16 period.

17 I suggest that actually if that were
18 strictly applied, most, if not all, of the members of
19 the CAC would have to be removed. That's not exactly
20 what I'm here to do, to ask for today. My question
21 is, as Mr. Jenson is, though, why should people who
22 have failed to come to earlier meetings consistently
23 be reappointed?

24 Furthermore, this board is in need of good
25 advice, not just from staff but from the various

1 members throughout the community, from a broad-based
2 set of people. So when a meeting is not held in the
3 last 13 months -- there could have been 13 meetings,
4 there were seven. One of them at least did not have a
5 quorum. The other one may have not been called
6 because of lack of a quorum. But this board needs
7 those kinds of advice on water -- well, water quality
8 is handled through the water protection advisory
9 board, which has a separate agenda of making ability.

10 So there's so many reasons that I think the
11 board needs to ask that the CAC -- or legislation be
12 renewed. So I would suggest that rather than
13 reappointing the folks tonight, who's -- actually
14 their terms ended last April, form a subcommittee,
15 look at the CAC legislation, maybe make some
16 suggestions, such as looking at the Denver model, come
17 back in a month with those suggestions in the terms of
18 a recommendation or a resolution and hold a meeting
19 for public input. Thank you very much. Any
20 questions?

21 CHAIRMAN SANCHEZ: Thank you.

22 Next speaker. Thank you.

23 COUNCILLOR GARDUNO: Mr. Chair, I just --

24 CHAIRMAN SANCHEZ: Councillor Garduno.

25 COUNCILLOR GARDUNO: I know that we're going to

1 discuss this when it comes us, but it concerns me that
2 I heard you and I think Mr. Jenson say that the public
3 -- folks from the public attend more often than board
4 members.

5 MS. HEBBARD: That's the truth, yes.

6 COUNCILLOR GARDUNO: We'll discuss more later.
7 Thank you.

8 CHAIRMAN SANCHEZ: Thank you, Councillor
9 Garduno. Thank you.

10 MS. JENKINS: Dave McCoy, followed by Paul
11 Robinson.

12 MR. MCCOY: Good evening, Mr. Chairman, Members.
13 My name is Dave McCoy, Citizen Action. It's good to
14 see the water utility moving forward with some ideas
15 for remediation funding and that sort of thing.

16 I've been reviewing reports from the fourth
17 quarter submitted by Shaw, and specifically Appendix
18 F. It's very disappointing to see that's happening
19 with the sampling, you know, samples that were
20 supposed to be put on ice, immediately shipped
21 overnight. Five days before they arrive at the
22 laboratory, oftentimes two to three weeks before
23 they're looked at, analyzed. These are volatile
24 organic compounds. Those are supposed to be looked at
25 immediately according to EPA protocol. They're not

1 being followed. Kevlar bags with fixed air samples,
2 they're only supposed to be good for 48 hours, they're
3 arriving, being looked at -- in fact, not being looked
4 at because they say that they can't be examined after
5 48 hours. Samples that arrive with the seals broken,
6 samples arriving in a cooler that is not between 0 and
7 6 degrees centigrade, very disappointing.

8 The only way the public knows or the people
9 on this board whether or not -- what the status is is
10 by monitoring. If you don't know -- if you don't have
11 good sampling, you don't have good monitoring and you
12 don't know what's happening, and it does a lot to
13 public anxiety about this spill when you don't even
14 have monitoring wells out by the municipal wells. So
15 I hope that the upcoming resolutions in combination
16 will address that.

17 The other concern very briefly is it's --

18 CHAIRMAN SANCHEZ: Mr. McCoy, your time is up.
19 Thank you.

20 MR. MCCOY: Okay. Any questions?

21 COUNCILLOR GARDUNO: Mr. Chair.

22 CHAIRMAN SANCHEZ: Councillor Garduno.

23 COUNCILLOR GARDUNO: Mr. McCoy, I know that
24 you're concerned about the way it's progressing, but
25 is there something that's being done now that you

1 think will be a better system, something that's being
2 proposed, the bio mass -- and I don't know --

3 MR. MCCOY: Remediation?

4 COUNCILLOR GARDUNO: Right. Is that something
5 that you're concerned about?

6 MR. MCCOY: Well, I haven't seen any data to
7 justify the statements that are being made about
8 bioremediation. And I haven't seen much in the way of
9 soil vapor extraction. And now that the bulk of the
10 LNAPL liquid jet fuel is trapped beneath the water
11 table, as has been reported since the third quarter,
12 soil evaporation is not going to work in its present
13 formulation for that. And this aquifer is in deep
14 trouble.

15 And Shaw and the Air Force need -- and New
16 Mexico Environment Department, for that matter, need
17 to stop touting this soil vapor evaporation as the
18 end-all solution. It is not going to happen that way,
19 not the way it's set up and not with the problem of
20 the LNAPL being trapped beneath the water table.

21 There needs to be some real scientific
22 expertise brought from a national level to look at
23 this situation. Perhaps the EPA Kerr Laboratory and
24 some of its experts. This should be a
25 boots-on-the-ground defense of our aquifer, and it's

1 not happening. If you look at the type of treatment
2 that was done at other Air Force facilities around the
3 country, it's been unsuccessful.

4 Just recently in New York, you know, they
5 signed off with a no further action for an air force
6 base there. Then they recently rediscovered that the
7 community's water is being contaminated. So there's a
8 very poor success rate. And you've got the biggest
9 spill in the nation, so it's going to require the
10 largest response in the nation, and that's not
11 happening here. You've got only four soil vapor
12 evaporation wells operating, if you want to look at
13 that.

14 CHAIRMAN SANCHEZ: I'm going to ask you to hold
15 your comments. We've given you some additional time.
16 We really appreciate your time.

17 Next speaker.

18 MS. JENKINS: Paul Robinson, followed by Susan
19 Rodriguez.

20 MR. MCCOY: I'm going to have to go across the
21 street. There's a trial going on there and I'm
22 involved in that. I'm sorry I have to leave.

23 CHAIRMAN SANCHEZ: No problem thank you.

24 MR. ROBINSON: Good evening. My name is Paul
25 Robinson, I'm research director at Southwest Research

1 and Information Center. I want to address the Items
2 R-12-13 and R-12-14, as well as the other business,
3 water protection advisory board presentation.

4 These are the items that address Kirtland
5 and Sandia, and I encourage you to take as strong an
6 action as you can related to establishing a goal of
7 accelerating an investigation of cleanup at Kirtland,
8 which I hope is the goal of the two Kirtland
9 resolutions, 13 and 14.

10 But I also want to address the Sandia
11 presentation from the board. The board is
12 recommending that the authority write Sandia to
13 encourage them to invest heavier in environmental
14 remediation in order to also accelerate that
15 investigation and remediation of sites that are
16 affected by Sandia sources.

17 These are both very important actions and
18 these are among the first actions that elected
19 officials in Albuquerque and Bernalillo County will be
20 taking in terms engaging these agencies on the shared
21 resource that needs to be protected and is suffering
22 at these various sites.

23 A number of the commissioners have requested
24 that the aquifer be returned to its original
25 condition, which is a much higher standard than the

1 environmental department generally seeks to obtain
2 because it's standard based. Trying to accelerate the
3 remediation investigation beyond what the environment
4 department thinks is reasonable, there's also a way to
5 find out more, spend money in a way that hopefully
6 will reduce the long term cost, because both of these
7 sites are going to have decades of remediation left.

8 Again, thank you very much for your time.

9 CHAIRMAN SANCHEZ: Thank you for coming down,
10 Mr. Robinson.

11 Next speakers.

12 MS. JENKINS: Susan Rodriguez, followed by Floy
13 Barrett.

14 MS. RODRIGUEZ: Good evening. I am Susan
15 Rodriguez, and I've been a 24-year resident and I've
16 raised a child here. My husband is retired from the
17 state engineer's office. And I'm a very concerned
18 citizen.

19 I am active on AVAT, Aqua es Vida Action
20 Team and Citizens Action. Now, I don't know how much
21 you know or you care to know or even want to believe,
22 but this isn't a matter of their facts and our facts.
23 You really have to pay attention to this because this
24 is -- we trust you, we have to trust you. You're on
25 the board, you have a job to do, and you have to get

1 this beginning to start to get them the clean up at
2 least -- and I just found out there's a nuclear
3 reactor over there at Sandia, so I have a problem with
4 that.

5 But right now, it's a mixed-waste dump where
6 Mesa del Sol and the -- I understood that the Realtors
7 were aware of it but now it's been quite, so they are
8 really -- it's just dishonest not to tell the people
9 what's going on unless you guys don't believe it or
10 don't want to, but if I knew that was going on there
11 and I was buying a house there, I would stop it right
12 away. It's absolutely outrageous that we would be
13 building homes there and not telling people what's
14 going on within, what, three miles, ten miles.

15 Sandia has been dumping very dangerous
16 water, water that's contaminated, for the many years
17 they've been there. Then we have the Kirtland spill,
18 which is another, I mean, outrageous situation. You
19 know, just one thing on top of another. I teach my
20 child when you have a problem, deal with it now,
21 because soon there's going to be another one.

22 And we're all adults here and this is what's
23 going on. It's one problem after another, and this is
24 our aquifer, this is our drinking water, this is the
25 town we love, and I really hope that you would -- I

1 don't care what your politics are. You know it's --
2 this shouldn't be a matter of politics. It's a matter
3 of human safety and the future of our city. Thank
4 you.

5 CHAIRMAN SANCHEZ: Thank you, Ms. Rodriguez.
6 Next speakers.

7 MS. JENKINS: Floy Barrett.

8 CHAIRMAN SANCHEZ: Floy Barrett.

9 Okay. That concludes the public hearing.
10 Next we will move on to announcements and
11 communications. Item A is the next scheduled meeting.
12 It's September 19th of 2012 at 5:00 p.m. in the
13 Vincent E. Griego Chambers.

14 And Item B is -- Item 10A has been deferred
15 until the September meeting.

16 There are no introductions tonight. The
17 next item on the agenda is the approval of the consent
18 agenda. Board members, you may request that any of
19 these consent agenda items be removed from the consent
20 agenda.

21 I move approval of the consent agenda.

22 COMMISSIONER JOHNSON: Second.

23 CHAIRMAN SANCHEZ: We have a motion and a
24 second. Any questions?

25 Seeing none, all those in favor, signify by

1 saying yes.

2 ALL MEMBERS: Yes.

3 CHAIRMAN DE LA CRUZ: Opposed, no?

4 That carries unanimously.

5 (7-0 vote. Agenda Item 8 approved.)

6 CHAIRMAN SANCHEZ: Next item is Item 9, the
7 approvals, that's Item A, WUA Floor Substitute
8 R-12-13.

9 Commissioner De La Cruz.

10 COMMISSIONER DE LA CRUZ: Thank you, Mr.
11 Chairman. I would move adoption. First that the
12 original item be replaced with this one. And if it's
13 so accepted, that it be deferred for 60 days.

14 CHAIRMAN SANCHEZ: Okay. You have a motion and
15 a second.

16 Councillor Garduno.

17 COUNCILLOR GARDUNO: Thank you, Mr. Chair.

18 My confusion arises from the fact that this
19 is a floor substitute for R-12-13 and at the very last
20 sentence, it eludes to the fact -- and I've had a
21 conversation about this, but it eludes to the fact
22 that Commissioner De La Cruz and Councillor Garduno
23 have worked together on this resolution. And that's
24 just not true.

25 I have had no part in this. It is not a

1 floor substitute that I would support. So I'm not
2 sure why this has been proffered or even moved
3 forward. In fact, the important part of it is already
4 not true.

5 I'd like to have an explanation as to why
6 this happened and why this is being moved forward as
7 if it were a done deal.

8 CHAIRMAN SANCHEZ: Again, Councillor Garduno,
9 this is a bill of Commissioner De La Cruz's, but I
10 think he's requesting a deferral.

11 Also, do you want to explain your position.

12 COMMISSIONER DE LA CRUZ: I think staff did that
13 inadvertently, so I'll Mr. Sanchez talk about that.

14 MR. SANCHEZ: Mr. Chairman, I apologize to
15 Councillor Garduno. I think it was a poor choice of
16 words. If you recall at the last meeting,
17 Commissioner De La Cruz and Councillor Garduno each
18 presented separate resolutions, and during that
19 discussion collectively decided or agreed upon merging
20 those two efforts. It was simply a staff effort at
21 merging those two, and in the staff report, it made
22 mention of working together when it should have
23 reflected had agreed to substitute the resolutions
24 with one. So I apologize to Councillor Garduno.

25 CHAIRMAN SANCHEZ: Councillor Garduno.

1 COUNCILLOR GARDUNO: Not notwithstanding that,
2 and I accept the apology, I know that things happen
3 sometimes when you're trying to do good work and
4 things get mixed up, however, this is the floor
5 substitute to R-12-13.

6 What I remember and I think we have a copy
7 of the minutes, what I remember was a discussion that
8 there would be an attempt or some kind of meeting of
9 the mind on the part of both the commissioner and
10 councillor to see if either or both of the R-12-13 and
11 R-12-14 could be assuaged so that they would be one or
12 at least come together with the many citations that
13 would satisfy both attempts to get at what we were
14 trying to accomplish. That never happened.

15 So this has nothing to do with R-12-14 and I
16 guess everything to do with R-12-13. And if the
17 commissioner is willing to move that forward, that's
18 his prerogative, but it's not a floor substitute for
19 R-12-14.

20 CHAIRMAN SANCHEZ: And also, Commissioner De La
21 Cruz, on this, do you want to just defer R-12-13
22 without the floor substitute and because we haven't
23 voted on the bill with the floor sub yet.

24 COMMISSIONER DE LA CRUZ: Well I don't want to
25 confuse the notion that this would be a replacement

1 for at least my original resolution, but the deferral
2 is not so much for the item itself as the enactment of
3 it officially. So I'm open and flexible.

4 Executive Director, if I might ask, can we,
5 by the rules, adopt the item and at the same time no
6 enact? I want to make sure that we're clear about
7 that.

8 MR. SANCHEZ: Mr. Chairman, Commissioner De La
9 Cruz, if your question is can you approve a floor
10 substitute and defer it without approving it entirely,
11 the answer is yes.

12 CHAIRMAN SANCHEZ: Commissioner Johnson.

13 COMMISSIONER JOHNSON: Mr. Chair, might I point
14 out that a simple amendment even to this floor subject
15 dictating the enactment, because I think the major
16 meat of this is enabling Mr. Sanchez to negotiate with
17 Kirtland Air Force Base regarding this issue, if we
18 just put an enactment time in, say, Section 6 or date
19 at the end as an amendment, that would solve all of
20 the problems and be very clear without a deferral.

21 CHAIRMAN SANCHEZ: What I'd like to do,
22 Commissioner De La Cruz, is first make a motion to
23 adopt R-12-13, and then we'll go ahead and have a
24 second motion for the floor substitute.

25 COMMISSIONER DE LA CRUZ: Thank you, Mr.

1 Chairman. So moved.

2 CHAIRMAN SANCHEZ: We have a motion and a
3 second.

4 And now do you want to move the floor sub?

5 COMMISSIONER DE LA CRUZ: So moved.

6 CHAIRMAN SANCHEZ: We have a motion and a second
7 to adopt Floor Substitute WUA -- Floor Substitute
8 R-12-13.

9 COMMISSIONER HART STEBBINS: Mr. Chairman.

10 CHAIRMAN SANCHEZ: Yes.

11 COMMISSIONER HART STEBBINS: Thank you, Mr.
12 Chairman.

13 Maybe staff could make clear what it is this
14 floor substitute that is not in Councillor Garduno's
15 proposal. That would be helpful in making this
16 decision whether we are to do the substitute or not.

17 CHAIRMAN SANCHEZ: Mr. Sanchez.

18 MR. SANCHEZ: Mr. Chairman, Commissioner Hart
19 Stebbins, I'm going to have Rick Shean discuss that
20 since he drafted this document.

21 CHAIRMAN SANCHEZ: Go ahead and proceed.

22 MR. SHEEN: Good evening. Mr. Chairman and
23 Commissioner Stebbins, sort of the missing elements,
24 one, the floor substitute for 12 was trying to also --
25 for 12-13 was pulling the seriousness and the tone I

1 think from both resolutions.

2 Some of the elements in dealing with soil
3 vapor extraction, items that the water utility
4 authority is not directly involved with, although
5 only, you know, we're obviously monitoring what's
6 being proposed for cleanup and the progress of it, it
7 was taking, you know, the concept of noting that there
8 was a threat to the production wells, that there was a
9 need to coordinate with Kirtland Air Force Base on the
10 implementation planning and the actual implementation
11 of the contingency plan, and finding a source for the
12 funding for this. And it was the intent of this -- of
13 the resolution to revise an MOA that we have an
14 existing -- that they already reimburse us for cost of
15 monthly compliance sampling, you know, at ten of our
16 wells, the Burton and the Ridgecrest wells.

17 COMMISSIONER HART STEBBINS: Thank you, Rick.
18 So this floor substitute authorizes the executive
19 director to enter into an agreement with the Air
20 Force. And is there a time frame set on that, or that
21 is just at the convenience of the two parties?

22 MR. SANCHEZ: Mr. Chairman, Commissioner
23 Stebbins, I think that's one of the reasons to defer
24 this. My hope is that within 60 days we can go to the
25 Air Force and hammer out some agreement that we could

1 bring back to the board to attach to this or some
2 resolution. So I think this is of such importance
3 that you should not just delegate it to me. You
4 should be aware of what it contains and adopt it as
5 part of a resolution. So that would be my
6 expectation.

7 And I've talked to Colonel Kubinic and he
8 thinks 60, 90 days might be realistic.

9 COMMISSIONER HART STEBBINS: Thank you. Because
10 I just have a question about Section 4, which
11 authorizes you to enter into an agreement but it does
12 not specify that that agreement has to come back to us
13 for approval. Is that something that we need to
14 either amend this to accomplish, or is that I don't
15 see anything that directs you to bring it back to us.

16 MR. SANCHEZ: That's up to the board. You have
17 my word that I would not enter into an agreement
18 without your approval.

19 COMMISSIONER HART STEBBINS: Great.

20 Thank you, Mr. Chairman.

21 CHAIRMAN SANCHEZ: Councillor Garduno and then
22 Commissioner De La Cruz.

23 COUNCILLOR GARDUNO: Thank you, Mr. Chair.

24 And I guess to further explain my position,
25 this is a floor substitute for R-12-13, has nothing to

1 do with R-12-14. Notwithstanding the attempt to
2 incorporate some of the verbiage and some of the
3 sentiment that is in R-12-14, there is quite a bit
4 that has been missed.

5 I'd be glad to read the numerous items that
6 were if not deleted, certainly not enjoined in the 13
7 floor substitute.

8 There is nothing in the floor substitute
9 that talks about the extraction technology that could
10 be researched and brought forward. There's nothing in
11 Floor Substitute 13 that talks about the poor
12 understanding of the size and depth and rate of
13 expansion of the LNAPL. There's nothing that
14 references that there should be an approved
15 containment plan. There's no remediation plan or
16 ongoing effort to remove to the liquid portion of the
17 jet fuel, the LNAPL. There's nothing and no mention
18 about the full size of the dissolved EDB contaminant
19 to the plume, and no monitoring wells close to the
20 city wells.

21 There's also no mention of water utility
22 authority being the authority that the Air Force
23 should be working with because they are the
24 governmental entity that has the most jurisdiction
25 over water. Then in the section for -- the resolve

1 section, Floor Substitute 13 speaks in no way to the
2 protection of health, public health, or the
3 environment of the city. It says nothing about the
4 water utility authority acting immediately to enter
5 into negotiations with the Air Force. It talks about
6 a memorandum of understanding that is extant, that's
7 going on right now, so it doesn't change anything
8 there. So there's nothing to do and his has nothing
9 to do with negotiations entering into emergency
10 measures if something were to happen at any one of the
11 wells that the city or the water authority has control
12 over.

13 It mentions nothing about Albuquerque's
14 drinking water resource and the protection thereof.
15 There's nothing in there about groundwater monitoring
16 as close as possible to the Ridgecrest municipal
17 wells. There's nothing, again, as I said, about the
18 technologies installation of water treatment
19 facilities for the wells, including financial
20 assurance. It talks about paying for the tests but
21 nothing about wellhead costs that could be, you know,
22 not only extra, it would be astronomical.

23 It talks not at all an about the expansion
24 or the further movement of the LNAPL, which we don't
25 know the size of right now and it's trapped under

1 groundwater because of the recent rains. And the plan
2 to implement aviation technologies is not addressed at
3 all in Floor Substitute R-12-13.

4 So I reject that R-12-14 has been in any way
5 incorporated with R -- or Floor Substitute R-12-13.
6 In fact, if anything, much has been excluded.

7 CHAIRMAN SANCHEZ: Commissioner De La Cruz and
8 then CAO, Mr. Perry.

9 COMMISSIONER DE LA CRUZ: Thank you, Mr.
10 Chairman.

11 This document and the resolution is not
12 intended to be a technical paper on this matter. It
13 is a resolution. It isn't an ordinance. It isn't law
14 and typically would not have a level of detail, but it
15 strives to embody the spirit of the intent and to give
16 some direction at the same time to staff.

17 What the resolution would also intend to do
18 is to have staff move forward in creating an agreement
19 rather than a memorandum of understanding, which I
20 think is a lesser activity. And so I hope,
21 Councillors and Commissioners, that you agree with the
22 spirit of the intent and allow at the same time for
23 staff to work with the Air Force so that we can move
24 forward with getting this job done.

25 Thank you, Mr. Chairman.

1 CHAIRMAN SANCHEZ: Mr. Perry.

2 MR. PERRY: Thank you, Mr. Chairman.

3 Mr. Chairman, I agree with Commissioner De
4 La Cruz's assessment of the proposed legislation,
5 R-12-13. I see it and always have seen it as his
6 attempt to have the water utility authority engage in
7 a cooperative agreement, a beginning point, basically.

8 And that begs the question about what can be
9 in the MOU at this particular time, or, I guess
10 perennially, what comes first, the chicken or the egg.
11 And I think that the legislation is good to the extent
12 that it empowers Mr. Sanchez to begin working with
13 Kirtland Air Force Base towards addressing some of the
14 more specifics of these problems.

15 But month after month of these board
16 hearings for the last six months, I've heard, and I'm
17 certainly sure that most of the folks that we've
18 talked to have thought that the assessment of the
19 extent of the problem is still uncertain, and
20 certainly the remediation of the problem remains
21 uncertain as to the best approach.

22 We've heard from technical experts. I
23 thought that Kirtland Air Force Base and state
24 environmental health department did an excellent
25 presentation a couple meetings ago and that

1 presentation points out some of the
2 mischaracterization of Councillor Garduno when he says
3 that the water utility authority has the most
4 jurisdiction. Clearly, when it was laid out in the
5 presentation, the water utility authority does not
6 have the most jurisdiction. They may have the most
7 interest as it relate to the protection of the city,
8 the county, the region's water, but they certainly
9 don't have the most regulatory interest.

10 That is a very complicated issue. It was
11 put forth in that presentation in fairly succinct and
12 understandable terms for a layperson, but we get into
13 great legal complexity with all of that.

14 And, then, secondly, as it relates to, you
15 know, how to proceed from here, I support the
16 legislation and would think the best approach from my
17 perspective would be to defer it, to allow Mr. Sanchez
18 to come and proposal at least a draft agreement so
19 that we'd have the opportunity to look at the draft
20 agreement in context of what the legislation proposes.

21 Thank you, Mr. Chairman.

22 CHAIRMAN SANCHEZ: Thank you.

23 Councillor Garduno.

24 COUNCILLOR GARDUNO: It just seems right, since
25 I was referenced in the last speech, that I would

1 respond. And I think that when it comes to the
2 chicken and the egg, this egg is hard boiled at this
3 point. I don't think we're going to get any life out
4 of that.

5 But let me tell you that if we don't have
6 some kind of agreement at this point -- and I disagree
7 that the water authority has no jurisdiction over
8 water, that's why it's called the water authority.
9 Its job is to make sure that all water is safe to
10 drink and certainly not a detriment to the health of
11 its residents nor the environment. It's pretty clear
12 to me.

13 Now, as far as what would be good to have in
14 there, I just delineated a number of things that I
15 would like to see in there. And it is up to the board
16 to accept whatever it is they want. I will not --
17 neither defer nor pull R-12-14 if in fact Floor
18 Substitute 12-13 is pushed forward with no change
19 whatsoever. So I leave it up to the board.

20 CHAIRMAN SANCHEZ: Okay. Let's go ahead and
21 proceed. We have a motion and a second for WUA Floor
22 Substitute R-12-13. All those in favor, signify by
23 saying yes.

24 SIX MEMBERS: Yes.

25 CHAIRMAN SANCHEZ: Opposed, no.

1 COUNCILLOR GARDUNO: No.

2 CHAIRMAN SANCHEZ: That carries on a 6-to-1
3 vote.

4 (6-1 vote. Floor substitute approved.)

5 CHAIRMAN SANCHEZ: Did you want to defer that,
6 Commissioner De La Cruz?

7 COMMISSIONER DE LA CRUZ: Mr. Chairman, I think
8 I have already made that motion.

9 CHAIRMAN SANCHEZ: It will now be a separate
10 motion.

11 COMMISSIONER DE LA CRUZ: So moved.

12 COUNCILLOR GARDUNO: We have a motion and a
13 second to defer WUA Floor Substitute R-12-13. All
14 those in favor, signify by saying yes.

15 SIX MEMBERS: Yes.

16 CHAIRMAN SANCHEZ: Opposed, no.

17 COUNCILLOR GARDUNO: No.

18 CHAIRMAN SANCHEZ: That carries on a 6-to-1
19 vote.

20 And do you have a time frame, Commissioner
21 De La Cruz?

22 COMMISSIONER DE LA CRUZ: Thank you, Mr.
23 Chairman. Yes. I would propose a 60-day deferment.

24 COUNCILLOR GARDUNO: I said no.

25 CHAIRMAN SANCHEZ: Okay. That's fine.

1 (6-1 vote. Agenda Item 9A deferred.)

2 CHAIRMAN SANCHEZ: Okay. Let's go ahead and
3 proceed to the next item, that's Item B, WUA R-12-14,
4 protecting the Albuquerque water.

5 Councillor Garduno.

6 COUNCILLOR GARDUNO: Thank you, Mr. Chair. As
7 I've stated, I think that this agreement or this
8 direction to staff to seek an agreement with Kirtland
9 Air Force Base to make sure that a lot of these items
10 are protected and a lot of these things get done is in
11 order. I put it in front of you, I read them already.
12 I'd be glad to read them again, but if people have had
13 an opportunity to read them through, then I would just
14 ask that it be -- or I so move and ask for your
15 support.

16 CHAIRMAN SANCHEZ: Councillor Garduno, I would
17 like to see a deferral on this to see if we can
18 incorporate -- and I thought the staff was going to do
19 that, because we had made the recommendation, that the
20 two bills be looked at.

21 COUNCILLOR GARDUNO: That was my understanding
22 also.

23 CHAIRMAN SANCHEZ: Right, and that did not
24 happen. But I believe that some of your
25 recommendations could also be incorporated into the

1 floor substitute as amended when that comes back to
2 the council. So I'd like be move a 60-day deferral on
3 WUA R-12-14.

4 COUNCILLOR GARDUNO: With the caveat that both
5 of these resolutions be looked at an incorporated in a
6 way that is fair.

7 CHAIRMAN SANCHEZ: I think that's fair and I
8 think that's equitable.

9 COUNCILLOR GARDUNO: Okay. I defer --

10 CHAIRMAN SANCHEZ: Do we have a second on that
11 motion?

12 COMMISSIONER HART STEBBINS: Second.

13 CHAIRMAN SANCHEZ: We have a motion and a
14 second. Any questions?

15 Seeing none, all those in favor, signify by
16 saying yes.

17 ALL MEMBERS: Yes.

18 COMMISSIONER DE LA CRUZ: Opposed, no.

19 That carries unanimously.

20 (7-0 vote. Agenda Item 9B deferred.)

21 CHAIRMAN SANCHEZ: Next item it Item C, WUA
22 C-12-17, approving write-off of uncollectible accounts
23 receivables, Second Chance, LLC.

24 Mr. Allred, welcome.

25 MR. ALLRED: Mr. Chairman, Members of the Board,

1 we're requesting a write-off of accounts receivable
2 balance of \$54,900 for a lease, outstanding lease
3 payment to Second Chance. When they kind of went out
4 of business, that receivable was left on the books.

5 This receivable is a little different than
6 most of our receivable. One, for the size of it, but
7 primarily because we don't have the ability to put a
8 lien on this business or this property, unlike our
9 other receivables. So we do a very good job
10 collecting our outstanding accounts receivable
11 balances but duty to nature of determination of second
12 balances. But due to the nature of the termination of
13 Second Chance and the size of the balance, we're
14 requesting to write that balance off our books.

15 CHAIRMAN SANCHEZ: So does this mean that Second
16 Chance gets a third chance or last chance?

17 I'd like to move approval -- yes,
18 Commissioner.

19 COMMISSIONER HART STEBBINS: Thank you, Mr.
20 Chairman.

21 Sir, can you please explain how it is that
22 the water utility comes to be a co-owner or a partial
23 owner of this facility? Because I understand it's the
24 old west side jail; is that correct?

25 MR. ALLRED: Commissioner Hart Stebbins and

1 Mr. Chair, when we first entered into this, the
2 building that Second Chance moved into was owned by
3 the City of Albuquerque. They actually had a lease
4 for the building. The property the building sits on
5 is the property of the water authority, and we lease
6 the property space to Second Chance to provide the
7 services they were providing in that facility.

8 COMMISSIONER HART STEBBINS: Thank you.

9 Thank you, Mr. Chairman.

10 CHAIRMAN SANCHEZ: Council President Jones.

11 COUNCILLOR JONES: Thank you, Mr. Chair.

12 Did the lease agreement not in fact have any
13 kind of a personal guarantee or any means of
14 collecting this?

15 MR. ALLRED: Councillor Jones and Mr. Chairman,
16 no, it did not.

17 MS. POWELL: We wouldn't do that again, would
18 we?

19 MR. ALLRED: We will not.

20 COMMISSIONER JONES: Thank you.

21 CHAIRMAN SANCHEZ: Mr. Perry.

22 MR. PERRY: Thank you, Mr. Chairman.

23 You know, that last question from Councillor
24 Hart Stebbins, I didn't fully understand. How was it
25 that the water utility authority came into position of

1 a piece of real property that the jail sits on when it
2 split away from city, and I'm just curious, if you
3 know.

4 MR. ALLRED: Mr. Perry and Mr. Chairman, the
5 property resides by our soils amendment facility, so
6 at the time when they built the facility there, it was
7 property at the time owned by the City of Albuquerque,
8 which was purchased by the water utility at this point
9 in time and became an asset of the water utility.

10 MR. PERRY: Thank you, Mr. Chairman.

11 Thank you.

12 CHAIRMAN SANCHEZ: Thank you. I'd like to move
13 approved of WUA C-12-17.

14 COMMISSIONER JOHNSON: Second.

15 CHAIRMAN SANCHEZ: We have a motion and a
16 second. Any questions?

17 Seeing none, all those in favor, signify by
18 saying yes.

19 ALL MEMBERS: Yes.

20 CHAIRMAN SANCHEZ: Opposed, no.

21 That carries unanimously.

22 (7-0 vote. Agenda Item 9C approved.)

23 CHAIRMAN SANCHEZ: Next item is Item D, WUA
24 C-12-18, the appointment to the customer advisory.
25 Mr. Roth.

1 MR. ROTH: Mr. Chairman, Members of the Board,
2 this appointment is to fill a vacancy in the resource
3 economics area that has traditionally been filled by
4 UNM economics professors.

5 The nomination for consideration today is
6 David Brookshire. He's a distinguished professor and
7 director of the science impact laboratory for policy
8 and economics within the UNM Department of Economics.
9 He specializes in environment resource economics. His
10 attached biography shows his involvement in several
11 water resource research projects, and he specializes
12 in public policy issues in the natural resource,
13 environmental and natural hazards area. And staff
14 represents his appointment.

15 CHAIRMAN SANCHEZ: Are there any questions?

16 Seeing none, I move confirmation.

17 COMMISSIONER HART STEBBINS: Second.

18 CHAIRMAN SANCHEZ: We have a motion and a
19 second. Any questions?

20 Seeing none, all those in favor, signify by
21 saying yes.

22 ALL MEMBERS: Yes.

23 CHAIRMAN SANCHEZ: Opposed, no.

24 That carries unanimously.

25 (7-0 vote. Agenda Item 9D approved.)

1 CHAIRMAN SANCHEZ: Next item is Item E, WUA
2 C-12-19, reappointment to the consumer advisory
3 committee. Mr. Roth.

4 MR. ROTH: Mr. Chair, Members of the Board,
5 three of the current committee members have completed
6 their first term and they are eligible to be
7 reappointed for a second two-year term.

8 The three members are Lola Bird, who
9 represents the landscape architecture category, Fred
10 Arfman, who represents the water system engineering
11 category, and John Shomaker, who represents the water
12 resource planning category.

13 CHAIRMAN SANCHEZ: Commissioner De La Cruz.

14 COMMISSIONER DE LA CRUZ: Mr. Roth, is this the
15 individual or individuals that have been missing all
16 of the meetings?

17 MR. ROTH: Mr. Chair, Commissioner De La Cruz,
18 Fred Arfman has a 69 percent attendance rating, John
19 Shomaker has a 63 percent attendance rating, and Lola
20 Bird has a 50 percent attendance rating.

21 Ms. Bird has some medical issues. Before
22 she had to take her leave, she actually had a 75
23 percent attendance rating. Even during her medical
24 leave, she did attend a couple meetings. So she does
25 meet the requirements of the resolution.

1 CHAIRMAN SANCHEZ: Commissioner Hart Stebbins.

2 COMMISSIONER HART STEBBINS: Thank you, Mr.
3 Chairman.

4 I have a list of meetings since August
5 of 2011 which shows some very different results from
6 what you just stated in terms of attendance. What
7 time period are you looking at?

8 MR. ROTH: Mr. Chair, Commissioner Hart
9 Stebbins, for 2000 -- or since her appointment up
10 until she had to take her medical leave, from
11 June 2010 through May 2011, she had a 75 percent
12 attendance rating. If you look at 2011, she attended
13 four of the eight meetings, 50 percent attendance
14 rating.

15 COMMISSIONER HART STEBBINS: Thank you. And Ms.
16 Bird is not really the one that I'm interest in
17 because I understand she's had some health issues.

18 But, you know, I'm looking at Mr. Arfman,
19 for example, two meetings attended since August 11th.

20 Who's the third one? Shomaker, right, he's
21 the other one we're looking at? Again, a 50 percent
22 attendance since August, and that does not include
23 some meetings that were canceled.

24 I guess my question is, has anyone talked to
25 these individuals and asked whether they're interested

1 in continuing to serve on this board given their
2 attendance record?

3 MR. ROTH: Mr. Chair, Commissioner Hart
4 Stebbins, when I realized that their terms had expired
5 and they're eligible for reappointment, I contacted
6 them and asked them if they were interested in serving
7 for another two terms, and they had were both -- all
8 were very enthusiastic about continuing to participate
9 on the customer advisory committee.

10 COMMISSIONER HART STEBBINS: Do you think it's
11 necessary that maybe we revise this ordinance so that
12 we are able to appointment alternates or something or
13 some other measure that might allow us to have a
14 better attendance at these meetings? I mean, we have
15 done that on our -- the Bernalillo County Commission
16 had to do that for our ethics board because we were
17 having trouble getting a quorum.

18 And, again, it looks like several of the
19 last -- several of the meetings over the last year
20 have been canceled. Six meetings canceled. Do you
21 know whether that was canceled because of a scheduling
22 conflict, a lack of a quorum? Do you know?

23 MR. ROTH: Commissioner Hart Stebbins, many
24 times we don't have a meeting because there's no
25 agenda items, there's no topics to discuss.

1 Specifically during the summer months, when this board
2 doesn't meet. Usually the first couple months,
3 there's topics that are standard, such as the budget
4 items and review of the conservation's goals. So the
5 first four meetings are very standard and usually
6 they're always able -- we usually do have meetings for
7 the winter and the spring. It's the summer months
8 that sometimes we don't have agenda items.

9 I don't remember what -- I think it was the
10 April meeting of this year where we actually didn't
11 have a quorum. And to my knowledge, it's the only
12 time in the last two years where we didn't have a
13 quorum for a meeting.

14 COMMISSIONER HART STEBBINS: All right. Thank
15 you.

16 Thank you, Mr. Chairman.

17 CHAIRMAN SANCHEZ: Councillor Garduno.

18 COUNCILLOR GARDUNO: Mr. Sanchez, if you have
19 something.

20 MR. SANCHEZ: Well, Mr. Chairman, I was going to
21 suggest we do two things. One is perhaps draft a
22 letter for your signature to each member stressing the
23 importance of attendance and the importance of the
24 function they perform on your behalf. And, two,
25 follow up on Commissioner Hart Stebbins recommendation

1 that perhaps we look at a mechanism for an alternate
2 from these individuals or the board, depending on
3 attendance, as long as they meet the intended category
4 and have the qualifications for that.

5 CHAIRMAN SANCHEZ: Councillor Garduno.

6 COUNCILLOR GARDUNO: Thank you. That sounds
7 like a good recommendation. My concern is that I
8 think we're talking about numbers that are really
9 boggling. Of 12 possible meetings, only seven were
10 called. And of seven called, some folks only attended
11 -- and I think it was said 50 percent, 62 percent and
12 69 percent, which really drops it down to three, four
13 and five of the seven, which is only -- not 63 percent
14 of 69 percent, but more in the order of 42 percent and
15 48 percent and 52 percent.

16 So, you know, remember when they say about
17 figures -- anyway, you know what I'm talking about.
18 That is concerning to me, that we only -- they only
19 meet seven times out of 12, and of those seven times,
20 people are missing three, four and in some cases, five
21 meetings. That's tantamount to commissioners not
22 attending -- wouldn't it be nice if we didn't have to.
23 But -- and I take it to heart what Commissioner
24 Stebbins is saying, that a lot of times, you know,
25 like Ms. Bird has fallen into a situation where I'm

1 sure she -- it's hard for her to attend, but we should
2 have a mechanism where she doesn't get penalized if
3 that's the reason she's not attending. But if other
4 folks don't have as compelling a reason, then we
5 should have some other mechanism that either helps the
6 customer advisory board -- because remember, this is
7 what this is. This is representing the customer, and
8 if we don't have the customer represented in any way,
9 then we're not getting real in-depth information for
10 some of the decisions we could or may make in the
11 future. So with that, I would entertain not only what
12 Commissioner Stebbins has said, but shored up by what
13 Executive Director Sanchez has said. Thank you.

14 CHAIRMAN SANCHEZ: Any other questions?

15 I move confirmation of the reappointments to
16 the customer committee.

17 COMMISSIONER JOHNSON: Second.

18 CHAIRMAN SANCHEZ: We have a motion, and a
19 second by Council President Jones.

20 Any other questions?

21 Seeing none, all those in favor, signify by
22 saying yes.

23 ALL MEMBERS: Yes.

24 CHAIRMAN SANCHEZ: Opposed?

25 That carries unanimously -- okay. Carries

1 on a 6-to-1 vote.

2 (6-1 vote. Agenda Item 9E approved.)

3 CHAIRMAN SANCHEZ: Our next item is Item F, WUA
4 C-12-20, the agreement with Bernalillo County for a
5 pilot loan program to connect residents to available
6 water services. Commissioner Wayne Johnson.

7 COMMISSIONER JOHNSON: Thank you very much,
8 Mr. Chair.

9 This program came out of our attempts to
10 provide water to the Carnuel area. And most of you
11 are familiar with the issue of poor quality drinking
12 water. And one of the things we've found from
13 residents there is that our PIPE program, which is a
14 grant-based program, wouldn't necessarily help all of
15 those residents because it doesn't apply to folks who
16 have renters and it doesn't apply to the folks whose
17 income may be above what is required for the PIPE
18 program but still don't have the money to pay for
19 their side of the installation. This isn't about the
20 UEC, which is already financed by the water authority.

21 So what we did is we looked at a way maybe
22 to find a stopgap, to fill that gap between the PIPE
23 program for those folks who may not have the money in
24 their home or may not be able to apply for a loan to
25 pick up the other 3500 or so dollars in this program.

1 The county is putting up seed money of \$150,000 to
2 start a pilot program and this will be a countywide
3 program, but the water utility authority will be
4 handling, in essence, the servicing of the loan and
5 for which we will provide the water -- or the water
6 authority will take a half a percentage point of the
7 interest as an administrative, and hopefully this will
8 become a self-sustaining fund and hopefully it will be
9 very successful. It's the right approach for those
10 folks, in my opinion.

11 We have with us today Dan McGregor and
12 Adrienne Candelaria in the back if you have any
13 questions regarding the program. The county will
14 administer the construction phase and the loan
15 program, and the water utility authority will be,
16 again, servicing the loans through the water bill.

17 I'm excited about this program and I think
18 it's going to help a lot of folks. And we've received
19 a lot of accolades, even from Washington, D.C. in our
20 efforts to this extent. So with that, I would move
21 approval.

22 COMMISSIONER DE LA CRUZ: Second.

23 CHAIRMAN SANCHEZ: We have a motion, and a
24 second by Commissioner De La Cruz. Any questions?

25 Councillor Garduno.

1 COUNCILLOR GARDUNO: I just have a couple of
2 very quick questions. I think it's a great idea,
3 because it was one of the concerns that I know you,
4 Commissioner Johnson, had about making this a
5 successful endeavor after the work that, you know, had
6 been put into it.

7 The 150,000, you're saying that it would be
8 kind of a revolving loan, or how is that going to
9 work? I tried to read through here and I didn't
10 understand it.

11 COMMISSIONER JOHNSON: Mr. Chair, Councillor
12 Garduno, the idea is the \$150,000 would be really seed
13 money for this. We would charge somewhere around --
14 and I'll let either Dan or Adrienne come down and
15 correct me if I'm wrong. Would be 7 percent, I
16 believe, interest rate on this money, so we would be
17 being paid back. And I think the time frame is ten
18 years. But any of those specific details, I'm sure
19 they'll be happy to answer for you, Councillor.

20 In the long run, it may be that \$150,000 is
21 inadequate to the fund, because we really haven't
22 gotten a real good feel for how popular the program
23 will be. It's an option for folks who may not be able
24 to find money anywhere else.

25 COUNCILLOR GARDUNO: I think it's a great idea,

1 and I don't if you wanted to flesh that out a little
2 more.

3 CHAIRMAN SANCHEZ: Yeah, go ahead and state your
4 name for the record, please.

5 MS. CANDELARIA: Good evening. Adrienne
6 Candelaria with the Bernalillo County Purchasing
7 Department.

8 Chairman and Councillor Garduno, to answer
9 your question about this concept of revolving, as the
10 water authority bills the customer, part of that
11 payment will be specifically for this loan. The
12 principle will go back to the county and back to this
13 account to be loaned out again to another customer.

14 COUNCILLOR GARDUNO: And I think that's what
15 will make it sustainable, again, like you say, if all
16 150,000 goes out and people default, and maybe not.
17 But I think it's a great, great endeavor. And thank
18 you, Ms. Candelaria.

19 CHAIRMAN SANCHEZ: Commissioner De La Cruz.

20 COMMISSIONER DE LA CRUZ: Thank you, Mr.
21 Chairman.

22 Before we take the vote, I just want to
23 commend Commissioner Johnson for taking the lead on
24 this. I want to commend county staff and city staff
25 as well. Thank you.

1 CHAIRMAN SANCHEZ: I would also like to applaud
2 the County Commission for your efforts.

3 We have a motion and a second to adopt WUA
4 C-12-20. All those in favor, signify by saying yes.

5 ALL MEMBERS: Yes.

6 CHAIRMAN SANCHEZ: Opposed, no.

7 That carries unanimously.

8 (7-0 vote. Agenda Item 9F approved.)

9 CHAIRMAN SANCHEZ: We are now under other
10 business. Item A has been deferred. Item B is the
11 2012 customer opinion survey presentation. Frank Roth
12 and he will be introducing Brian Sanderoff.

13 MR. ROTH: Mr. Chair, Members of the Board,
14 every two years the water authority conducts a
15 customer opinion survey to obtain input on the
16 customers on the utility's programs and services.
17 This will be the fourth survey conducted, with the
18 first one being completed in 2006.

19 As with the first survey, the utility
20 contract with Research & Polling to carry out the
21 survey. With us tonight is Brian Sanderoff, president
22 of Research & Polling. He's going to be providing a
23 summary overview of the results.

24 CHAIRMAN SANCHEZ: Go ahead and proceed, Mr.
25 Sanderoff. Welcome.

1 MR. SANDEROFF: Thank you, Mr. Chairman, Members
2 of the Committee. Brian Sanderoff, the head of
3 Research & Polling. I appreciate the opportunity to
4 visit with you tonight. We have a Power Point
5 presentation.

6 As Frank said, we recently conducted a
7 customer satisfaction survey. We also measured
8 perceived importance of various services that you
9 provide. We surveyed 500 of your residential
10 customers at random as well as 100 of your commercial
11 customers. This work was fielded in May and June and
12 it has a margin of error of about plus or minus 4
13 percent among the residential sample.

14 And so getting right to the results and
15 hitting the high points, just I know there are a lot
16 of the numbers on this page so let's just go through
17 one of them real fast. Basically, on this particular
18 page, we're looking at overall satisfaction with
19 services. There were 11 attributes that were tested
20 on three of the next set of slides.

21 This is the first slide. It ranks the
22 attributes in terms of percentage satisfied from top
23 to bottom, so as we go through these attributes, you
24 can see the ones that fared best. And you can also
25 see the results from 2012 as well as from the two

1 prior studies. The bottom line on this slide is that
2 when it comes to satisfaction levels of your
3 residential customers and your business customers, on
4 the issue of reliability and availability of water to
5 your home or business, your customers are very
6 satisfied, specifically 86 percent. To the categories
7 are you very satisfied, somewhat satisfied, somewhat
8 dissatisfied or very dissatisfied, we find that
9 98 percent of your customers were very or somewhat
10 satisfied with the reliability and availability of the
11 water supply. It was the same for the commercial
12 customers. We are looking at residential here.

13 Also on reliability, another strong point
14 for your operation is the reliable drainage of
15 wastewater from the home to the sewer line. So
16 reliability is what you score best on. It's not
17 unusual for a utility to do that, electric, gas,
18 whatever. What people expect most from a utility
19 company, whether it be gas, water or electric, is
20 reliability. People who don't have it complain, but
21 people who do appreciate it.

22 Next came quality of drinking water. Notice
23 that the top two issues on reliability really fared in
24 the 90s when you add up the very and the somewhat
25 satisfiers. When it comes to quality drinking water,

1 also strong, 48 percent very satisfied, 31 percent
2 somewhat satisfied, which adds up to 79 percent.
3 However, it's worth noting that 18 percent of your
4 residential customers are dissatisfied with the
5 quality of the water. And this number hasn't changed
6 much in the last number of years, but we do have this
7 group. I think in future years we ought to ask at
8 that point, "Well, why do you feel this way?" The
9 only insights we have is a question later when we ask
10 people who use bottled water, filtered water, "Well,
11 why do you use it?" and taste was a big thing, besides
12 convenience, perceptions on impurities and some
13 contamination. But quality drinking water, good
14 score, 79 percent to 18 percent, but work to be done
15 in this area for sure.

16 Other attributes that we see on this page
17 dealing with education and water conservation
18 programs, those fared well. We don't have to dwell on
19 them.

20 Continuing on on the next slide, going down
21 the line on ranking by satisfaction level,
22 effectiveness of controlling odors, good scores. Only
23 9 percent dissatisfied if you add up the somewhat and
24 the very. Effectiveness in repairing leaks and
25 response time, good scores, 11 percent dissatisfied.

1 So when it comes to operational issues, reliability,
2 strong scores.

3 Condition of sewer lines throughout the
4 city. We're seeing dissatisfaction levels rise here.
5 16 percent of the residential customers were
6 dissatisfied with the condition of the sewer lines
7 throughout the city.

8 If we go to the next slide, we ask the same
9 question on condition of the waterlines throughout the
10 city. And notice that when you add up the very
11 dissatisfied, 9 percent, and the somewhat
12 dissatisfied, 17 percent. We're up to now 26 percent
13 of residential customers expressing come
14 dissatisfaction with the condition of the waterlines
15 throughout the city. 56 percent, however, are
16 satisfied, but there has been a drop in satisfaction
17 levels from the last study.

18 When it comes to effectiveness to respond to
19 overflows or backups, very few were dissatisfied.
20 40 percent just did not know because they didn't have
21 an experience with it. Same thing for ease of
22 navigating the information on your website, only
23 2 percent are dissatisfied. Those who have used it
24 are pleased.

25 On the next slide, here we asked, "Have you

1 contacted the water authority for any issues or
2 concerns?" And so on the first column you see, "Yes,
3 I've contact them." So "Problems or questions with
4 your water or sewer bill," 17 percent of your customer
5 have actually contacted the authority with questions
6 or issues on it.

7 Well, "How satisfied were you with the
8 outcome?" And notice that if you add up the very and
9 the somewhat satisfied and the very and somewhat
10 dissatisfied, 56 percent were satisfied and 40 percent
11 were dissatisfied. Now, a person calls up, they have
12 a problem or question with their water bill, they may
13 not get a resolution. Whether that failure to receive
14 resolution is the fault of the water authority or just
15 not being able to satisfy the customer, that could be
16 debated. This might be a fascinating issue also to
17 dig deeper on. But the point to you is, about
18 40 percent are not satisfied with the complaint that
19 they're filing.

20 When it comes to water, sewage service
21 interruption or mainline break, 9 percent have
22 contacted you, perhaps witnessed a line break, and to
23 that group, 50 percent were satisfied with the
24 response and 46 percent dissatisfied, like a
25 one-to-one ratio. So there's work to be done here.

1 Digging a little deeper, looking at response
2 times, looking at training issues with customer
3 service representatives, I think all that's order.
4 Questions about meter reading, 8 percent have called
5 with questions on the water meters. 42 percent were
6 satisfied with the outcome and 56 percent
7 dissatisfied. There were not problems with advice on
8 water conservation or a new connection service. So
9 that's a page that needs some reflection on.

10 We asked about how do you communicate with
11 the water authority among those who have. Spoke to
12 employees on the telephone is still the primary means.
13 Spoke to and employee in person, 14 percent. Used the
14 website, used voice mail and e-mail, also came up in
15 small numbers, but they add up over time. So the
16 phone is still it, but there has been quite a bit of
17 in-person contact.

18 Overall rating of customer service
19 representatives, these are among those who have had
20 contact. Well, 56 percent rate their content as
21 excellent or good. And 16 percent rate it poorly if
22 you combine those last two, the bars on poor and very
23 poor. So, you know, again, people who call up have a
24 problem, and sometimes you're able to revolve it and
25 sometimes you can't. What I've learned over the years

1 is if someone calls with a problem and you resolve it,
2 they become more satisfied customers than those who
3 have never had a problem in the first place. So I
4 like to look at people who call with problem as an
5 incredible opportunity to make them even more
6 satisfied than regular passive customers. So work to
7 be done on this area. I look at it as an opportunity.

8 Next slide tracks overall customer service
9 reps over time. So if you look at the excellent
10 column, you see the bar to the left, that 19 percent
11 is this cycle. It was 30 percent the prior study and
12 25 percent the one before that. So excellence and
13 goods have gone down a bit. Fairs and poors have gone
14 up a bit when it comes to customer service
15 representative overall satisfaction.

16 More specifically, is a courtesy, no.
17 81 percent who have contacted the CSRs are satisfied
18 either very or somewhat with the courtesy of them.
19 Knowledge and ability to answer the questions, okay,
20 66 percent satisfied and 25 percent dissatisfied if
21 you add up the somewhats and the verys. So, again,
22 training perhaps an issue. Length of wait, 13 percent
23 are complaining about the length of time to speak to a
24 customer service rep. That's not a bad number. You
25 should see it with some companies. Sometimes you're

1 on the phone with credit card companies for a half
2 hour. I've seen numbers as high as 50 percent
3 dissatisfied there, but that's always something that
4 can be improved.

5 Overall satisfaction with billing, it's
6 fine, whether it be understanding the bill or the bill
7 payment options or the bill statement accuracy.
8 Notice that if you add up the very and the somewhat
9 satisfied, they're all in the 80s. So billing service
10 issues, everything looks great. This.

11 Is was an interesting question to look at an
12 over time. We asked your customers about awareness,
13 where's that water come from anyway that comes into
14 your tap. You know, where's the Albuquerque water
15 supply come from. And look back in 2008, 26 percent
16 were saying, well, both from the surface water and the
17 aquifer. The big increase in awareness happened
18 between '08 and 2010. And you were working a lot on
19 awareness level campaigns at that tie informing the
20 customers the shift toward more surface water usage.
21 But from 2010 to 2012, awareness that it comes from
22 both sources hasn't changed, it's plateaued. Aquifer
23 only went from 50 percent in 2008 down to 29 percent
24 and it's plateaued. So we're moving in the right
25 direction, but we still have to perhaps reinstitute a

1 campaign now that it's been going for a while to
2 remind people of the multiple sources of water that we
3 use in the city and the county.

4 In the past, do you basically utilize
5 bottled water or filtered tap water for your drinking
6 or cooking, 51 percent are saying most of the time.
7 Now, in 2006 that 51 percent was 37 percent. So we're
8 seeing an increase in utilization of bottled water and
9 filtered for cooking and drinking at home. 20 percent
10 some of the time, so only 29 percent of customer are
11 not using it at all.

12 Well, why are you using bottled water or
13 filtered water, taste, 46 percent; convenience, we all
14 know not to leave the house in the house in the
15 morning -- you open up the refrigerator, you pull out
16 that bottled water, you take it in the car.
17 Convenience is a big factor for using bottled water,
18 but taste was the biggest.

19 Perceptions of impurities in the city/county
20 water, chemicals, contamination, lack of confidence,
21 those issues were coming up as well. Taste was the
22 biggest one, and convenience, but we're seeing some
23 other concerns, perceptions that are out there on this
24 topic.

25 We measured lots of attributes as they

1 relate to the importance of water conservation and
2 environmental issues. On a 5 point scale, with 5
3 being very important and 1 being not important at all,
4 how important are these things. Here you're looking
5 just at the 5's and the 4's, the very important and
6 the somewhat important, and then the total importance
7 is that third column. So what was Number 1? This
8 was 13 items we tested over the next two slides.

9 Number 1, providing a long term water supply
10 for future generations, 90 percent are saying that's
11 very important for your you to do. The next two deal
12 with treated water, which was interesting. The
13 reusing of treated water, wastewater, to irrigate
14 public spaces and the quality of treated water being
15 returned back into the river. So those were seen as
16 really important items as it relates to water
17 environmental issues. Investing in the repair and
18 replacement of old water sewer lines, 86 percent
19 important. Enforcing the current laws on wastewater,
20 those things scored highest.

21 Now, on the next page, we continue on with
22 this important issues, these issues asking people how
23 important they are. And, really, all of the 11 items
24 that we tested that you're working on, to one extent
25 or another, scored important, except for the bottom

1 one, and the bottom one, 36 percent rated important,
2 providing more bill payment options. Now, that
3 doesn't mean if you don't come up with some great new
4 option, you shouldn't do it, but it just means that
5 these other issues are more important to folks.

6 We asked people to agree or disagree with
7 these statements on that same scale. "Do you follow
8 the water by numbers program when setting irrigation?"
9 Well, 62 percent are saying I strongly agree with
10 that, that I do follow them.

11 Do you agree or disagree your house would
12 conserve more water if they had an easier way to
13 monitor their use, 75 percent are agreeing with that,
14 very or somewhat. So a lot of the programs you're
15 doing or considering are validated as being important
16 by your customer.

17 The next one is good one, though. Agree,
18 disagree. Water and sewer services are a good value
19 for the amount of money I pay, 43 percent strongly
20 agree, 41 percent, somewhat. So that adds up to 84
21 percent think the water cost is a good value. Water
22 value is good for what they pay. On the commercial
23 customers, the business people, that was 90 percent.
24 So that was encouraging.

25 By the way, on most of the issues, the

1 results between the business customers and the
2 residential customers were quite similar.

3 But the cost of water is an important factor
4 for me when deciding how much water to use, so is
5 water priced high enough that people think about how
6 much they use. 75 percent are saying yes, the price
7 does some into play. But later you'll find out people
8 don't want you to raise the water rates just for the
9 sake of conservation. They didn't like that idea.

10 There should be financial strong penalties
11 for people who use too much water, 71 percent agree.

12 The next page got into some of those rate
13 issues, whether to agree or disagree. Because water
14 is a scarce resource, rates should be designed to
15 reflect the value of the water. Okay, 67 percent
16 agree, but 29 percent disagree and so on. If you look
17 at the one second from the bottom, water rates two
18 should be increase to cover the true cost to treat
19 water delivery to our homes, 53 percent agree and
20 43 percent disagree. And then water rates should be
21 increase to encourage water conservation, 61 percent
22 disagreed. So as we heard one of the speakers
23 earlier, people are very, very committed to water
24 conservation, they think it's important, they think
25 it's important for the future of Albuquerque, they

1 just don't want rates to be set based on it.

2 Readership levels of bill inserts that you
3 receive with your water bill, 38 percent are saying
4 they read those inserts most of the time, and
5 40 percent are saying they read them some of the time.
6 So 78 Persian. Readership of your annual water
7 report, 70 percent are saying they read it most of the
8 time or some of time. There's always a fudge factor
9 in there, but believe me, we do some readership
10 studies where we do get a ton of people who say they
11 just don't look at it at all. But there's probably a
12 little inflation in there.

13 Okay. We asked a few questions on Kirtland
14 as well. The first question that we asked was to ask
15 people to self-report their level of knowledge of the
16 Kirtland Air Force Base fuel spill. And what we found
17 was that 27 percent of your customers reported that
18 they feel they're very knowledgeable on the topic, 35
19 percent, somewhat knowledgeable, 36 percent, not
20 knowledgeable. We can call it 38 with the don't
21 knows.

22 So my reaction to this is there's --
23 knowledge could be higher. Some people are paying
24 attention. In fact, 62 percent are saying they're
25 very or somewhat knowledgeable, but this is an area

1 where we could have seen higher very knowledgeable
2 that we didn't. In looking at the demographics, it
3 was interesting that people in the mid heights and
4 men, for some reason, were more likely to say they
5 were very knowledgeable about the issue than other
6 demographic groups. So more work to be done on
7 getting the word out, so we have 38 percent that are
8 just not up on the issue.

9 Among those who are aware of it, we asked
10 how important this issue is to them for Kirtland Air
11 Force Base to clean up the fuel and the groundwater.
12 And what we found was 64 percent said it's very
13 important, 33 percent said somewhat important. So 97
14 percent of your customers are saying very or somewhat
15 important for the base to clean up the fuel and the
16 groundwater.

17 All demographic groups felt similarly on
18 this. It's not as if there was big variations by
19 region. It seemed to be in the minds of the
20 customers, a citywide, a countywide thing, not just a
21 particular regional thing.

22 And then the final question was overall
23 satisfaction with the Air Force Base's effectiveness
24 in addressing the fuel contamination. Here, and this
25 was only asked among those who were aware of the

1 issue. 11 percent very satisfied. 33 percent
2 somewhat satisfied. 23 percent somewhat dissatisfied
3 14 percent, don't know. Excuse me for not moving this
4 along.

5 So if you add up the very and somewhat
6 satisfied, we find that 44 percent of your customers
7 are satisfied and 42 percent are dissatisfied. That
8 one-to-one ratio is not all that good. You know,
9 you'd expect to find a higher ratio of satisfaction to
10 dissatisfaction.

11 So really to summarize the survey, we find
12 that reliability is your strong point as it relates to
13 customer satisfaction when it comes to the available
14 of water, the production of that to the home, when it
15 comes to reliable drainage from the home and the
16 business to the sewer line, that's your strength.

17 Water quality is also strong, but we have to
18 think about these 18 percent who are concerned about
19 it whether it be because perception is on taste or
20 perception is on impurities or contamination.

21 Conditions of the water and sewer lines are
22 beginning to have increased dissatisfaction levels.
23 Obviously you have infrastructure issues. Some of
24 that received some media attention, but some people
25 have, you know, witnessed concerns in this area.

1 When it comes to customers service issues, I
2 think there's, you know, examination worth doing there
3 of the training of the CSRs and trying to improve the
4 resolution rate of customers who call in.

5 And when it comes to Kirtland Air Force
6 Base, we're seeing that not as many people are paying
7 attention to the issue as they should, but among those
8 who are paying attention, there's a very mixed bag of
9 whether they feel the base has been effective in
10 remedying this issue.

11 I stand for any questions if there are any.

12 CHAIRMAN SANCHEZ: Councillor Garduno.

13 COUNCILLOR GARDUNO: Thank you, Mr. Chair.

14 Thank you, Mr. Sanderoff. A lot of numbers
15 to try and crunch through, but one of the things you
16 said that caught my attention was that -- or one of
17 the graphs was condition of waterlines. How would the
18 customers know the condition of waterlines. What did
19 they base it on, the fact that there were breaks in
20 their front yard or...

21 MR. SANDEROFF: Mr. Chair, Councillor Garduno,
22 that's good question. I mean, these are all
23 perception questions, you know. I would say that it's
24 based on their personal observations, and it's also
25 based on what they hear from their friends and

1 neighbors, it's based on the media. If we remember,
2 we had that one very visible water break that the
3 water was spewing out, and it was on the news all the
4 time, and going into a school. I mean that could have
5 affected the percentages by a few points. So I think
6 it's a combinations of all those things.

7 COUNCILLOR GARDUNO: Right. And I agree that I
8 think there are issues and we've talked about it. A
9 lot of the infrastructure, certainly in the district
10 that I represent, you know, they need to be replaced
11 and they're going to happen all the time. I just
12 don't know what can be done to ameliorate that, you
13 know, feeling of, oh, my gosh when is it going to
14 break in front of my house, I guess.

15 MR. SANDEROFF: Right. I think that if a lot of
16 investment was made in infrastructure and word got
17 out, that would increase confidence levels of the
18 general public.

19 COUNCILLOR GARDUNO: I think so, too.

20 Mr. Chair, if I may continue for just --

21 CHAIRMAN SANCHEZ: Go ahead and proceed.

22 COUNCILLOR GARDUNO: Mr. Sanderoff, you
23 mentioned that those who contacted the water authority
24 and had a resolution, obviously, homely, in the
25 positive were move satisfied with other issues having

1 to do with the water authority. And that leads me to
2 think somehow we need to communicate with our
3 customers more often. I mean, that's the first thing
4 that came to my head. What do we do? I mean, not
5 only just the inserts, but do we get out there and
6 tell folks, you know, this water is not only precious,
7 but it's something you rely on and we're very
8 interested in making sure that it's protected.

9 I don't know what the verbiage would be or
10 the narrative, but it certainly is something I think
11 we ought to you think about to get out there. And
12 that's unfortunately one of the areas that I dabble
13 in, and somethings successfully and sometimes not.

14 MR. SANDEROFF: Mr. Chair, Councillor Garduno, I
15 would agree with that. It's a combination of things.
16 Again, if a person calls with a complaint and you turn
17 it around and exceed their expectations, you've got a
18 fan.

19 If you tout the achievement that you have
20 accomplished, if people recognize the moneys that are
21 being spent are being spent well and you show them
22 those achievements, I think it's a combination of all
23 those things.

24 COUNCILLOR GARDUNO: I just lost one of them.

25 One more thing, I think, and that is, now,

1 the study was mostly -- 500 residents and most --

2 MR. SANDEROFF: 100 customers.

3 COUNCILLOR GARDUNO: 100 customers?

4 MR. SANDEROFF: Business customers. I'm sorry.

5 COUNCILLOR GARDUNO: Business customers. But
6 then when it came to the fuel spill, it was 300 or so,
7 the number of contacts?

8 MR. SANDEROFF: No.

9 COUNCILLOR GARDUNO: That's what it has here.

10 MR. SANDEROFF: Well, and recall what I said.
11 We surveyed 500 residential customers, and so the 500
12 were asked the question on awareness of the fuel
13 spill. But then on the next question, it was only
14 among those aware.

15 COUNCILLOR GARDUNO: So you parsed out the aware
16 folks?

17 MR. SANDEROFF: Right, because there's no sense
18 to ask perceived effectiveness of how the base is
19 doing among people who never heard of the issue.

20 COUNCILLOR GARDUNO: Right, right.

21 MR. SANDEROFF: So the cell size goes down, and
22 you'll see in these statements, you'll see it will say
23 among those aware of the fuel spill. That's why the
24 cell size drops.

25 COUNCILLOR GARDUNO: I'm seeing that right now.

1 So I guess the next question would be, and you said it
2 but I think I missed it, where was the preponderance
3 of folks that were asked -- or that were aware and
4 than were asked, do you know? I think you said mid
5 heights.

6 MR. SANDEROFF: The mid heights area, Mr. Chair,
7 Councillor Garduno, was more likely to be dissatisfied
8 with the effectiveness, and all groups thought it was
9 equally important to deal with and the mid heights was
10 also more likely to be very knowledgeable.

11 COUNCILLOR GARDUNO: Thank you, Mr. Chair.

12 CHAIRMAN SANCHEZ: I have one quick question,
13 Mr. Sanderoff, regarding the overall water quality,
14 that percentage came fairly high. Yet when it came to
15 the question regarding bottled water, there was still
16 40 percent of those users that were using bottled
17 water, and you said it was for convenience, but that
18 number seems awfully high especially if the water
19 quality numbers were also high. That number I thought
20 would be much smaller.

21 MR. SANDEROFF: Yes, it's true that most people
22 compliment the water quality, but most people are
23 using bottled and filtered water. It's become a habit
24 for many people. The convenience side of the bottled
25 water probably is not speaking to the poor quality,

1 perceived poor quality of the water itself. So you
2 have to back out the convenience component.

3 But if people put a built-in filter now into
4 their sink and they use that for cooking, that would
5 fall into this category. I have -- I'm perfectly
6 satisfied with the water I receive, but I still have a
7 Brita filter that I use out of habit. And so I think
8 that there are a lot of people who fall into that
9 group.

10 CHAIRMAN SANCHEZ: So you're part of that
11 40 percent then, right?

12 MR. SANDEROFF: I am.

13 CHAIRMAN SANCHEZ: Okay. Any other questions
14 for Mr. Sanderoff?

15 Thank you for your presentation.

16 MR. SANDEROFF: Okay. Thank you very much.

17 CHAIRMAN SANCHEZ: Last item on the agenda is
18 Item C, water conservation and drought status update.
19 Ms. Yuhas.

20 MS. YUHAS: Good evening, Mr. Chairman, Members
21 of the Board.

22 CHAIRMAN SANCHEZ: We saved the best for last
23 because we know you're going to be brief.

24 MS. YUHAS: You know, I know that that's what
25 you like about my presentations.

1 So I have some good news and some bad news.
2 We're going to hit the bad news first. Up until about
3 last week, predictions were that the drought was going
4 to be easing, we were going to be getting more rain.
5 That kind of changed last week. What you see on this
6 side is the drought monitor from the National
7 Association Atmospheric Administration. And what
8 we're seeing with this is that we're still in severe
9 drought. Even though we've been getting rain, it
10 hasn't really made up for the deficit.

11 In the next slide is the prediction of
12 rainfall in the next month. Up until last week, New
13 Mexico looked as green as Arizona. Now you see that
14 they're not so sure it's going to be increased
15 rainfall in area in the next month.

16 This slide is for the next three months.
17 And, again, this was -- you know, we looked like
18 Arizona. We were green, they were thinking we were
19 going to get a lot of rain this fall. Now it's not so
20 sure.

21 And what this slide shows you is based on
22 those, we're going to see persistence of the drought
23 in New Mexico rather than an easing of the drought,
24 and that's too bad.

25 But some good news, you have seen this chart

1 before, and I'll just quickly orient you. All of the
2 different lines are different models of predictions of
3 ocean temperatures in the equatorial Pacific. When
4 we're up at the top of this chart, we're happy because
5 we're moving into warmer ocean temperatures and El
6 Nino conditions that generally bring us more rain.
7 Bottom is bad; that's La Nina, colder ocean
8 temperatures and less rain.

9 So what we're seeing is predictions for this
10 fall, winter and early spring of 2013 that are saying
11 El Nino conditions should develop, things should be
12 getting better. Maybe not in the next three months,
13 but maybe and winter will be normal for us.

14 And a little bit more good news is that even
15 though we're having a severe drought, our customers
16 are doing a great job. When I looked at our water
17 usage numbers on Monday and I have to say this because
18 it's such a good number, but we were 800 million
19 gallons than we at this same time last year.

20 You know, we've met our water conservation
21 goal of 150 gallons per person per day last year, so
22 we're heading into the end of the year with a very
23 positive outlook for what our customers are doing.
24 They're really doing a great job through this drought.

25 And last, very quickly I'd like to let you

1 know that we started our educational field trips for
2 fourth graders down to the river at the Rio Grande
3 Nature Center. Starting this Monday, we're going to
4 be having them every Monday from 9:30 to 1:30. The
5 kids are having a great time. They're getting dressed
6 up in historical costumes, learning about the history
7 of water usage in our region, along with careers in,
8 water all of the things that we need to do to
9 conserve, they're writing songs, they're having a
10 great time, they're going on a hike.

11 So if you'd like to come and see that, we
12 would love to have you there, introduce you to the
13 kids, show you off, all of those things. And that's
14 it.

15 CHAIRMAN SANCHEZ: Are there any questions of
16 Ms. Yuhas.

17 Councillor Garduno.

18 COUNCILLOR GARDUNO: Just a compliment. Thank
19 you very much for the work you do, but also the way
20 you do it. It's just a pleasure to see someone who,
21 although in, you know, presenting sometimes not great
22 information because we are in a drought situation, I
23 think you have a way of saying it that leads us all to
24 know that we're trying really hard and certainly you
25 are. So thank you for that.

1 The other thing I was going to say was, can
2 we leave that plastic in the back there, because when
3 you see a picture, it looks like a mountain. I don't
4 see it now, but when you see folks that are at the
5 podium, it looks like a mountain.

6 CHAIRMAN SANCHEZ: With the exception of the
7 tape.

8 COUNCILLOR GARDUNO: People fall into the
9 mountain, a snowcapped mountain. Let's hope that's
10 true.

11 MS. YUHAS: That would be nice.

12 CHAIRMAN SANCHEZ: Thank you, Ms. Yuhas. Thank
13 you, Councillor Garduno.

14 If there's no further business before this
15 water authority, this meeting is adjourned.

16 (Proceedings adjourned.)

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1 STATE OF NEW MEXICO
2 COUNTY OF BERNALILLO

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5 REPORTER'S CERTIFICATE

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