## ALBUQUERQUE BERNALILLO COUNTY WATER UTILITY AUTHORITY

BILL NO. <u>R-15-5</u>

| 1  | RESOLUTION  |
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| 2  | AMENDING THE CUSTOMER ADVISORY COMMITTEE.   |
| 3  | WHEREAS, the Water Authority established a Customer Advisory Committee in                 |
| 4  | 2006 to review and provide advice on the utility's policies, plans, and projects; and     |
| 5  | WHEREAS, a professional and technical group of volunteer individuals who                  |
| 6  | represent the core functional areas of operating a water and wastewater utility is        |
| 7  | needed to provide outside expertise in best practices and private sector applications for |
| 8  | continuous business improvement; and  |
| 9  | WHEREAS, the Water Authority strongly believes that an ongoing customer                   |
| 0  | advisory committee will assist in increasing customer awareness and improve customer      |
| 1  | services for our ratepayers; and  |
| 2  | BE IT RESOLVED BY THE WATER AUTHORITY:  |
| 3  | Section 1. A Technical Customer Advisory Committee (TCAC) shall be established to         |
| 4  | assist in and facilitate public review and discussion on Water Authority policies, plans  |
| 15 | and programs.   |
| 16 | A. Membership. The TCAC shall consist of nine members who shall serve                     |
| 7  | without compensation, and shall not be an elected or appointed officer or employee of     |
| 8  | the Water Authority, City or County or their immediate family members.                    |
| 19 | B. Composition. The TCAC shall be representative of the core functional                   |
| 20 | areas of operating a water and wastewater utility. TCAC Members shall be a customer/      |
| 21 | ratepayer of the Water Authority's water or wastewater system. Members must have          |
| 22 | professional or technical competence in one of the following areas: water resource        |
| 23 | planning, water system engineering, or construction, environmental, non-profit water      |
| 24 | management advocacy/education, planning, landscape architecture, financial or             |
| 25 | business management, resource economics, or customer service.                             |
| 26 | C. Selection Process. Customers interested in serving on the TCAC shall                   |
| 27 | submit an application to the Water Authority. Applications will be compiled and           |

- forwarded to the Water Authority Board Chair. The Chair will review the applications
   and submit qualified nominations to the governing board for confirmation.
  - D. Terms. Members shall be appointed for two-year terms. No member shall serve more than two consecutive terms. Members whose terms expire may continue to serve until a successor member is appointed.
  - E. Vacancies. Vacant positions occurring as a result of an expired term shall be filled as soon as practicable to the expiration of the term. Vacant positions occurring for reasons other than an expired term shall be filled and start a new term.
- 9 F. Removal. A member may be removed for any one or more of the following reasons:
  - 1. The member has been absent from two consecutive meetings, unless the absence is excused by the TCAC Chair. For this purpose, being absent is defined as not being in attendance 75% or more of the duration of each officially called meeting.
- The member has been absent, whether excused or not, from more
   than 50 percent of the meetings during any consecutive four month period.
- 3. The member is incapacitated, neglectful of duty or commitsmalfeasance in office, as determined by the appointing entity.
- G. Staff. The TCAC shall be staffed by the Water Authority. The Executive
  Director shall designate a Clerk of the TCAC who shall keep the minutes and records of
  the TCAC meetings.
  - H. Reports. The TCAC shall report at least annually to the Water Authority on its activities and any recommendations on Water Authority policies, plans or programs.
- I. Other Duties, Responsibilities, and Powers. The TCAC shall have other duties, responsibilities, and powers as may be delegated to it by the Water Authority.

  Section 2. Organization and Meetings.
  - A. Officers. The TCAC shall elect a Chair and a Vice-Chair for one year terms on an annual basis at the first scheduled meeting of the calendar year. In the event that a vacancy occurs in the office of the Chair, the TCAC members shall vote to fill the vacancy at the next regularly scheduled meeting of the TCAC. The selection of the new chair shall require a majority in the affirmative of the members present and voting. No officer shall serve consecutive terms in the same position.
- B. Meetings.

- 1. The TCAC shall hold meetings at least bimonthly. Should the workload diminish sufficiently, as determined by the TCAC, the TCAC may reduce its meeting schedule to no less than quarterly. The TCAC shall meet a minimum of four times a year.
- 5 2. All meetings shall be in compliance with the provisions of the Open 6 Meetings Act.
  - C. Conduct of Business. Unless the TCAC adopts other written rules to govern its proceedings, the TCAC shall conduct business according to Robert's Rules of Order, which the TCAC may modify in writing as it deems appropriate. A majority, but no less than four of filled TCAC positions shall constitute a quorum necessary to transact business, adopt motions, or conduct voting. Actions shall be decided by a majority of the members present.
- D. Records. A record shall be kept of all meetings of the TCAC, including the vote of each member on each action.
  - E. Conflict of Interest.
    - 1. Any member who has a conflict of interest regarding a policy, decision, or determination before the TCAC or one of its committees or work groups on which the member serves shall, as soon as possible after the conflict of interest becomes apparent, disclose the nature of the conflict to each of the other members voting on the matter. Disclosures shall be recorded. Disclosure of a conflict of interest shall not disqualify a member from participating in any discussion, debate, or vote on the matter unless:
    - a. A majority of the remaining members voting on the matter determines that, for reasons of propriety, the member shall not participate or vote on the matter; or
      - b. The member voluntarily disqualifies himself or herself.
    - 2. For purposes of this resolution, a CONFLICT OF INTEREST means that the member or the, member's immediate family has a direct financial interest which could be affected by the outcome of any policy, decision, or determination before the TCAC or one of its committees or work groups on which the member serves.