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Meeting Date: August 23, 2017  
Staff Contact: Frank Roth, Senior Policy Manager

**TITLE: C-17-24 – Appointment to the Technical Customer Advisory Committee**

**ACTION: Recommend Approval**

**SUMMARY:**

The Technical Customer Advisory Committee (TCAC) was established in 2006 to assist in and facilitate public review and discussion of Water Authority policies, plans and programs. The TCAC was established as a professional/ technical group of volunteers to represent the five core functional areas of operating a water and wastewater utility. This group is intended to provide outside expertise in best practices and private sector applications for continuous business improvement.

At the June 2017 meeting, the Chair announced that there was a vacancy on the committee and that an online application was posted for customers who may be interested in serving on this technical committee. Board members were informed that if they know of anyone interested that they should apply on the Water Authority's website. In addition, a notice was placed on the Water Authority website's front page.

Qualified nominations were compiled and forwarded to the Chair, who through this communication is forwarding the nomination to the Board for confirmation. Amy Miller is recommended for confirmation. Below is a summary of the nominee's background.

Amy Miller

Amy Miller has more than 15 years of public affairs, issue management, communications, governmental affairs, strategy development and implementation experience including relationship development with political and business leaders and advocacy organizations. She currently serves as the External Affairs Director for The Nature Conservancy's New Mexico Chapter. In her new position, she develops and implements strategies for energy, climate change, and urban programs to achieve the Conservancy's goals through interaction with elected officials, agencies and the corporate sector. Amy previously worked at PNM for 14 years, most recently serving as the Director of Community and Local Government Engagement, where she worked on regulatory and environmental policy issues as well as on community engagement. Prior to her time at PNM, she served as the Director of Public Relations for Rick Johnson & Company and the Communications Manager for Plains Electric Generation and Transmission Cooperative. She graduated from the University of New Mexico, where she received a Bachelor's degree in Sociology and Journalism and a Master's degree in Public Administration.

A total of three applicants were received through the online application. The other two applicants are listed below. However, only Ms. Miller's experience is consistent with the category of non-profit water management advocacy/education.

- Patricia Cotterell, retired from federal government in fields of fleet management and customer service
- Luis Aguirre, water treatment plant coordinator for City of Santa Fe

**CURRENT MEMBERS:**

<b>Member</b>	<b>Category</b>	<b>Term Expiration</b>
Ege Richardson	Water System Engineering	6/2019
Michael Hightower	Water Resource Planning	6/2019
Amy Ewing	Water Resource Planning	4/2018
Dave Hill	Financial/Business Management	3/2018
Scott Verhines	Water System Engineering	3/2018
Janie Chermak	Resource Economics	10/2018
Andrew Bernard	Landscape Architecture	12/2018
Melissa Armijo	Customer Service / Stakeholder Engagement	5/2019
Vacant	Non-profit Water Management Advocacy/Education	

**FISCAL IMPACT:**

None