



Meeting Date: May 22, 2019

Staff Contact: Frank Roth, Senior Policy Manager

TITLE: C-19-17 – Reappointment 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 to provide a professional/ technical group of volunteer individuals who 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.

Melissa Armijo has completed her first term and is eligible to be reappointed to a second two-year term. Staff recommends that Ms. Armijo continue to serve on the TCAC. Below is a summary of the nominee's background.

Melissa Armijo

Melissa Armijo is a lifelong South Valley resident. She is the Governing Board President of the Mark Armijo Academy, formerly Nuestros Valores Charter High School. She is the Vice President of the Armijo Family Scholarship Fund, which awards scholarships to students who are pursuing degrees in the education and STEM fields. She is a past board member and President of Las Mujeres, Inc. Moreover, she served as a CNM Governing Board member and sat on the capital outlay and audit committees. Ms. Armijo works at the National Hispanic Cultural Center Foundation as their Executive Administrative Assistant. She holds many certificates in leadership development, diversity, and non-profit management. She is very interested in advising the Water Authority in stakeholder communications with ratepayers to ensure that the utility provides reliable, responsive, and affordable services and operates as a good neighbor to the community.

CURRENT MEMBERS:

Member	Category	Term Expiration
Ege Richardson	Water System Engineering	6/2019
Michael Hightower	Water Resource Planning	6/2019
Dave Hill	Financial/Business Management	4/2020
Scott Verhines	Water System Engineering	4/2020
Janie Chermak	Resource Economics	12/2020
Andrew Bernard	Landscape Architecture	1/2021
Melissa Armijo	Customer Service / Stakeholder Engagement	5/2021
Amy Miller	Non-profit Water Management Advocacy/Education	8/2019
Ron Schwarzwald	Water System Operations	6/2020

FISCAL IMPACT:

None