



Meeting Date: September 25, 2019

Staff Contact: Elizabeth Anderson, P.E., Chief Innovation and Performance Manager

TITLE: C-19-35 - 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.

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

Amy Miller

Amy Miller is president of AMM Consulting with over 20 years of experience in business and nonprofit public affairs management and strategic planning with a goal for developing and implementing strategies that help build and enhance relationships and communicate key messages. She has significant expertise in the water, energy and environmental areas, having extensive experience in water conservation, renewable energy, and energy efficiency. She recently led the New Mexico Environment Department's strategic planning session, worked on a pilot project to bring energy efficiency and renewable energy to homes in the South Valley, and has served as a speaker on environmental sustainability for businesses at several recent regional and statewide meetings.

As a part of her experience, Amy previously served as the External Affairs Director for The Nature Conservancy's New Mexico Chapter where she worked on the development and implementation of strategies for water, energy, climate change, and urban programs in both public and private sector. She also worked at PNM for 14 years, 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 strategies and programs.

Amy would like to continue her work on the Technical Customer Advisory Committee and use her expertise to advise the Water Authority on important topics or issues facing the

utility and its customers. She believes she can advise the utility on better stakeholder engagement, communications planning, outreach strategies and issues management.

CURRENT MEMBERS:

Member	Category	Term Expiration
Dave Hill	Financial/Business Management	4/2020
Scott Verhines	Water System Engineering	4/2020
Ron Schwarzwald	Water System Operations	6/2020
Janie Chermak	Resource Economics	12/2020
Andrew Bernard	Landscape Architecture	1/2021
Melissa Armijo	Customer Service / Stakeholder Engagement	5/2021
Erwin Melis	Hydrogeologist	6/2021
Robert Fowlie	Water System Engineer	6/2021
Amy Miller	Non-profit Water Management Advocacy/Education	8/2021

FISCAL IMPACT:

None