



Technical Customer Advisory Committee

ACTION SUMMARY

August 16, 2018

Members Present:

Melissa Armijo
Andrew Bernard
Janie Chermak
Mike Hightower
Dave Hill
Amy Miller
Ege Richardson
Ron Schwarzwald

Members Excused:

Scott Verhines

Water Authority Staff Present:

Frank Roth, Senior Policy Manager
Mark Kelly, Compliance Division Manager
Elizabeth Anderson, Water Quality Program Manager

Item 1 – Call to Order - Note presence of quorum

The meeting was called to order at 4:02 pm by Chair Ege Richardson.

Item 2 – Approval of Agenda

Amy Miller made a motion to approve the agenda. Janie Chermak seconded the motion. The motion passed on a 7-0 vote.

For: 7	Bernard, Chermak, Hill, Miller, Hightower, Richardson, Schwarzwald
Against: 0	
Excused: 2	Armijo, Verhines

Melissa Armijo entered the meeting at this time.

Item 3 – Approval of June 7, 2018 Action Summary

Dave Hill made a motion to approve the action summary. Janie Chermak seconded the motion. The motion passed on an 8-0 vote.

For: 8 Armijo, Bernard, Chermak, Hill, Miller, Hightower, Richardson, Schwarzwaldner
Against: 0
Excused: 1 Verhines

Item 4 – Presentation on Customer Opinion Survey Results

Frank Roth provided a presentation on the 2018 Customer Opinion Survey focusing on reliability and water quality related questions. He provided both current and historical results on key questions.

Item 5 – Presentation and Discussion of Water Quality Report

Elizabeth Anderson provided background information on drinking water quality and the annual water quality report. The information presented will be used for the FY19 Customer Conversations meetings. TCAC members provided input on a proposed activity centered around exploring customers' main concerns about their water quality. After reviewing the 2017 Water Quality Report, TCAC members participated in a second proposed activity that utilized the feedback capture grid technique. Staff captured committee input on what they like about the report, what they do not like, what else they would like to know about water quality, and ideas they may have to improve the water quality report. TCAC members were asked to attend one of the four Customer Conversations meetings planned for October and November.

Item 6 – Public Comment

There was no public comment.

Item 7 – Adjournment

The meeting concluded at 5:55 pm.