



# Technical Customer Advisory Committee

## ACTION SUMMARY

December 6, 2018

Members Present:

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

Water Authority Staff Present:

Stan Allred, Chief Financial Officer  
Adrienne Candelaria, Customer Service Manager  
Marta Ortiz, Controller  
Elizabeth Anderson, Water Quality Program Manager  
Frank Roth, Senior Policy Manager

Consultants Present:

Carol Malesky, Stantec

**Item 1 – Call to Order - Note presence of quorum**

The meeting was called to order at 4:00 pm by Chair Ege Richardson.

**Item 2 – Approval of Agenda**

Melissa Armijo made a motion to approve the agenda. Dave Hill seconded the motion. The motion passed on a 7-0 vote.

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

**Item 3 – Approval of October 4, 2018 Action Summary**

Ron Schwarzwaldler made a motion to approve the action summary as amended to correct the vote tally. Scott Verhines seconded the motion. The motion passed on a 7-0 vote.

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

*Mike Hightower and Janie Chermak entered the meeting at this time.*

**Item 4 – Water-Sewer Rate Evaluation Presentation**

Carol Malesky reviewed the Cost-of-Service (COS) process and discussed the different components of the COS analysis for rate design. She also reviewed the rate revenue policies and rate design pricing objectives. In addition, she discussed the fixed charges and commodity rates of the Water Authority's current rate structure.

**Item 5 – Customer Conversations Results Presentation**

Elizabeth Anderson presented the results from the FY19 Customer Conversations meetings on drinking water quality. She reviewed the customer input on the aesthetic water quality attributes and their suggestions for improving the Water Quality Report. She stated that the input received will be incorporated into the redesign of the Water Quality Report.

**Item 6 – Public Comment**

Elaine Hebard provided comments.

**Item 7 – Adjournment**

The meeting concluded at 5:36 pm.