



Albuquerque Bernalillo County Water Authority

Albuquerque
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Customer Conversations Report

The Water Authority conducted four forums titled Customer Conversations in FY 2014 to engage its customers through topic forums. The purpose of these meetings was not only to comply with organizational Goals and Objectives but to also establish a process to engage customers on an ongoing basis as recommended by the Water Resources Management Strategy.

The Customer Advisory Committee (CAC) hosted each meeting and CAC members attended these meetings to observe the process and listen to customers' discussions and comments. A total of 203 customers attended the four meetings. Participants provided input on the topics listed below through activities developed by utility staff. In addition, 624 comments were recorded or received during the activities.

Meeting Topics

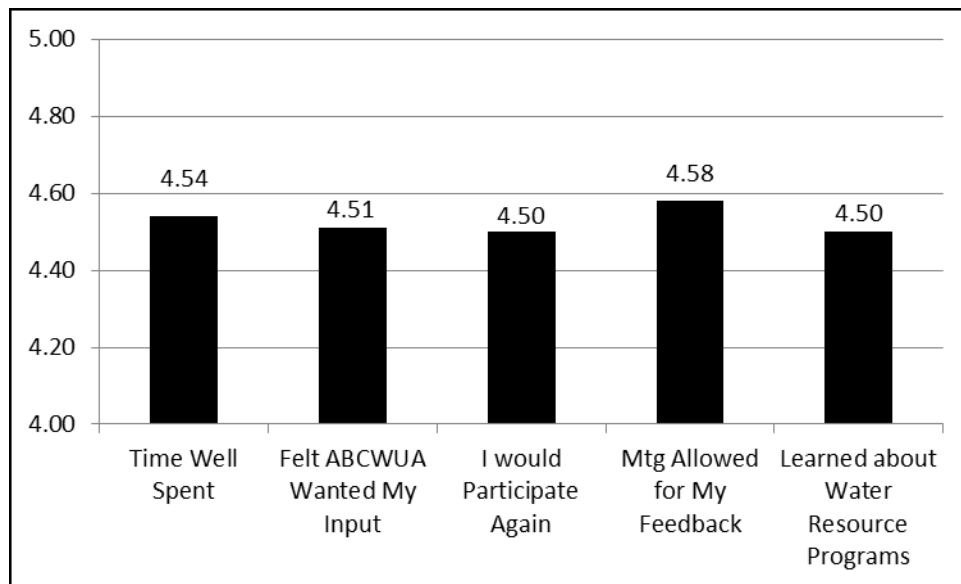
Activity 1 Long Term Water Supply Priorities
Activity 2 Water Waste Enforcement Program Retrofit
Activity 3 Water Reuse

In Activity 1, participants were provided nine water supply priorities to evaluate and score. Based on a point system, Habitat Restoration and Parks received the highest votes, followed by Urban Trees and Urban Farms/Community Gardens based on allocation of water use required for these types of water use. However, based on number votes received for each priority, participants were most supportive of the Urban Farms/Community Gardens and Urban Trees.

In Activity 2, participants prioritized eight proposed changes to the Water Waste Enforcement Program. Participants favored linking the water waste violation fee to meter size the most. The second most favored program change was for a customer to be required to receive a water audit after their fourth violation. The third most favored program was for staff to meet with the customer in lieu of the first fee.

In Activity 3, participants provided their level of comfort around four scenarios on different water reuse options that the Water Authority may consider in the next ten years. Participants utilized interactive polling to respond to seven multiple choice questions for the four scenarios. The most supported scenario was to inject purified reclaimed wastewater into the aquifer and store it before being recovered and treated for delivery to customers. The second most supported scenario was to put the purified reclaimed water in the river upstream of diversion intake. Participants were somewhat supportive of storing reclaimed wastewater in a reservoir before treating for drinking water purposes, and they were somewhat less supportive of direct potable reuse where there would be no intervening storage.

Based on the meeting evaluations, participants gave a score of 4.5 or higher on a scale of 1 to 5 based on five evaluation statements.



FISCAL IMPACT:

None

COMMENTS:

Additional Customer Conversations forums are planned for FY15.