



Customer Advisory Committee Orientation Meeting Summary

Monday, March 19, 2019, 6:00-9:00 pm

INTRODUCTION

Hilary Straus, General Manager of the Citrus Heights Water District (CHWD), called the meeting to order at 6:00 p.m. He welcomed the members of the Customer Advisory Committee (CAC), expressed his excitement and gratitude for the commitment by such a diverse and capable group of District customers, and stressed how important the CAC will be in helping the District with both the Project 2030 Water Main Replacement Project and the Water Meter Replacement Project.

Missy Pieri, District Engineer and Project 2030 Project Manager, also welcomed the group. Explaining that the purpose of Project 2030 is to develop a plan to replace over half of all water mains between the years 2030 to 2055, Missy outlined:

1. **Project 2030 Goals:**
 - a. Develop an Asset Inventory
 - b. Develop a comprehensive Water Main Replacement Program
 - c. Develop Funding Options, such as Pay-As-You-Go, Debt Service, Blended Approach, Grants
 - d. Inform and Seek Input from CHWD Customers

2. **Role of the Customer Advisory Committee:**
 - a. Advisory body to the Board
 - b. Consider engineering and funding options
 - c. Make a policy recommendation to the Board

Laura Mason-Smith, CAC meeting facilitator and president of Mason-Smith Success Strategies, reviewed with the CAC the **Orientation Meeting Agenda:**

1. Introductions activity
2. Brief District background
3. Legal overview
4. CAC process and logistics
5. Preview of the next CAC meeting on May 29, 2018
6. Public comment
7. Close

Laura also explained that meeting materials will be provided electronically to the CAC members in advance of their meetings and will be posted on the CHWD website, Project 2030 Section. In addition, meeting summaries that provide an overview of each of the CAC meetings as well as a video of the meetings will be posted to the website to be available to the CAC members and the general public.



Customer Advisory Committee Orientation Meeting Summary

Monday, March 19, 2019, 6:00-9:00 pm

ATTENDEES

CAC Members:

Kimberly Berg	Commercial Representative
Julie Beyers	Residential Representative
Patti Catalano	Residential Representative
Katherine Cooley	Institutional Representative
Suzanne Guthrie	Residential Representative
Doug MacTaggart	Residential Representative
Porsche Middleton	Residential Representative
Dave Mitchell	Institutional Representative
Richard Moore	Residential Representative
Monte Morris	Institutional Representative (for Wes Ervin)
Jenna Moser	Residential Representative
Mike Nishimura	Commercial Representative
David Paige	Residential Representative
Aimee Pfaff	Residential Representative
Peg Pinard	Residential Representative
Cindi Price	Institutional Representative
Chris Ralston	Institutional Representative
Ray Riehle	CHWD Director
Javed Siddiqui	Residential Representative
Noe Villa	Institutional Representative
David Wheaton	Residential

James Monteton, Residential Representative, Caroll Mortensen, Residential Representative, and Coleen Sloan, Residential Representative were unable to participate.

CHWD Staff:

Chris Castruita	Management Services Supervisor/Chief Board Clerk
Tamar Dawson	Assistant Engineer
David Gordon	Operations Manager
Rex Meurer	Water Efficiency Supervisor
Josh Nelson	Assistant General Counsel
Missy Pieri	Engineering Manager/District Engineer
Madeline Henry	Management Services Specialist/Deputy Board Clerk
Hilary Straus	General Manager

Consultants:

Roger Kohne	Harris & Associates
Laura Mason-Smith	Mason-Smith Success Strategies
Patti Ransdell	Circlepoint



Customer Advisory Committee Orientation Meeting Summary

Monday, March 19, 2019, 6:00-9:00 pm

CAC MEMBERS' DESIRED OUTCOMES FOR THE CAC PROCESS

After participating in an interactive process to get to know each other, CAC members shared why they want to participate in the Project 2030 CAC process. Their responses included:

- Learning and creating win-win results for the District and our customers
- Being able to contribute
- Being part of such a huge project
- Learning more about our water resources
- Seeing how the CAC process goes and how processes such as these can be applied to other projects
- Ensuring we have continued access to our wonderful water
- The intrinsic satisfaction of working on an important project
- Being able to use my technical background
- Helping keep affordable prices in mind during the process
- Being part of such a big community engagement project
- Advocating for high-speed internet in our area
- Preserving the future of the Water District
- Contributing to our community and Water District
- Applying my past experience in water resources
- Getting to know the community even better
- Ensuring transparency and accountability
- Being part of a project that is a collaboration with the District and other community agencies
- Providing input to make our process even better
- Knowing what will be best for our customers
- Making our community better for future generations

CHWD HISTORY

Explaining that much more extensive information about CHWD's administration, capital, and operation will be provided at the CAC Meeting #1 on May 29, 2018, Missy Pieri reviewed a map of the original Citrus Heights Water District and provided a brief historical background of the District:

- Formed in the 1920's and served 225 farms
- Consisted of 4.7 square miles
- Purchased water from the North Fork Ditch Company
- Utilized various water pipe materials, including riveted steel, cast iron, and possibly redwood, the vast majority of which have been replaced
- Remained rural through the 1950's



Customer Advisory Committee Orientation Meeting Summary

Monday, March 19, 2019, 6:00-9:00 pm

Displaying a current District map, Missy explained:

- The District's current system relates to the suburban growth starting in the 1960s through the mid 1980s:
- 20,000 connections
- 13 square miles, and over 250 miles of pipeline
- Pipe materials including asbestos cement, PVC, and ductile iron
- Several miles of thin-walled steel remain in use
- Asbestos cement pipe and PVC are now 45-50 years old

LEGAL OVERVIEW

Assistant General Counsel Josh Nelson provided a Legal Overview that covered the following key elements that relate to the CAC:

- The Brown Act – California's open meeting law
- The Public Records Act (PRA) – the right of the public to obtain copies of CHWD records
- The District's Conflict of Interest requirements

The specifics of these presentations can be seen in the meeting materials for this Orientation Meeting that are posted on the CHWD website, Project 2030 Section.

With regard to potential Conflicts of Interest, it was emphasized for CAC members that:

- If you or your interests are affected by an item before the CAC, please ask Chris Castruita or Missy Pieri whether you have a conflict:
 - Chris Castruita, 916-735-7711
 - Missy Pieri, 916-732-7724
 - Email: cac@chwd.org
- If you do have a conflict of interest, you will need to recuse yourself from participating in that discussion.



Customer Advisory Committee Orientation Meeting Summary

Monday, March 19, 2019, 6:00-9:00 pm

CAC PROCESS AND LOGISTICS OVERVIEW

Laura Mason-Smith reviewed the current CAC meeting schedule ([see meeting materials on the website for the schedule graphic](#)). These after-dinner meetings and the initial high-level topics anticipated for each of the meetings are shown below.

Workshop #1: May 29, 2018, 6:30-9:00 pm, Citrus Heights Community Center
Citrus Heights Water District Overview—Administration, Capital and Operation Project 2030 Water Main Replacement Overview Election of CAC Chair and Vice Chair
Workshop #2: August 28, 2018, 6:30-9:00 pm, Citrus Heights Community Center
Main Replacement Basics Level of Service (LOS) Introduction Asset Inventory Results
Workshop #3: December 11, 2018, 6:30-9:00 pm, Citrus Heights Community Center
Main Replacement Findings and Costs Funding Concepts Introduction Selection of Main Replacement Options
Workshop #4: March 2019, 6:30-9:00 pm, Citrus Heights Community Center
Main Replacement Funding Analysis Market Research Primer Selection of two Main Replacement and Funding Packages for market research
Workshop #5 May 2019, 6:30-9:00 pm, Citrus Heights Community Center
Market Research Results Develop Final Board Recommendation Steps for Implementation Plan
Workshop #6: September 2019, 6:30-9:00 pm, Citrus Heights Community Center
Review Implementation



Customer Advisory Committee Orientation Meeting Summary

Monday, March 19, 2019, 6:00-9:00 pm

QUESTIONS AND ANSWERS

Q1: What is the Water Demand Forecast?

A: This is the projection, or forecast, of future water use by District customers. This will be based on several factors, including population projections, zoning changes, conservation, regulations, and other development-related factors. The planning period will be from today to 2050 or 2060, depending on available supporting planning and documentation.

Q2: Will we be assessing demand by zoning areas, since a lot of these may change?

A: Yes, we will assess and forecast water demand/use based on land use and zoning throughout the various districts and zones within the District's service boundary.

Q3: How will the Meter Replacement Program relate to well replacement and/or to water sources?

A: The Meter Replacement Program is an independent program as it relates to well development and water source selection.

Q4: How can we communicate our CAC member questions among each other without violating the Brown Act? How can CAC members become more familiar with each other's questions?

A: Staff can work with you to add topics to the agenda or schedule smaller meetings. There is flexibility built into this process, and we can determine productive ways to be able to share questions. Please forward all questions to Chris Castruita (cac@chwd.org) so that they can be addressed.

Q5: What can CAC members do between meetings to prepare ourselves?

A: Staff indicated between meetings CAC members should review the meeting minutes from the previous meeting and review the agenda and any supporting documents for the upcoming meeting. Where appropriate, staff will issue additional information via email and the CAC webpage to provide additional contextual information in advance of the upcoming CAC meeting.



Customer Advisory Committee Orientation Meeting Summary

Monday, March 19, 2019, 6:00-9:00 pm

ELECTION OF CAC CHAIR AND VICE CHAIR

The voting members of the CAC will elect a Chair and Vice Chair at their first meeting on May 29, 2018. Laura Mason-Smith reviewed with the CAC the Chair and Vice Chair roles.

Role of the CAC Chair

1. Call the CAC meetings to order
2. Lead the Pledge of Allegiance
3. Turn the meetings over to the facilitator for the agenda review and meeting facilitation
4. Manage any voting processes during CAC meetings, as appropriate
5. Manage the public comment portion of the CAC meetings
6. Close the meetings
7. Act as the official spokesperson for the CAC when presenting CAC Project 2030 updates at the CHWD Board meetings (at 30 percent and 60 percent through the Project 2030 study process)
8. Act as the official spokesperson for the CAC when presenting the CAC majority position on recommendations to the CHWD Board at the conclusion of the Project

Role of the CAC Vice Chair

Act for the CAC Chair should that person be unable to serve

Any voting CAC member interested in self-nominating for Chair or Vice Chair or both should submit an email to Chris Castruita at cac@chwd.org by Friday, May 11, 2018 at 5:00 pm. A ballot will be prepared in advance of the May 29, 2018 meeting.

PREVIEW OF CAC MEETING #1

Laura reviewed the key agenda topics for the CAC Meeting #1 scheduled for May 29, 2018, from 6:30-9:00 pm, at the Citrus Heights Community Center:

- Citrus Heights Water District Overview—Administration, Capital and Operation
- Project 2030 Water Main Replacement Overview
- Election of CAC Chair and Vice Chair



Customer Advisory Committee Orientation Meeting Summary

Monday, March 19, 2019, 6:00-9:00 pm

MEETING TAKE-AWAY'S

The participants shared what they were taking away from the Orientation Meeting as:

- A more thorough understanding of the Project 2030 scope and the CAC's role
- Excited to learn more
- The District did a fantastic job of recruiting people to the CAC
- Look forward to participating
- Better understanding, and higher interest and appreciation of all the information on these kinds of groups
- Understanding the behind-the-scenes and importance of attending these types of meetings
- Appreciate all that our Committee has to do
- Appreciate the diversity of perspectives
- Looking forward to this large project
- Appreciate the opportunity to serve on this Committee
- This will be a long but interesting process
- Better understanding of the CAC
- Lots of questions
- Getting to know Citrus Heights' leaders
- This is a big job
- Peeling back the curtain and learning more about how our water system works
- Appreciate being selected to be part of this process
- Really like the diversity of this group
- Really interesting
- Appreciate being able to advocate for high-speed internet in our area
- Really appreciate the overall plan and graphic of the process
- Excited about the process
- Wow, the selection committee nailed this!
- Getting to know everyone
- Excellent group
- Excited to understand more about water mains on the technical side
- Attitude of gratitude for everyone giving of their time and cultivating an interest in public service
- The breadth and depth of knowledge and service
- Very astute questions
- Looking forward to working with everyone



Customer Advisory Committee Orientation Meeting Summary

Monday, March 19, 2019, 6:00-9:00 pm

PUBLIC COMMENTS

None

CLOSE

Missy Pieri thanked the CAC members for their participation and adjourned the meeting at 8:36 p.m.