



## Customer Advisory Committee Meeting Summary

Tuesday, May 19, 2026, 5:45- 7:45 p.m.

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### INTRODUCTION

Customer Advisory Committee (CAC) Chair Andrew Johnson called the meeting to order at 5:50 pm, welcomed CAC members on behalf of the Citrus Heights Water District (CHWD or District), and led the Pledge of Allegiance. Clerk Kayleigh Shepard conducted roll call. Chair Johnson then opened a Public Comment session; no public comments were made.

Chair Johnson introduced CAC Facilitator Jennifer Liebermann, who reviewed the agenda.

1. Call to Order and Roll Call
2. Pledge of Allegiance
3. Visitors and Public Comment
4. Meter Series Overview
5. Meter Background
6. Meter Expert Breakout Groups
7. Meter Series: What Comes Next?
8. Group Share Out
9. Adjourn

### ATTENDEES

#### Customer Advisory Committee

|                   |                                                         |
|-------------------|---------------------------------------------------------|
| Amanda Camacho    | Residential Member                                      |
| Regina Cave       | City of Citrus Heights General Services Director        |
| Janet Hogan       | Residential Member                                      |
| Andrew Johnson    | Residential Member – CAC Chair                          |
| Richard Moses     | Residential Member                                      |
| Michael Nishimura | Residential Member – CAC Vice Chair                     |
| Mary Poole        | City of Citrus Heights Operations Manager               |
| Susan Powers      | Residential Member                                      |
| Pennie Rose       | Residential Alternate                                   |
| Andrew Saunders   | Sunrise Recreation and Park District Board of Directors |
| Alan Utzig        | Residential Member                                      |

#### Citrus Heights Water Board of Directors

|               |                          |
|---------------|--------------------------|
| Ray Riehle    | Board Member             |
| Caryl Sheehan | Board Member – President |



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### Citrus Heights Water Staff

|                       |                                     |
|-----------------------|-------------------------------------|
| Kathy Abarca          | Management Analyst                  |
| Brady Chambers        | Field Services Specialist           |
| Khandriale Clark      | Public Affairs Analyst              |
| Mary Elise Conzelmann | Public Affairs Manager              |
| Kelly Drake           | Field Services Supervisor           |
| Katie Fuerte          | Public Affairs Analyst              |
| Todd Jordan           | Director of Operations              |
| Annie Liu             | Director of Administrative Services |
| Jace Nunes            | Senior Management Analyst           |
| Missy Pieri           | Director of Engineering             |
| Ali Shafaq            | Principal Civil Engineer            |
| Kayleigh Shepard      | Senior Management Analyst           |
| Hilary Straus         | General Manager                     |

### Guests

|                    |                                         |
|--------------------|-----------------------------------------|
| Adam Arevalo       | Ferguson Enterprise Solution Specialist |
| Meha Bola          | GHD Senior Advisor                      |
| Catherine Bonnefoy | Customer                                |
| Aaron Feldhaus     | Customer                                |

### Facilitator

|                     |                                |
|---------------------|--------------------------------|
| Jennifer Liebermann | Jennifer Liebermann Consulting |
|---------------------|--------------------------------|

### FRAMING

Facilitator Jennifer Liebermann opened the meeting by noting that this was the first of a four-part series, providing an overview of the evening and what the CAC should expect.

### METER SERIES

Public Affairs Manager Mary Elise Conzelmann presented an overview of the 2026 core CAC meeting series focused on meter technology, including its purpose, structure, and anticipated outcomes. She explained that the CAC's role throughout the series is to help staff recommend to the Board how and when the District should replace its meter technology. Using a storyboard framework, she outlined the progression of the four-part series, beginning with foundational education on meter technologies and continuing



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through evaluation, discussion, and recommendation development. The series will conclude in December with a recap of CAC contributions and an update on the District's Water System Master Plan, a long-range, 25-year roadmap that will identify what to do and when to do it.

### **WATER METER OVERVIEW**

Director of Operations Todd Jordan and Senior Management Analyst Jace Nunes provided an overview of water meters and their role within California water systems. The presentation explored the history and evolution of water meter technology, current meter infrastructure within the District, and findings from a regional replacement study conducted in 2019. Staff noted that CHWD operates more than 21,000 meters throughout its service area, with approximately 75 percent installed between 1998 and 2006. As many of these meters approach the end of their expected service life, the District is evaluating future replacement options.

### **NEXT GENERATION METER TECHNOLOGY**

Director of Operations Todd Jordan presented information on three primary meter-reading technologies: touch-read, automatic meter reading (AMR), and advanced metering infrastructure (AMI). The presentation reviewed how each technology functions, along with associated operational capabilities and limitations. Staff explained that most CHWD meters currently utilize touch-read technology, which requires manual data collection and provides limited access to usage information. Newer technologies offer expanded capabilities, including remote data collection, improved leak detection, enhanced customer access to water-use information, and more timely operational insights.

### **METER EXPERT BREAKOUT GROUPS**

Participants were divided into structured breakout discussions designed to provide hands-on learning opportunities. Participants rotated through two stations focused on meter technologies and future system capabilities. The breakout sessions allowed attendees to examine equipment, ask questions, and explore the operational and customer service impacts of different meter technologies.

At the first station, Field Services Specialist Brady Chambers provided an overview of current meter technologies and demonstrated various meter types used throughout the industry. Participants learned about mechanical and ultrasonic meters, including the operational differences between the technologies and factors influencing industry trends toward ultrasonic meters. Discussion also included reliability considerations and evolving infrastructure requirements associated with newer developments.

At the second station, Field Services Supervisor Kelly Drake and meter technology partner Adam Arevalo discussed advanced metering infrastructure technologies and their potential applications within the District. Participants explored how enhanced meter



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communication systems can improve operational efficiency, support leak detection efforts, and provide customers with increased access to water-use information and account management tools.

### **METER SERIES: WHAT'S NEXT**

Following the breakout sessions, Mary Elise Conzelmann provided a recap of the evening's discussion and reviewed the next steps in the meter series. She highlighted upcoming opportunities for CAC members to evaluate the benefits and challenges of future meter technologies and contribute feedback that will inform future recommendations to the Board of Directors.

### **CLOSING ACTIVITY**

To conclude the meeting, Mary Elise Conzelmann invited participants to complete a brief reflection and feedback exercise. Attendees were asked to complete cards to capture personal insights and takeaways from the discussions. In addition, cards were provided to participants to submit feedback, questions, or follow-up requests to CHWD staff.

### **ADJOURN**

CAC Chair Andrew Johnson adjourned the meeting at 7:43 PM.