



## Customer Advisory Committee Meeting Summary

Tuesday, September 15, 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 5:46 p.m., led the Pledge of Allegiance, and turned the meeting over to CAC Facilitator Jennifer Liebermann. Liebermann invited attendees to introduce themselves and share something they were looking forward to in the fall. The group welcomed Christian Ganea as the newest CAC representative for Sacramento Metropolitan Fire District. Public Affairs Analyst Katie Fuerte then provided housekeeping information on required training for CAC members before Liebermann reviewed the meeting purpose and agenda.

The meeting was the third session in the 2026 meter technology series and focused on refining the District's preferred approach for next-generation meter technology, reviewing Advanced Metering Infrastructure (AMI) data, gathering feedback on the cellular AMI pilot program, and identifying next steps.

### Meeting Agenda:

1. Call to Order and Roll Call
2. Pledge of Allegiance
3. Visitors and Public Comment
4. Housekeeping
5. Meter Series Overview
6. Staff Recommendation
7. AMI Meter Data
8. Cellular AMI Data
9. Group Share Out
10. Adjourn

### ATTENDEES

#### Customer Advisory Committee

|                    |                                       |
|--------------------|---------------------------------------|
| Jodi Ash           | Residential Member                    |
| Catherine Bonnefoy | Residential Alternate                 |
| Regina Cave        | City of Citrus Heights Representative |
| Paul Dietrich      | Residential Member                    |
| Cristian Ganea     | Sacramento Metro Fire District        |
| Suzanne Guthrie    | Residential Member                    |
| Janet Hogan        | Residential Member                    |
| Andrew Johnson     | Residential Member – CAC Chair        |
| Richard Moses      | Residential Member                    |



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| Michael Nishimura | Residential Member – CAC Vice Chair |
| Susan Powers      | Residential Member                  |
| Pennie Rose       | Residential Alternate               |
| Myel Thelen       | Residential Alternate               |

### **Citrus Heights Water Board of Directors**

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

### **Citrus Heights Water Staff**

|                       |                                     |
|-----------------------|-------------------------------------|
| 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 |
| Missy Pieri           | Director of Engineering             |
| Ali Shafaq            | Principal Civil Engineer            |
| Kayleigh Shepard      | Senior Management Analyst           |

### **Guests**

|                |          |
|----------------|----------|
| Aaron Feldhaus | Customer |
|----------------|----------|

### **Facilitator**

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

### **FRAMING**

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

### **METER SERIES**

Public Affairs Manager Mary Elise Conzelmann highlighted two recent District recognitions: first place in the Citrus Heights Chamber's Best Utilities and Services category and a community service award from the Citrus Heights Kiwanis Club. She then reviewed the meter series goals, the progression of the four-meeting series, the roles of the CAC, staff, Carollo, and the Board of Directors, and how CAC input is incorporated into staff findings and recommendations.



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Conzelmann reiterated that the series is intended to help staff recommend to the Board how and when the District should replace its meter technology while considering customer perspectives, operational needs, costs, and long-term planning.

### **STAFF RECOMMENDATION**

Director of Operations Todd Jordan reviewed why the District began evaluating meter technology. Staff identified three primary reasons: much of the District's meter population is aging and approaching replacement age; the current touch-read technology is nearing the end of its useful life and provides limited operational capabilities; and newer technology may provide meaningful benefits to customers and District operations.

Staff compared four technology choices: the status quo/touch-read system, automatic meter reading (AMR) or drive-by reading, cellular Advanced Metering Infrastructure (AMI), and fixed-network AMI. Staff evaluated the alternatives based on cost, operational capability, customer benefits, implementation complexity, and long-term flexibility. Jordan explained that cellular AMI provides high operational capability while avoiding District-owned communications infrastructure and reducing implementation complexity compared with fixed-network AMI.

Staff also evaluated two implementation approaches: 'implement now' and 'implement over time.' 'Implement now' would convert the system more quickly and provide AMI benefits sooner, but would require contractor-led installation, external financing, and replacement of some meters that may still have useful life. 'Implement over time' would phase the work over approximately eight years, generally one meter-reading route per year, allowing the District to use existing assets longer, align the pace with available funding, and use District staff for more of the installation work. Staff estimated the phased approach would reduce 20-year lifecycle costs by approximately \$8 million compared with immediate implementation.

Staff recommended implementing cellular AMI over time. Jordan said the technology would improve customer service and leak detection, reduce manual field work, avoid District-owned communication infrastructure, and support long-term modernization.

### **CAC DISCUSSION ON THE RECOMMENDATION**

CAC members discussed lifecycle costs, inflation, contractor assumptions, local contracting, funding, route sequencing, meter life, and implementation timing. Missy Pieri asked about the difference between capital and lifecycle cost figures. Staff explained that lifecycle costs include the longer-term costs of purchasing, maintaining, and replacing equipment, as well as contractor and financing costs associated with an immediate conversion.



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### **AMI METER DATA: CUSTOMER AND DISTRICT USES**

Field Services Supervisor Kelly Drake demonstrated the information available through cellular AMI and described how the District can use the data operationally. The system provides more frequent water-use information, allowing staff to identify continuous flow, investigate unusual usage, respond to billing questions remotely, monitor meter performance, and reduce unnecessary field visits. Newer meter technology may also provide additional capabilities, including pressure monitoring and tools that can help identify potential distribution-system leaks.

Drake explained that continuous overnight flow can indicate a customer-side leak. When asked where customers commonly lose water, he identified toilets as a frequent indoor source and irrigation as a frequent outdoor source. Staff also discussed using pressure and meter data with Project 2030 risk assessments, with monitoring equipment placed strategically where the information would provide the most value.

### **CELLULAR AMI PILOT PROGRAM AND CAC FEEDBACK**

Fuerte and Drake reviewed the cellular AMI pilot program. Thirty-three CAC and Board participants received upgraded cellular service and were invited to register for the customer portal. Six participants registered, representing an 18 percent registration rate. Staff identified two potential leaks among pilot participants, including customers who had not activated their portal accounts, showing the District can still spot unusual or continuous water use from the operational side.

Richard Moses said the portal let him see his irrigation pattern change when he adjusted from daily to every-other-day watering, confirming the system was operating as intended. Pennie Rose said seeing detailed water-use information helped her identify where household water could potentially be reduced. She also asked about accessing the portal on more than one device; staff explained that the same login credentials can be used on multiple devices.

Missy Pieri shared an example of a neighbor's irrigation valve becoming stuck while the neighbor was away and noted that an alert could have helped identify the problem sooner. CAC members said leak detection and prevention of property damage could be strong messages when communicating the value of AMI to customers.

Members who had not registered for the portal cited competing priorities, crowded email inboxes, and the District's concurrent billing-system transition.

CAC members also asked whether staff would continue to receive leak notifications once the system expands to all customers. Drake explained that notification thresholds can be configured and that staff can continue monitoring continuous flow. Liebermann



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asked members to consider how customers would prefer to be contacted about possible leaks, such as by phone, mail, or email.

### **NEXT STEPS AND REFLECTIONS**

Conzelmann closed the meter-series discussion by thanking CAC members for their participation and feedback. She explained that staff will next take the recommendation for cellular AMI implemented over time to the Board of Directors. The December CAC meeting will include an update on the Board's direction, an overview of the Water System Master Plan, and a celebration and recap of the year's CAC work.

Members completed reflection and feedback cards and participated in a closing one-word reflection. Responses included "patience," "enlightened," "curious," "growth," "informative," "clear benefits," "use the tools given," "comfortable," "fantastic," "motivated," and "responsible to find the leak." Board Member Riehle also reflected on the District's long-term reduction in water use and the value of using new technology as another tool to help customers understand and manage their water use.

### **ADJOURN**

CAC Chair Andrew Johnson adjourned the meeting at 7:34 PM.