



Customer Advisory Committee Meeting Summary

Wednesday December 17, 2025, 5:45-7:45 p.m.

INTRODUCTION

The Customer Advisory Committee (CAC) Chair Andrew Johnson called the meeting to order at 5:48 p.m., welcomed the CAC members, and led the Pledge of Allegiance. Clerk Brittney Moore conducted a formal roll call. Chair Johnson then opened a **Public Comment** session, and there was no Public Comment.

Chair Johnson turned the meeting over to Jennifer Liebermann, the CAC meeting facilitator, who reviewed the following **Meeting Agenda** for the evening:

1. Call to Order and Roll Call
2. Pledge of Allegiance
3. Visitors and Public Comment
4. Agenda Review and Table Introductions
5. Celebrate: 2025 Year in Review
6. Activate: Reflections on CAC Learnings
7. Ripples: Community Engagement Feedback
8. Elevate: Preview of 2026
9. Public Comment

ATTENDEES

Customer Advisory Committee

Jodi Ash	Residential Member
Julie Beyers	Residential Member
Amanda Camacho	Residential Alternate
Lana Crum	Residential Member
Paul Dietrich	Residential Member
Julia Eunice	Residential Member
Suzanne Guthrie	Residential Member
Janet Hogan	Residential Member
Andrew Johnson	Residential Member and CAC Chair
Richard Moses	Residential Member
Michael Nishimura	Residential Member and CAC Vice Chair
Amy Nygren	Sacramento Metro Fire
Stephen Pay	Alternate Residential Member
Mary Poole	City of Citrus Heights
Marguerite (Pennie) Rose	Residential Member
Alan Utzig	Residential Member



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Citrus Heights Water Board of Directors

Caryl F. Sheehan	Board Member
Raymond A. Riehle	Board President
David C. Wheaton	Board Member

Citrus Heights Water Staff

Annie Liu	Director of Administrative Services
Brittney Moore	Administrative Services Manager
Missy Pieri	Director of Engineering
Mary Elise Conzelmann	Public Affairs Manager
Nicole Townsell	Public Affairs Analyst
Khandriale Clark	Public Affairs Analyst
Hilary Straus	General Manager
Todd Jordan	Director of Operations

Facilitator

Jennifer Liebermann	Jennifer Liebermann Consulting
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FRAMING

The facilitator opened the meeting by framing the evening's purpose around three key themes: **Celebrate, Activate, and Elevate.**

TABLE INTRODUCTIONS

CAC members participated in a 20-minute small group discussion at their tables, reflecting on their experiences and preferences for engaging with the community. Discussion questions included:

- How long have you been a part of the CAC, and what motivated you to join?
- Which types of Citrus Heights Water communication do you value, and why?
- What was the most important CAC meeting topic this past year, and why?
- What's one way you've shared (or would like to share) what you've learned with your neighbors or community?
- What CAC information have you shared with friends or neighbors, and why?

Key Themes from Table Discussions

CAC members expressed a variety of communication preferences (appreciation for printed materials, visiting the website, and water quality reports). They highlighted valuable learning experiences including viewing the physical representation of a unit of water that "made it click." Most felt that implementing the Project 2030 policy decision from the original CAC was the most important meeting in terms of the October budget. Many members enjoyed the April well site visit, noting that the opportunity to "see to understand" made technical concepts more accessible and memorable. CAC Members expressed appreciation for being invited to community events such as the groundbreaking ceremony for the new well site.

CELEBRATE: 2025 YEAR IN REVIEW

Five presenters provided a comprehensive review of the CAC's 2025 learning journey. Each meeting was highlighted with key takeaways:

February: Project 2030 Workflows, Pipeline Condition Assessment, and Water System Master Plan
Presenter: Missy Pieri, Director of Engineering



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The CAC learned about the comprehensive planning efforts underway to implement Project 2030, including:

- Water main replacement planning and predesign work for key replacements
- Pipeline condition assessment technologies for both transmission and distribution mains
- Developing the Water System Master Plan to guide long-term infrastructure decisions
- Pavement restoration requirements and coordination with local jurisdictions
- Staffing projections to support expanded capital project implementation
- Facilities modernization and expansion planning
- Public affairs strategies to keep the community informed throughout implementation

The CAC received feedback on a public communication campaign for Pipeline Condition Assessment, helping to refine messaging that would resonate with the broader community.

Key Takeaway: *Simplify the technical concepts to make them understandable for the community.*

April: Well Site Visit

Presenter: Todd Jordan, Director of Operations

The CAC visited a well site for a hands-on learning experience that included:

- Groundwater as a stored resource and reliable supply during dry periods or emergencies
- Touring the well pumphouse to understand how water travels from underground aquifers to customer taps
- Learning about the control systems that manage pump operations
- Understanding water quality monitoring protocols, including weekly routine testing and up to 96 water quality samples collected monthly to ensure compliance with state and federal health standards

The visit provided CAC members with a tangible understanding of the District's groundwater program and the extensive quality control measures in place.

Key Takeaway: *Providing safe, high-quality water for our community.*

June: Regional Water Issues and Groundwater Management

Presenter: Mary Elise Conzelmann, Public Affairs Manager

The CAC learned about regional water collaboration and groundwater sustainability:

- The role of the Regional Water Authority in coordinating water planning across the Sacramento region
- Regional water supply challenges and collaborative solutions



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- The Sacramento Regional Water Bank and how it provides water supply reliability
- Aquifer Storage and Recovery (ASR) programs that allow water agencies to store water underground during wet years and recover it during dry periods

CAC members participated in a poll about the importance of groundwater for the future, with 89% indicating it was "very important."

Key Takeaway: *Investing in groundwater strengthens our community's long-term water reliability.*

September: Local Government 101

Presenter: Ray Riehle, Board President

The CAC received comprehensive training on local government structure and special district governance:

- The history and formation of special districts in California
- Roles and responsibilities of elected board members versus professional staff
- How boards achieve unity of purpose and establish strategic direction
- The difference between policy-level decisions (made by the Board) and operational implementation (managed by staff)
- How strategic planning connects to annual budgeting
- The importance of public engagement and transparency in local government
- The three-legged stool model for healthy district operations: constituents/customers, board relationships, and district staff

The presentation highlighted how the Citrus Heights Water Board, comprised of members with diverse professional backgrounds (geologist, business owner, public works), brings complementary perspectives to governance decisions.

Key Takeaway: *Teamwork makes the dream work!*

October: Budget Overview and Implementing Project 2030

Presenter: Annie Liu, Director of Administrative Services

The Finance team provided a comprehensive overview of the District's 2026 budget and how it implements the Project 2030 policy recommendations developed by the original CAC:

- How strategic planning guides budget development
- The 2026 budget focus areas: replacing pipes, Project 2030 planning, building new wells, saving for the future, improving services, finding efficiencies, and engaging customers
- Funding sources and the District's success in securing grants and alternative funding



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- The proposed rate adjustment for 2026 and key cost drivers
- Reserve structure and the importance of maintaining adequate reserves
- The funding strategy for Project 2030: combining prefunding (dedicated reserves starting in FY22), pay-as-you-go rate funding, and debt financing (loans and bonds)

CAC members participated in small group Q&A sessions with Finance team members to ask clarifying questions about the budget and long-term financial planning.

Key Takeaway: *Today's financial decisions implement the CAC's 2021 Project 2030 recommendations.*

RECOGNIZING COMMUNITY VOLUNTEERS

Mary Elise Conzelmann, Public Affairs Manager, recognized CAC members who volunteered their time throughout 2025 to represent the District and engage with the broader community.

ACTIVATE: REFLECTIONS ON CAC LEARNINGS

Members completed a two-sided reflection worksheet to help CAC members consider their personal learning journey and motivations for community engagement.

RIPPLES: FEEDBACK ON COMMUNITY ENGAGEMENT

Mary Elise Conzelmann introduced the concept of "Ripples"—the impact CAC members create beyond the meetings by spreading knowledge, awareness, and support throughout the community. Ripples happen when members act as ambassadors, sharing information, engaging neighbors, and strengthening trust.

CAC members provided feedback on a range of engagement options through a dot voting exercise.

ELEVATE: PREVIEW OF 2026

Mary Elise Conzelmann provided a preview of the first meeting topic for 2026: Water System Master Plan Meter Technology. A short introductory video was shown to familiarize CAC members with the Water System Master Plan process. Mary Elise emphasized that Customer Advisory Committee feedback will inform timing, priorities, and engagement strategies as the plan is developed throughout 2026. The 2026 CAC meeting schedule will be announced in early 2026, with meetings continuing on a quarterly basis to review progress and other significant District initiatives.

PUBLIC COMMENT

Chair Andrew Johnson opened a second Public Comment session. There was no public comment.



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ADJOURN

Chair Andrew Johnson thanked the CAC members, Board members, and Citrus Heights Water staff for their participation and dedication throughout 2025. He closed the meeting at 7:46 p.m.