Customer Advisory Committee Meeting Summary

Tuesday, June 9, 2026, 5:45- 7:45 p.m.

INTRODUCTION

Customer Advisory Committee (CAC) Chair Andrew Johnson called the meeting to order at 5:50 p.m., welcomed CAC members on behalf of the Citrus Heights Water District (CHWD or District), and led the Pledge of Allegiance. Management Technician Viviana Munoz 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

Jodi Ash	Residential Member
Julie Beyers	Residential Member
Catherine Bonnefoy	Residential Member
Paul Dietrich	Residential Member
Suzanne Guthrie	Residential Member
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 Member
Myel Thelen	Residential Alternate
Andrew Saunders	Sunrise Recreation and Park District Board of Directors
Alan Utzig	Residential Member

Customer Advisory Committee Meeting Summary

Tuesday, June 9, 2026, 5:45- 7:45 p.m.

Citrus Heights Water Board of Directors

Caryl Sheehan	Board Member – President
David Wheaton	Board Member- Vice President

Citrus Heights Water Staff

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
Dana Mellado	Management Analyst
Viviana Muñoz	Management Technician
Missy Pieri	Director of Engineering
Ali Shafaq	Principal Civil Engineer
Megan Selling	Senior Accountant
Hilary Straus	General Manager

Guests

Matt Emslie	Ferguson Enterprise Solution Specialist
Aaron Feldhaus	Customer

Facilitator

Jennifer Liebermann	Jennifer Liebermann Consulting

FRAMING

Facilitator Jennifer Liebermann opened the meeting by reviewing its purpose and stating that the goal was to understand the meter technologies and staff recommendations.

METER SERIES

Public Affairs Manager Mary Elise Conzelmann reviewed the meter series goals and shared a recap of the May 19 meeting. She explained the group would build on the previous meeting and discuss how the topics discussed would be incorporated into the Water System Master Plan. The goal for the night was to review and discuss the benefits and challenges of future meter technology options. Everyone has a role to play

in this series, and they will work together to recommend to the Board how and when CHWD will replace water meter technology. After the meeting, CHWD staff will review CAC comments and develop the findings and recommendations.

METER TECHNOLOGY EVALUATION

Director of Engineering Missy Pieri presented an evaluation of long-term water meter technology options, including the existing touch-read system, Automated Meter Reading (AMR),Advanced Metering Infrastructure (AMI) Cellular, and AMI Fixed Network. Staff compared each option based on cost, operational capabilities, customer benefits, implementation complexity, and long-term flexibility.

While maintaining the current system had the lowest cost, it offered the fewest benefits. AMR improved efficiency but lacked many advanced features available through AMI technologies. Both AMI options provided enhanced customer access to water-use data, leak detection, and operational improvements.

Based on the evaluation, staff recommended Cellular AMI as the preferred long-term strategy, citing its strong customer and operational benefits, lower implementation complexity, and cost-effectiveness compared to a fixed network system.

COST AND TIMING: NEW METER TECHNOLOGY

Director of Operations Todd Jordan presented two options for implementing Cellular AMI .

Implement Now: A contractor would replace all meters within approximately one year. Customers could begin using AMI features after their new meters were installed. This option would require significant upfront investment and financing.

Implement Over Time: District staff would replace meters over a period of up to eight years. The District would pay for the work with operating revenues and reserves, avoiding the need to borrow.

Staff estimated lifecycle costs at $26.8 million for Implement Now and $18.5 million for Implement Over Time. Both options would provide the same meter technology and customer benefits. Staff concluded that the Implement Over Time offered better long-term value because it would deliver those benefits at an estimated $8.3 million lower lifecycle cost.

WATER USE PORTAL PILOT

Matt Emslie, a representative from Neptune, provided a live demonstration of the customer water use portal available through the AMI platform.

Customer Advisory Committee Meeting Summary

Tuesday, June 9, 2026, 5:45- 7:45 p.m.

The portal allows customers and staff to view detailed water usage data, track consumption trends, set usage and leak alerts, monitor multiple properties, and access billing information. Additional features include customizable dashboards, out-of-town notifications, and built-in instructional videos to help customers better understand and manage their water use.

GROUP DISCUSSION
Jennifer Liebermann facilitated a group discussion on the staff's recommendation to implement Cellular AMI.

Participants overall supported the phased implementation strategy, citing its cost savings, avoidance of debt financing, and long-term customer benefits. Discussion focused on implementation timing, fairness in determining meter replacement areas, potential future technology advancements, and how the district should communicate the project to customers.

Members have noted that customers will likely have questions about costs, replacement timelines, and the benefits of the new technology. Participants emphasized the importance of highlighting the District's commitment to fiscal responsibility, equitable implementation, and improved customer access to water-use information.

METER SERIES: WHAT'S NEXT
Following the pilot, Mary Elise Conzelmann provided a recap of the evening's discussion and reviewed the next steps in the meter series. She explained that the September meeting will focus on refining the meter technology evaluation and developing a recommendation, while continuing to gather CAC feedback. The December meeting will serve as a recap and celebration, providing an opportunity to reflect on key outcomes, recognize participant contributions, and review the Water System Master Plan.

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 7:50 p.m..