

Customer Advisory Committee

Celebrate, Activate, & Elevate

December 17, 2025

Introduction

Andrew Johnson, CAC Chair

Introduction

- Call to Order
- Roll Call
- Pledge of Allegiance
- Visitors
- Public Comment

Agenda

- Table Introductions
- Celebrate
- Activate
- Elevate
- Adjourn



Recognize and celebrate our 2025 achievements and volunteer contributions while energizing our community for expanded engagement in 2026.

Table Questions

1. Share your name, how long you've been part of the Customer Advisory Committee, and what motivated you to join?
2. Which types of Citrus Heights Water communication (printed/digital newsletter, bill insert, social media, website, community events) do you value? Why?
3. What did you feel was the most important CAC meeting topic this past year? Why?
4. As a CAC member, what's one way you've shared (or would like to share) what you've learned with your neighbors or community?
5. What CAC information have you shared with friends or neighbors? Why did you share it?

Celebrate

2025 Year In Review

February - Project 2030

Missy Pieri, Director of Engineering

Project 2030 Workflows



Water Main Replacement



Pipeline Condition
Assessment – Transmission
& Distribution Mains



Water System Master Plan



Key Water Main
Replacements Predesign
Alternatives Analysis



Staffing Projections Updates



Facilities Modernization
& Expansion Project



Pavement Restoration
Requirements



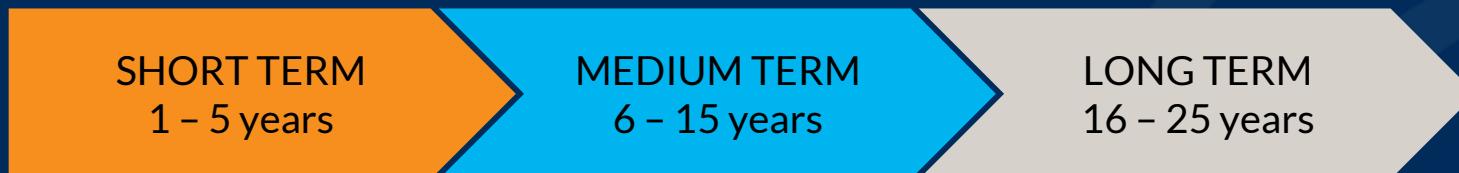
Funding Plan



Public Affairs

Water System Master Plan

- A road map consisting of a series of programs to undertake in:



SHORT TERM
1 - 5 years

MEDIUM TERM
6 - 15 years

LONG TERM
16 - 25 years

- A successful water system master plan road map will include:
 - Identification of technical elements – “What to do”
 - Implementation plan schedules – “When to do it”
 - Financial Planning – “How to pay for it”

What is Pipeline Condition Assessment

- Pipelines are the invisible veins of our cities, delivering water right to your tap.
- Condition assessment is like a doctor's check-up – we figure out how healthy the pipes are.



Communicating Project 2030

- Received feedback on six campaign elements:
 - Campaign Name: Condition Assessment or Pipe Checkup
 - Logo concept
 - What is most interesting?
 - What is most important about Condition Assessment?
 - What are the best communication channels?



February Key Takeaway

Simplify the technical concepts
to make them understandable
for the community.

April - Well Site Visit

Todd Jordan, Director of Operations

Wellside Chat

- Groundwater is a stored resource
- Reliable supply during dry periods or emergencies
- Citrus Heights Water is investing for the future
- Sustainable storage and recovery



Well Pumphouse

- Well pump operation
- Getting water from the ground to the tap
- Controlling the pump



Water Quality

- Regulations from state and federal health standards
- Weekly routine monitoring through sampling and testing
- Up to 96 water quality samples in a month



April Key Takeaway

Providing safe, high-quality
water for our community.

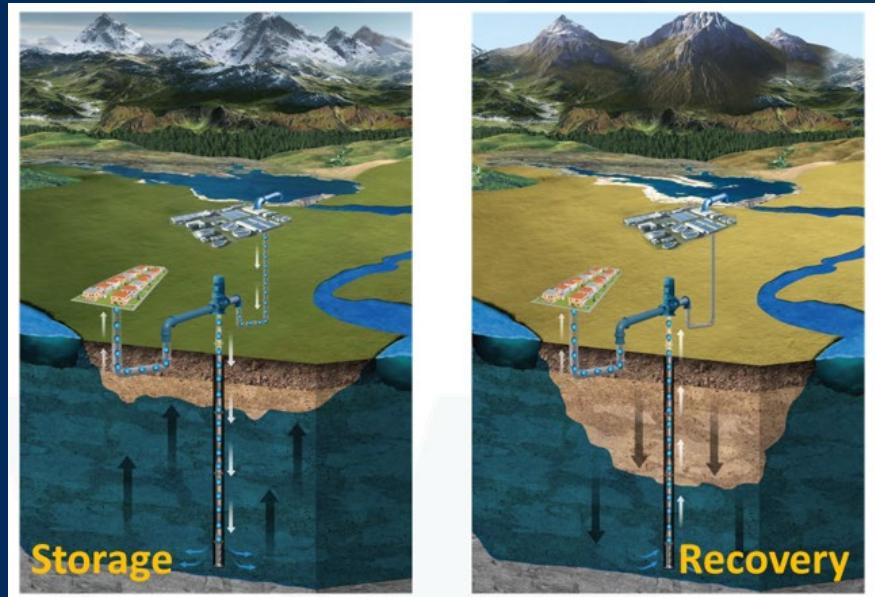
June - Regional Water

Mary Elise Conzelmann, Public Affairs Manager

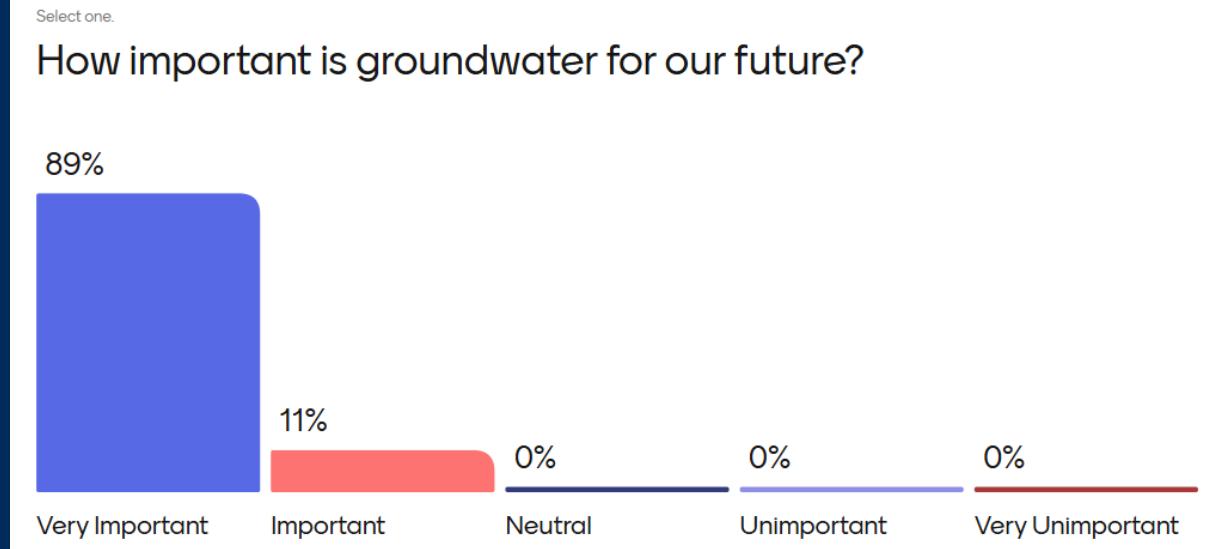
Regional Water Authority



- Regional Water Authority
- Regional Water Landscape
- Sacramento Regional Water Bank
- Aquifer Storage & Recovery



What We Heard?



June Key Takeaway

Investing in groundwater
strengthens our community's
long-term water reliability.

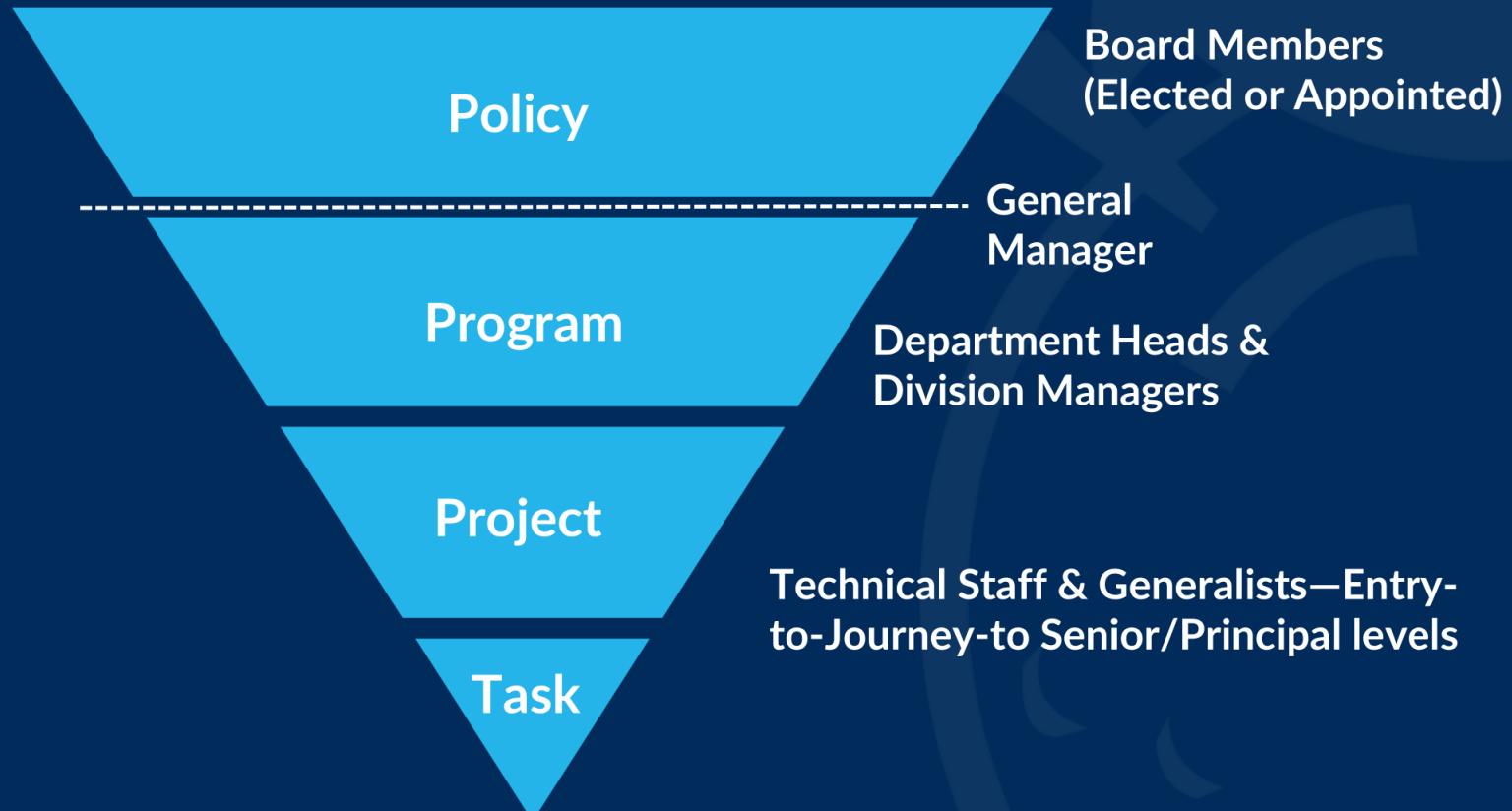
September – Local Government

Ray Riehle, Board President

What We Covered

- History/Background
- What are Boards and How Did They Get Here?
- Why Think About Governance?
- How Do Boards Achieve Unity of Purpose?
- Process and Steps Your Board Can Take to Build Unity of Purpose
- Qualities and Skills of Effective Directors
- How Boards Carry Out Their Mission Effectively

Roles



Board Relationships

Three-Legged Stool For a Healthy District

- Constituents or Customers
- Board Relations (Intergovernmental as well as within the agency)
- District Staff



Connecting Strategic Planning to Annual Budgeting



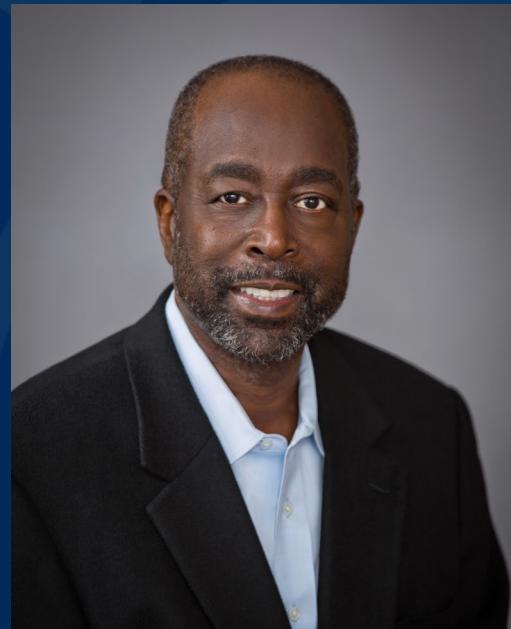
A Board with Different Professional Backgrounds



Geologist



Business Owner



Public Works



September Key Takeaway

Teamwork makes the dream work!

October – Budget Overview

Annie Liu,
Director of Administrative Services

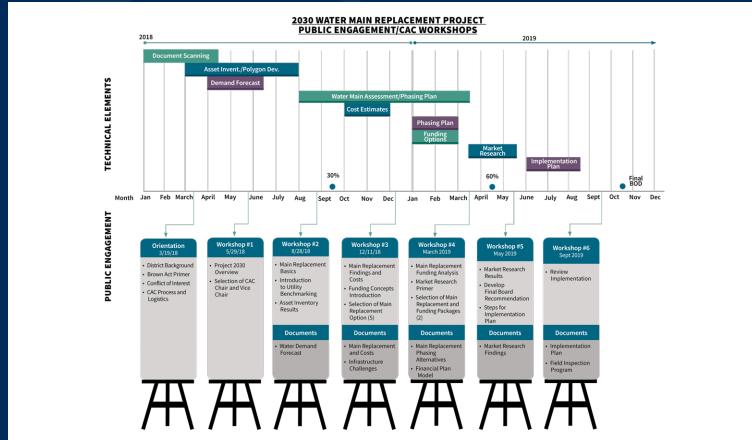
The Financial Plan



Budget Focus

CHWD's 2026 budget focuses on:

- Continuing implementation of Project 2030 Water Main Replacement Plan
- Completing important long-range infrastructure and asset management planning
- Maintaining adequate reserves
- Reinvesting and expanding CHWD's groundwater program
- Ongoing commitment to operational and financial efficiency
- Building capacity to exploring non-ratepayer funding
- Providing expanded opportunities for customer participation



From complex policy formation to policy implementation



Project 2030 Water Replacement Plan Implementation



From decision to action
— the ripple continues.



October Key Takeaway

Today's financial decisions
implement the CAC's 2021
Project 2030 recommendations.

Member Spotlight

Mary Elise Conzelmann, Public Affairs Manager

Strategic Planning Session

- Jodi Ash
- Suzanne Guthrie
- Andrew Johnson
- Richard Moses
- Michael Nishimura



ACWA JPIA Conference, Chamber Awards Dinner, and Chamber Leadership Program

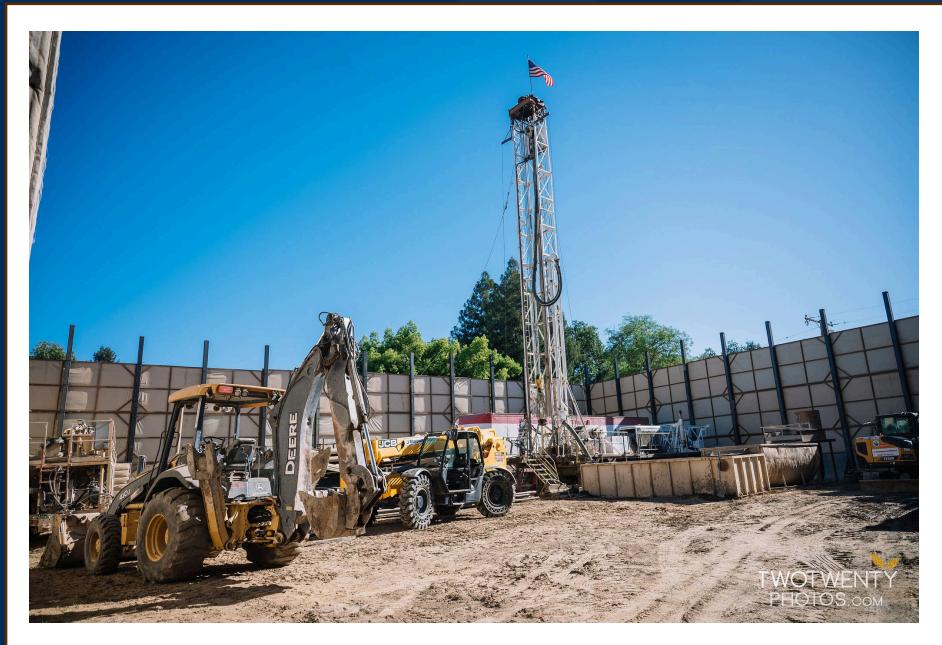
- Andrew Johnson

THANK YOU FOR PARTICIPATING!



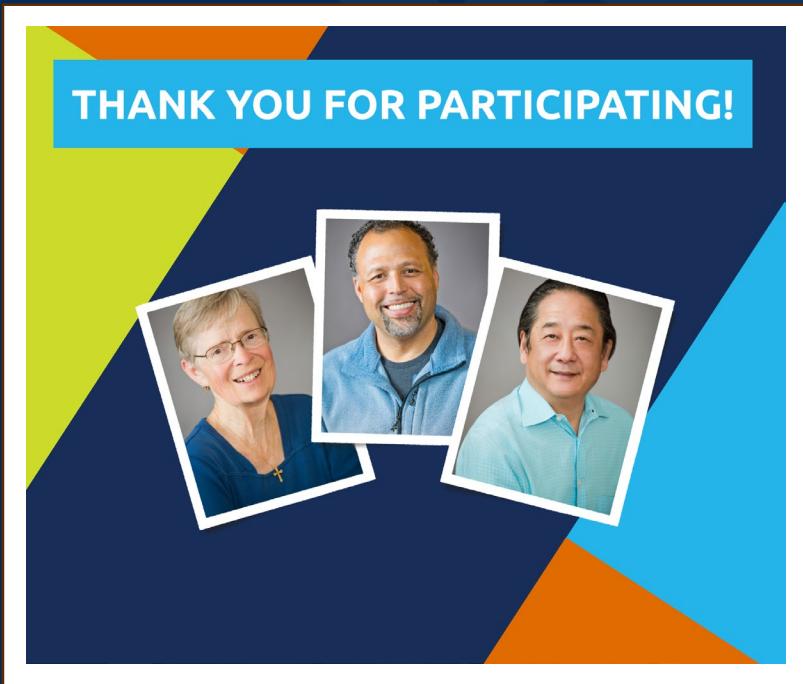
Well Groundbreaking Event

- Jodi Ash
- Julie Beyers
- Amanda Camacho
- Paul Dietrich
- Suzanne Guthrie
- Michael Nishimura
- Alan Utzig



HART Spaghetti Fest

- Suzanne Guthrie
- Andrew Johnson
- Mike Nishimura



Howl O'ween Parade and Festival

- Mike Nishimura

THANK YOU FOR PARTICIPATING!



Activate / Reflections

Jennifer Liebermann, Facilitator

Self-Reflection Worksheet

 DECEMBER 17, 2025

Name (Optional): _____

Self-Reflection

Take a moment to answer these questions on your worksheet and jot down your answers.

KEY LEARNINGS
What were your most important takeaways from the CAC in 2025? (Think about: Project 2030, budgets, local government, groundwater, operations—what surprised you, what made sense, what shifted your perspective?)

ONE THING THAT STUCK WITH YOU
What's one fact, story, or moment from 2025 meetings that you remember most clearly?

WHAT MADE IT CLICK?
Was there a specific way information was presented that helped you understand it better? (examples: site visits, visuals, analogies, hands-on activities, expert explanations)

WHY DOES IT MATTER?
If a neighbor asked you, "Why should I care about what's going on with the water district?"—what would you say? (2-3 sentences in your own words)

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Name (Optional): _____

Self-Reflection

Would you be interested in taking on a community leadership role in the future (elected, appointed, or other)? Circle one.

- Yes, I am interested in elected roles
- Yes, I am interested in appointed roles
- Yes, I am interested in other types of leadership roles
- Maybe, but I need more information
- No, not at this time

Additional comments?

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Why share Citrus Heights Water information?

- Supporting my community
- Transparency and trust in local government
- Ensuring access to reliable services
- Environmental stewardship
- Professional or personal interest in the sector
- Helping neighbors understand important issues
- Other

Ripples

Mary Elise Conzelmann, Public Affairs
Manager

What are Ripples?

Ripples are the impact our CAC members create beyond the meetings.

They spread knowledge, awareness, and support throughout the community.

Ripples happen when members act as ambassadors, sharing information, engaging neighbors, and strengthening trust.



We Want Your Feedback!

Help Shape the Customer Advisory Committee & Ripples Activities

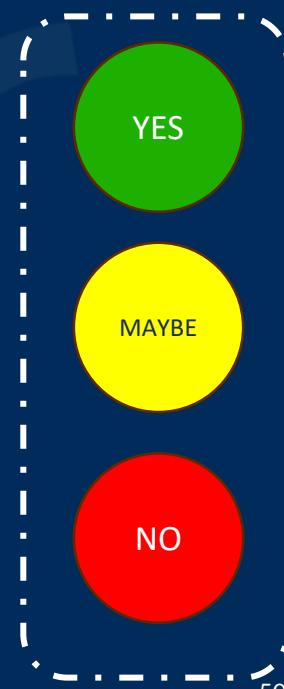
Ripple Feedback

Jennifer Liebermann, Facilitator

Ripples

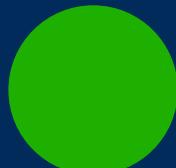
Questions about preferences for making ripples:

1. **What** to Share / Get Involved With
2. **How** to make ripples
3. **What support** you need

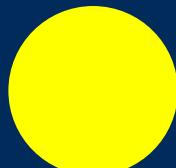


Dot Voting

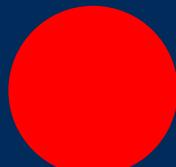
Place your dots to reflect your preferences.



GREEN = YES



YELLOW = MAYBE; NEED MORE INFO



RED = NO

2026 Preview

**Mary Elise Conzelmann, Public Affairs
Manager**



Coming Soon

2026 Customer

Advisory Committee

What's Next?



We'll share 2026 meeting
dates in January.



Stay in touch with our
team.



Enjoy the holiday season!

Public Comment

Andrew Johnson, CAC Chair

Closing

Jennifer Liebermann, Facilitator