



2023 Customer Advisory Committee Meeting Summary

Tuesday, January 16, 2024, 5:45-7:45pm

INTRODUCTION

Hilary Straus, General Manager, called the meeting to order at 5:45pm, welcomed the Customer Advisory Committee (CAC) members, and introduced Board President Caryl Sheehan, who led the Pledge of Allegiance. After also thanking the members of the CAC for their participation and sharing the story of how she became involved in water issues and was elected to the District Board, President Sheehan turned the meeting over to Laura Mason-Smith, the CAC meeting facilitator, who reviewed the following **Meeting Agenda** for the evening:

1. Welcome and Pledge of Allegiance
2. Agenda Review and Participant Introductions
3. Citrus Heights Water District Overview Continued
4. CAC Chair/Vice Chair Roles and Acceptance of Nominations
5. CAC Training Update
6. Public Comment
7. Participant Take-Away's
8. Close

Laura reiterated that meeting materials are provided electronically to the CAC members in advance of and following their meetings and are posted on the CHWD website, [Customer Advisory Committee Section](#). In addition, meeting summaries that provide an overview of each CAC meeting are posted to the website to be available to the CAC members and the general public.



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ATTENDEES

Customer Advisory Committee

Jodi Ash	Residential Representative
Julie Beyers	Residential Representative Alternate
Regina Cave	Institutional Representative, City of Citrus Heights
Paul Dietrich	Residential Representative Alternate
Debora Garcia	Residential Representative
Janet Hogan	Residential Representative
Andrew Johnson	Residential Representative
Eric Lindberg	Residential Representative
Krissi Miramontes	Residential Representative
Jenna Moser	Residential Representative
Richard Moses	Residential Representative Alternate
Amy Nygren	Institutional Representative, Sacramento Metropolitan Fire District
Alan Utzig	Residential Representative Alternate

Unable to attend were:

Juan Barillas	Residential Representative
Colin Bross	Institutional Representative, San Juan Unified School District
Suzanne Guthrie	Residential Representative
Kevin Huntzinger	Institutional Representative, Sunrise Parks and Recreation District
Jay Martinez	Residential Representative
Michael Nishimura	Residential Representative
Robin Rau	Residential Representative
Nanette Wheeler-Carter	Residential Representative
	Business Representative, Citrus Heights Chamber of Commerce
	Business Representative, Citrus Heights Chamber of Commerce At-large
	Business Representative, Sunrise MarketPlace
	Institutional Representative, Sylvan Cemetery District

CHWD Staff and Board:

Caryl Sheehan	CHWD President of the Board
David Wheaton	CHWD Vice President of the Board
Ray Riehle	CHWD Director
Hilary Straus	General Manager
Missy Pieri	Director of Engineering
Rebecca Scott	Director of Operations
Michael Shorter	Principal Accountant
Brittney Moore	Chief Board Clerk

Consultants:

Laura Mason-Smith	Mason-Smith Success Strategies
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CITRUS HEIGHTS WATER DISTRICT OVERVIEW

To continue the information sharing at the December 14, 2023 CAC meeting that focused on building a shared understanding of the Citrus Heights Water District, District team members reviewed the following topics with the CAC and answered related questions for clarification:

- Professional Organizations that are resources to the District
- Intergovernmental Relationships with organizations with whom the District interacts and collaborates
- The District budget

More detail on these topics is provided in the Meeting Slide Deck posted in the CAC Section of the District's website.

NOMINATIONS FOR CAC

Laura Mason-Smith again reviewed the role of the CAC Chair and Vice Chair and presented the CAC members with paper nomination sheets where they could nominate themselves or others for the positions of Chair/Vice Chair. Candidates will be invited to make a short presentation at the March 12, 2024 meeting, after which voting will take place and the winners announced.

ON-LINE TRAINING UPDATE

Brittney Howard reminded the CAC members of the February 29, 2024 deadline for completing the mandatory CAC member on-line training and reviewed how to access and document the training.

PUBLIC COMMENT

None



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MEETING TAKE-AWAY'S

CAC members shared the following learnings and take-away's from the Meeting:

1. It's very exciting to hear that Well #7 is being started and Well #8 is being planned – congratulations to everyone at the District!
2. I appreciated seeing all the information on the District's revenue, expenses, and financials.
3. The CAC members and District staff are a very nice group.
4. Very interesting to know how much of our region's water is used and how much goes down the American River each year.
5. It's nice to know the excellent quality of the District's groundwater.
6. Really glad to be here and get to know everyone.
7. Happy to hear about the intergovernmental relationships.
8. Appreciate receiving all the information tonight.
9. This information is very helpful for those of us who work with other agencies.
10. Exciting to hear about the grant received by the District to help pay for new wells.
11. I'd like to hear more information about groundwater quality versus surface water quality.
12. Tonight's presentations were very informative.
13. Appreciated hearing the Project 2030 update.

CLOSE

Board President Caryl Sheehan and General Manager Hilary Straus thanked the CAC members and District staff for their participation and expressed their excitement to continue to work with the CAC.

The meeting was closed at 7:45pm.