



## 2025 Customer Advisory Committee Meeting Summary

### Wednesday February 5, 5:45-7:45pm

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### ***INTRODUCTION***

Customer Advisory Committee Chair Andrew Johnson called the meeting to order at 5:46 pm, welcomed the Customer Advisory Committee (CAC) members, and led the Pledge of Allegiance. He 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. Welcome and Pledge of Allegiance
2. Public Comment
3. Agenda Review and Participant Introductions
4. Project 2030 Overview
5. Water System Masterplan
6. Pipeline Condition Assessment
7. Small Group Q&A with Citrus Heights Water District Staff
8. Input on Project 2030 Communication Campaign
9. Public Comment
10. CAC Member Meeting Learnings and Takeaway's
11. Close



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### **ATTENDEES**

#### **Customer Advisory Committee**

Jodi Ash	Residential Representative
Paul Dietrich	Residential Representative Alternate
Julia Eunice	Residential Representative Alternate
Suzanne Guthrie	Residential Representative
Andrew Johnson	Residential Representative and CAC Chair
Eric Lindberg	Residential Representative
Jenna Moser	Residential Representative
Richard Moses	Residential Representative
Michael Nishimura	Residential Representative and CAC Vice Chair
Amy Nygren	Institutional Representative, Sacramento Metro Fire District
Mary Poole	Institutional Representative, City of Citrus Heights
Alan Utzig	Residential Representative

#### **Unable to attend were:**

Julie Beyers	Residential Representative
Colin Bross	Institutional Representative, San Juan Unified School District
Carla Comiter	Residential Representative Alternate
Janet Hogan	Residential Representative
Kevin Huntzinger	Institutional Representative, Sunrise Parks and Recreation District
Krissi Miramontes	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 Board and Staff:**

Raymond Riehle	CHWD President of the Board
Caryl Sheehan	CHWD Vice President of the Board
David Wheaton	CHWD Director
Hilary Straus	General Manager
Annie Liu	Director of Administrative Services
Missy Pieri	Director of Engineering
Rebecca Scott	Director of Operations
Todd Jordan	Principal Civil Engineer
Ali Shafaq	Associate Civil Engineer
Tamar Dawson	Assistant Engineer
Dana Mellado	Management Analyst
Viviana Munoz	Customer Service Technician
Kayleigh Shepard	Deputy Board Clerk



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### ***ATTENDEES, continued***

**Guests:**

Alexis Simon

**Consultants:**

Jennifer Liebermann

Jennifer Liebermann Consulting



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### ***Project 2030 Overview***

Missy Pieri, Director of Engineering, provided an overview of Project 2030, with the goal of water main replacement.

Missy's presentation reviewed the key programs of Project 2030:

1. Water System Masterplan
2. Pipeline Condition Assessment – Transition and Distribution Mains
3. Key Water Main Replacement Predesign Alternatives Analysis
4. Staffing Projections
5. Corporation Yard Planning, Design and Construction
6. Pavement Restoration Requirements
7. Funding Plan
8. Public Affairs
9. Water Main Replacement

### ***Water System Master Plan***

Ali Shafaq, Associate Civil Engineer, described the water system master plan, why it needs to be updated and provided a preview of technologies being evaluated. The Water System Master Plan is a comprehensive roadmap designed to guide the development, maintenance, and improvement of a water system over time. More details on several new technologies to read meters will be presented at the August meeting for CAC input.

### ***Water System Master Plan***

Todd Jordan, Principal Civil Engineer, provided a presentation on the Pipeline Condition Assessment Program. This included an overview of what a pipeline assessment is and why it matters to prevent leaks, costly breaks and repairs or catastrophic failure. Todd took the CAC on a “virtual tour” of methods used to assess pipelines, with pictures and demonstrations of corrosion. Methods include soil inspection, checking for electrical continuity, ultrasonic testing, and identifying corrosion.

CAC members asked CHWD staff members questions in small groups of 6 – 7 people and answered a wide range of detailed questions.



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### Communication Campaign

Jennifer Liebermann, facilitator, shared four communication campaign elements. CAC members identified which elements they preferred and had an engaging discussion about preferences.



### WHAT DO YOU PREFER?

**Instructions:** Circle the item you prefer. There are no right or wrong answers!

<b>01</b> Campaign Name <b>Pick one</b> Condition Assessment or Pipe Checkup	<b>02</b> Campaign Name <b>Pick one</b> Water System Masterplan or Water System Future or Water System Roadmap
<b>3</b> Story Version A	<b>3</b> Story Version B
<b>Pick one</b>	
The District's service area urbanized mostly between 1960-1985. During that time, water mains were mostly installed by private developers. These water mains became donated assets to the District, which then became CHWD's responsibility to operate, maintain, and replace them.	The majority of new homes, businesses, and shopping centers in the District were built between 1960 and 1985. Water pipes were usually installed by private builders. The District required builders to donate the water pipes to the District. Since then, they've been CHWD's responsibility to operate, maintain, and replace.
<b>4</b> How should we inform the community?	
<b>Pick two</b>	
CHWD Social Media	Community events / neighborhood meetings
CHWD Newsletter	Ambassadors (CAC members)
Email Blasts (with permission)	Water Bills

CAC members offered many suggestions for communicating Project 2030 work. The group discussed using language that would be understood and create a sense of community, such as renaming Water System Masterplan "Our Water System Future".



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#### ***Meeting Preview***

Jennifer Liebermann, facilitator, shared the schedule for upcoming CAC meetings. A new meeting on August 13, 2025 is scheduled for the Water System Masterplan. The next meeting will be held in April at the well site.

#### ***PUBLIC COMMENT***

None

#### ***Key Meeting Take Aways:***

CAC members, staff and board members shared key insights, learnings and takeaway's.

- Appreciated the attendance, input and participation of CAC members. Enjoys hearing the perspective of people without a background in water. Wants to point out that pictures of pipeline failures in slide deck were stock photos and not CHWD's pipes.



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- The discussion on wording was really helpful and means a lot to be able to translate what nerds say to communicate more effectively with the community.
- Found the corrosion/steel wool demonstration most interesting
- Really appreciated the small group discussions. Todd was very knowledgeable and passionate about work he does.
- Appreciate the discussion on pipeline assessment and update on project 2030, loans, funding and grants. Would like more input on how we are paying.
- Liked seeing the returned CAC members of the original project 2030 group. CAC members have come up with great questions and provided new perspectives.
- Nice to hear new information and learn how it relates to funding.
- Appreciated learning 4-5 ways CHWD is making pipe assessments, encourages more technical information, enjoyed learning about corrosion of pipelines.
- Enjoyed learning more about pipes and meters. What we prefer and how we communicate, as prices go up and things change, its important to make sure we are speaking the language of our community.
- Appreciated how much thought goes into the decisions being made and future of our community
- Impressed by engagement by CAC, explained pricing for 2030 and reserve money. Working on grants and non-rate payer funding.
- Ali did a great job with graphics and explaining technical. Appreciated Todds presentation on geographical techniques to assess soil and the condition of pipelines.
- What was particularly interesting was learning parts of the master plan for pipe assessment and just how thorough and extensive the planning is to determine what areas of our infrastructure need more focus.
- Looks forward to getting into new metering technology discussion in August. Appreciated group discussions and having Missy answer questions.
- Interesting to hear everyone's different perspectives on wording and its impact, words matter.
- Really liked Ali and Todds presentations, not only educational but also very fun. I worked at CHWD very long time and appreciated knowing that the District is still hiring high quality and knowledgeable employees.



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- Enjoyed presentations and comments about word selection. Wording and word selection does matter! Never realized the impact of using words like “donate” vs “required.”
- Thought presentations were fabulous, I appreciated speaking to Missy about the commitment of CHWD to work with the City of Citrus Heights to ensure projects are being adjusted to align with City’s projects on roadways, etc.
- Todd mentioned about cost of different repairs. Most JPIA claims have been due to pipes bursting. The assessments we are currently going through with CHWD puts us way ahead of other agencies in California. JPIA pays for damages caused by pipes breaking. Referenced statewide example of 2 recent JPIA claims (not CHWD pipes) which cost JPIA over 2 million in claims. Hoping we can use this as a way to try to educate people at the state level to learn from these experiences and ultimately save money.
- Very educational, as Engineers we are learning how to better communicate with the general public on the future of our systems to make it more effective in conveying to the community what we do.
- I’ve seen growth in the institutional knowledge of the committee since it first began. Presentations by Todd, Missy, Ali and Jennifer were very informative, to help us better communicate back to our community. Thinking about how we can do leak assessments with new technologies.

### **CLOSE**

CAC Chair Andrew Johnson thanked the CAC members and District staff for their participation and closed the meeting at 7:55 pm.