



2024 Customer Advisory Committee Meeting Summary

Tuesday, October 8, 2024, 5:45-7:45pm

INTRODUCTION

Customer Advisory Chair Andrew Johnson called the meeting to order at 5:45pm, 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 Laura Mason-Smith, 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. 2025 District Budget Process
5. District Rate Study
6. Water Efficiency Programs, Classes, and Rebates
7. Review of December 2024 CAC Meeting
8. Public Comment
9. CAC Member Meeting Takeaway's
10. Close

Mason-Smith 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

Jody Ash	Residential Representative
Julie Beyers	Residential Representative
Colin Bross	Institutional Representative, San Juan Unified School District
Paul Dietrich	Residential Representative Alternate
Julia Eunice	Residential Representative Alternate
Suzanne Guthrie	Residential Representative
Janet Hogan	Residential Representative
Andrew Johnson	Residential Representative and CAC Chair
Eric Lindberg	Residential Representative
Richard Moses	Residential Representative
Michael Nishimura	Residential Representative
Amy Nygren	Institutional Representative, Sacramento Metropolitan Fire District
Mary Poole	Institutional Representative, City of Citrus Heights
Alan Utzig	Residential Representative
Nanette Wheeler-Carter	Residential Representative

Unable to attend were:

Carla Comiter	Residential Representative Alternate
Kevin Huntzinger	Institutional Representative, Sunrise Parks and Recreation District
Krissi Miramontes	Residential Representative
Jenna Moser	Residential Representative
Robin Rau	Residential Representative
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:

Caryl Sheehan	CHWD President of the Board
David Wheaton	CHWD Director
Hilary Straus	General Manager
Annie Liu	Director of Administrative Services
Rebecca Scott	Director of Operations
Brittney Moore	Administrative Services Manager
Tammy Gordon	Director of Public Affairs
Michael Shorter	Accounting Manager
Kayleigh Shepard	Deputy Board Clerk

Guests:

Habib Isaac	IB Consulting
Jennifer Liebermann	Jennifer Liebermann Consulting

Consultant:

Laura Mason-Smith	Mason-Smith Success Strategies
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2025 BUDGET PROCESS

The participants watched the 2024 Waterline Update Video that focused on the District's 2025 Budget. Annie Liu, Director of Operations, and Michael Shorter, Accounting Manager, then presented an overview of the District's Budget Process and highlights of the District's 2025 Budget that included:

- How the District uses customer dollars wisely.
- Key elements of the 2025 Budget.
- Transfers to Reserves.
- Revenue sources as an irrigation district, both in a typical year and in 2025.
- The Capital Improvement Budget and the positive impact of Grant awards.
- How the District invests in the Future through its “three pillars” of:
 - Project 2030 Water Main Replacement
 - Meter Replacement Program
 - Groundwater Expansion and Reinvestment
- Capital Improvement Project highlights – 2024 Projects and 2025 Proposed Projects.
- Purchases of wholesale treated surface water through San Juan Water District.
- How water is measured and relative costs.
- Proposed rate adjustments for 2025 and why rates are changing.
- How the District's rates compare to those of other relevant water districts.

RATE STUDY SESSION OVERVIEW

Habib Isaac, the District's rate expert, presented an overview of the District's Annual Rate Study:

- Factors impacting the District's Financial Plan:
 - Expense projections
 - Water demands
 - Revenue projections
 - Capital spending
 - Reserve funding



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RATE STUDY SESSION OVERVIEW *(continued)*

- Key assumptions for the cost-of-service Rate Study:
 - Inflation
 - Grown
 - Water demand
 - Capital spending CY 2025 - CY 2029
 - Project 2030
 - Reserves

- Rate design adjustments, both fixed and variable:
 - Adjust Project 2030 dedicated charge to what was initially recommended by the CAC
 - Fixed cost recovery
 - Variable costs

- Cost-of-Service FY 2025 revenue requirements

WATER EFFICIENCY PROGRAMS, CLASSES, AND REBATES

Rebecca Scott, Director of Operations, provided information and a link to the District's water efficiency programs available to help the community use water wisely and save money, including:

- Free **WaterSmart** classes,
- Free **landscape irrigation review and smart controller**, and
- **Rebates** for a pressure-reducing valve, ultra-low flush toilet, and high efficiency clothes water

A highly interactive Q&A session with the CAC members and presenters followed the presentations.

The slides and photographs for all presentations can be found in the Citrus Heights Water District website's [Customer Advisory Committee Section](#), October 8, 2024 meeting.



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NEXT STEPS

- The District's budget presentation will be held on Tuesday, December 10, 2024, at 6pm at the Citrus Heights Community Center South Flex Room.
- The next CAC meeting will be held on Monday, December 9, 2024, at 5:45pm, at the Citrus Heights Community Center.

PUBLIC COMMENT

None

MEETING LEARNINGS AND TAKE-AWAY'S

Participants shared the following learnings and takeaways from the Meeting:

1. It was very informative and good to have the Q&A.
2. Staff did a great job.
3. I was impressed with the wide variety of questions – such a broad spectrum.
4. I appreciated it all, but I still have some questions that I will email the District about.
5. A lot of great information; it was a nice budget presentation, and I've seen a few. Well done!
6. It was a nice presentation; I know you tried to make it simple, but I don't get it after all these days.
7. Nice presentation. I wish I had the slides while the presentation was going, so I could write notes on it. I couldn't read half of the slides. I was impressed with the quality of the questions.
8. For me, knowing what is going on in other districts is helpful – knowing that we are sound and stable.



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MEETING LEARNINGS AND TAKE-AWAY'S *(continued)*

9. I am impressed with what goes into running a water district. People take it for granted, and there are a lot of great people taking care of us.
10. Great presentation. I'd like a copy of it! I'm always impressed with the depth and breadth that CAC members bring.
11. I just have more questions that I need to bring independently.
12. I want to look at my water bill when I get home (I live in Roseville). The budget looks good, and so do the projections.
13. It was hard to understand, but the presentation made it a little clearer.
14. I reminisce about the previous time that we had Habib come into the CAC meetings several years ago related to funding Project 2030. We spent several sessions going deeply into the numbers. Because I participated in those conversations before, it made me able to connect back. I appreciate the amount of time it took to come to this type of structure.

CLOSE

CAC Chair Andrew Johnson thanked the CAC members and District staff for their participation and closed the meeting at 7:45pm.