



2023 Customer Advisory Committee Meeting Summary

Tuesday, March 12, 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 service, 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. CAC Chair and Vice Chair Selection
4. District Facility Tour
5. Next Steps
6. Public Comment
7. CAC Member Learnings and Meeting 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
Juan Barillas	Residential Representative
Colin Bross	Institutional Representative, San Juan Unified School District
Julie Byers	Residential Representative Alternate
Paul Dietrich	Residential Representative Alternate
Suzanne Guthrie	Residential Representative
Janet Hogan	Residential Representative
Kevin Huntzinger	Institutional Representative, Sunrise Parks and Recreation District
Andrew Johnson	Residential Representative
Eric Lindberg	Residential Representative
Jay Martinez	Residential Representative
Krissi Miramontes	Residential Representative
Richard Moses	Residential Representative Alternate
Jenna Moser	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 Alternate
Nanette Wheeler-Carter	Residential Representative

Unable to attend were:

Debora Garcia	Residential Representative
Robin Rau	Residential Representative
	Business Representative, Chamber of Commerce At-large
	Business Representative, Chamber of Commerce
	Business Representative, Sunrise MarketPlace
	Institutional Representative, Sylvan Cemetery District

CHWD Staff and Board:

Caryl Sheehan	CHWD President of the Board
Ray Riehle	CHWD Director
Hilary Straus	General Manager
Annie Liu	Director of Administrative Services
Missy Pieri	Director of Engineering
Brittney Moore	Administrative Services Manager/Chief Board Clerk
Tim Cutler	Water Distribution Supervisor
Jace Nunes	Management Analyst
Kayleigh Shepard	Management Analyst/Deputy Board Clerk

Consultants:

Laura Mason-Smith	Mason-Smith Success Strategies
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DISTRICT FACILITY TOUR

The CAC meeting was held at the Citrus Heights Water District Headquarters so that CAC members could learn more about the District and tour the Corporation Yard and Buildings..

To provide context for the tour, District Engineer Missy Pieri shared photos of the history of the District Headquarters site, including the Corporation Yard, and how it has evolved since its construction in 1948. Missy also explained that, with the implementation of Project 2030 and other major priorities, updating the Corporation Yard will be a major District priority.

Tim Cutler, Water Distribution Supervisor, then provided the participants with a physical tour of the Corporation Yard and Headquarters Buildings while answering questions along the way.

The Tour included the:

- Shop and Equipment
- Vehicles
- Water Vacuum Pits
- Covered Material Storage
- Vehicle Wash Station
- Uncovered Material Storage
- Well
- Generator and Diesel
- Administration Building
- Engineering/Operations Building

CAC CHAIR AND VICE CHAIR SELECTION

CAC Member votes for CAC Chair and Vice Chair were counted during the tour, and it was announced after the tour that, effective immediately, the new CAC Chair was Andrew Johnson, and the CAC Vice Chair was Michael Nishimura.



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NEXT STEPS

The upcoming CAC meeting/activity schedule was reviewed, and it was announced that all CAC members would be invited to the District's Annual Strategic Planning Session on Tuesday evening, June 18, 2024.

PUBLIC COMMENT

None

MEETING LEARNINGS AND TAKE-AWAY'S

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

1. It was so interesting to have a hands-on tour of the facilities and be able to see the materials and equipment up close
2. Seeing everyone's interest
3. Looking at all the fresh, smiling faces of the CAC members
4. Really good food tonight!
5. Liked the water vacuum pits and interesting process that was designed by the District staff
6. So good to see how things have been created in-house
7. It was so interesting to see what's behind the Headquarters building
8. I learned that it takes a lot of electricity to pull water out of the ground
9. Happy with our new CAC Chair and Vice Chair
10. Cool tour
11. The District's vacuum process is really interesting
12. Impressive to see the staff's areas of expertise
13. There is such a high caliber of the staff and CAC members
14. The staff's creativity to create so many processes in house
15. Fascinating to see how clean the Corporation Yard is
16. Seeing where the water starts and how all the processes work



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

17. Learning about the filtration process created by the District staff and how it works
18. Everyone's interest in what the District does and how this affects rates; everything takes work and costs money, and the District really pays attention to being efficient
19. Appreciate seeing behind the scenes in the office and shop
20. Impressed by the quality and quantity of the materials
21. The District staff's hospitality and pride in what is done
22. Water is the essence of life, and I hadn't considered before specifically what it takes to bring the water to our taps
23. So much ingenuity of the staff
24. It's so interesting how wells are managed and controlled
25. Water is so important for all of us; for example, schools cannot stay open without water
26. So much staff professionalism is evident everywhere

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.