



2023 Customer Advisory Committee Meeting Summary

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

INTRODUCTION

District Board President Caryl Sheehan welcomed the Customer Advisory Committee (CAC) members and turned the meeting over to CAC Chair Andrew Johnson. Chair Johnson called the meeting to order at 5:45pm 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. Water Supply Overview
5. District Groundwater Overview
6. CAC Member Observations and Survey
7. Next Steps
8. Public Comment
9. CAC Member Meeting Take-Away'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 Alternate
Regina Cave	Institutional Representative, City of Citrus Heights
Julia Eunice	Residential Representative Alternate
Suzanne Guthrie	Residential Representative
Janet Hogan	Residential Representative
Andrew Johnson	Residential Representative
Krissi Miramontes	Residential Representative
Jenna Moser	Residential Representative
Richard Moses	Residential Representative Alternate
Michael Nishimura	Residential Representative
Amy Nygren	Institutional Representative, Sacramento Metropolitan Fire District
Robin Rau	Residential Representative
Alan Utzig	Residential Representative Alternate

Unable to attend were:

Colin Bross	Institutional Representative, San Juan Unified School District
Paul Dietrich	Residential Representative Alternate
Debora Garcia	Residential Representative
Kevin Huntzinger	Institutional Representative, Sunrise Parks and Recreation District
Eric Lindberg	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:

Caryl Sheehan	CHWD President of the Board
David Wheaton	CHWD Vice President of the Board
Ray Riehle	CHWD Director
Hilary Straus	General Manager
Annie Liu	Director of Administrative Services
Missy Pieri	Director of Engineering
Rebecca Scott	Director of Operations
Kayleigh Shepard	Deputy Board Clerk

Guests:

Tony Barela	San Juan Water District
Paul Helliker	San Juan Water District

Consultant:

Laura Mason-Smith	Mason-Smith Success Strategies
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WATER SUPPLY OVERVIEW

Tony Barela, Director of Operations for the San Juan Water District, provided an informative Water Supply Overview that included the history of the Folsom Reservoir, the Folsom Dam operations, and the operations of the San Juan Water District Treatment Plant. The slides and photographs related to Mr. Barela's presentation can be found in the Citrus Heights Water District website's [Customer Advisory Committee Section](#) related to the July 16, 2024 meeting.

CHWD GROUNDWATER OVERVIEW

Rebecca Scott, CHWD Director of Operations, presented an overview of the District's groundwater:

- The history and location of the District's well, and
- Aquifer storage and recovery (ASR) technology.

The slides and photographs related to Ms. Scott's presentation can also be found in the Citrus Heights Water District website's [Customer Advisory Committee Section](#) related to the July 16, 2024 meeting.

CAC MEMBER OBSERVATIONS

CAC members met in three groups to discuss **what inspires them to be part of the CAC.**

- Giving back to the community and having time available to volunteer.
- We're interested in Water District operations and are able to gain insights on the District's practices.
- Learning about the complexity of our water.
- Stewardship to help make our water safe and clean for all of us and future generations.
- The importance of water in our location and the procedures involved.
- Learning and also being able to potentially influence decisions.
- The water infrastructure for residents, businesses, and special groups, such as schools and the City.

The CAC members then individually completed a survey about their CAC experiences. The survey results will be presented at the next CAC meeting.



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NEXT STEPS

The upcoming CAC meeting/activity schedule was reviewed. The next CAC meeting will be held on Tuesday evening, September 10, 2024, at 5:45pm.

PUBLIC COMMENT

None

MEETING LEARNINGS AND TAKE-AWAY'S

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

1. Lots of information was provided tonight, and I learned a lot.
2. I learned a lot about how water is treated before being sent to the Water Districts and then to customers.
3. I'm impressed that San Juan Water District (SJWD) sent a representative to explain the history of Folsom Lake, the Dam, and water treatment operations.
4. The talk about the Water Treatment Plant was so interesting.
5. I really appreciated the time for questions and answers, and there were sharp questions.
6. I appreciate everyone's interest in the topic and thank them for their turnout and input.
7. This was my first meeting with the CAC, and I learned so much.
8. It's interesting that the Bureau of Land Management (BLM) owns the dam, and I wonder how the BLM pays the SJWD to run the dam.
9. Such good questions and discussion really made me think about things.
10. Really good information from Tony; it's fascinating to learn about the chemistry and science involved in water treatment.
11. I wish we had more time on this topic.



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

12. I'm really glad to be involved, and it's awesome to learn so much.
13. I heard again tonight information about the availability of water and all the numbers about how water is measured.
14. It's often confusing to understand what water representatives and political people say about water availability.
15. I would like to hear more about Water Rights.
16. I really enjoyed learning all this but am disappointed we couldn't go visit Folsom Dam.
17. We're incredibly blessed to have the ease of water we have and to learn more about the hard work that goes into making our water available and safe.
18. Very fascinating information, and I'm intrigued with the changes at the reservoir.
19. It might be useful to know more about water issues everywhere.
20. Great presentations, and I learned so much; I'm surprised that there isn't projected to be a water supply problem in our District in 40 years.
21. It's much clearer that the District has rights to a certain amount of water. We are fortunate to have such good water that others don't necessarily have.

CLOSE

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