



## 2024 Customer Advisory Committee Meeting Summary

Tuesday, September 10, 2024, 5:45-7:45pm

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### ***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. Water Rights and Water Supply Overview
5. CAC Survey Results
6. CAC Topics of Interest for 2025
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**

Julie Beyers	Residential Representative Alternate
Colin Bross	Institutional Representative, San Juan Unified School District
Paul Dietrich	Residential Representative Alternate
Julia Eunice	Residential Representative Alternate
Suzanne Guthrie	Residential Representative
Andrew Johnson	Residential Representative
Eric Lindberg	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:**

Jody Ash	Residential Representative
Janet Hogan	Residential Representative
Kevin Huntzinger	Institutional Representative, Sunrise Parks and Recreation District
Krissi Miramontes	Residential Representative
Jenna Moser	Residential Representative
Richard Moses	Residential Representative Alternate Nanette Wheeler-Carter
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
Ray Riehle	CHWD Director
Steve Anderson	CHWD General Council
Hilary Straus	General Manager
Missy Pieri	Director of Engineering
Rebecca Scott	Director of Operations
Tammy Gordon	Director of Public Affairs
Brittney Moore	Administrative Services Manager
Kayleigh Shepard	Deputy Board Clerk

#### **Guests:**

Jennifer Liebermann	Jennifer Liebermann Consulting
Alfred Sanchez	

#### **Consultant:**

Laura Mason-Smith	Mason-Smith Success Strategies
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### ***WATER RIGHTS AND WATER SUPPLY OVERVIEW***

Steve Anderson, CHWD General Council, provided an informative overview of:

- Water history from the 1880's to 1920,
- The formation of the Citrus Heights Irrigation District in 1920,
- Water Rights,
- The formation of the San Juan Suburban Water District (SJWD) to manage the distribution of water from the newly built Folsom Reservoir,
- The current SJWD Water Rights Portfolio, and
- The region's urbanization in the 1940s and 1950s led to big development in the Citrus Heights Water District from 1960-1985.

The slides and photographs in Mr. Anderson's presentation can be found in the Citrus Heights Water District website's [Customer Advisory Committee Section](#) related to the September 10, 2024 meeting.

### ***CAC MEMBER OBSERVATIONS***

Kayleigh Shephard reviewed with the CAC members the summary of their survey results from the July 2024 CAC meeting (see Attachment A). The CAC members then ranked the following potential topics of interest for future CAC meetings, which are listed in priority order.

1. Water quality testing for taste/odor and additives
2. Pipeline Replacement—Project 2030 status
3. In-person Tour of SJWD Water Treatment Plant and Folsom Dam
4. Above-ground water storage
5. District Budget
6. Rates
7. Tour of District wells and information on their construction and how they work



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### **CAC MEMBER OBSERVATIONS** *(continued)*

8. Residential water infrastructure to the house after it leaves CHWD lines:
  - a. Investment and maintenance
  - b. How to help educate and encourage customers
  - c. Residential meter investment/maintenance
  - d. Impact on pipes due to hard water
9. Local Representatives
10. The influence of Federal Regulations

### **NEXT STEPS**

The upcoming CAC meeting/activity schedule was reviewed. The next CAC meeting will be held on Tuesday evening, October 8, 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. Steve Anderson's presentation on Water Rights and Water Supply was outstanding, especially about water history.
2. Steve and his firm, BBK, are really excellent and help make CHWD such a well-managed District.
3. What a great presentation that bridged history with the District in the present.
4. This was a very informative and appropriate session.
5. Great constructive information.
6. I'm so grateful for all the District is doing.



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

7. I liked how the information was simplified and also enjoyed hearing about the survey results.
8. I didn't realize how complex the issues are; I've met wonderful people tonight and look forward to learning more.
9. I wish the presentation could have been even longer.
10. I liked getting the review of the survey results.
11. Such a great story of the District's history and foundation.
12. I'm still learning so many new things.
13. I learned a ton of stuff tonight.
14. Today was cool, and we learned about water history, politics, finance, technology, and science!
15. Really appreciated the simplified history of all the issues.
16. I think the presentation tonight was just the right amount of information.
17. Now we're way more informed than before.

### **CLOSE**

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