

**REGULAR MEETING AGENDA OF THE
CUSTOMER ADVISORY COMMITTEE OF
CITRUS HEIGHTS WATER DISTRICT (CHWD)
JANUARY 16, 2024 beginning at 5:45 PM**

**CITRUS HEIGHTS COMMUNITY CENTER, HALL C
6300 FOUNTAIN SQUARE DRIVE, CITRUS HEIGHTS, CA**

In compliance with the Americans with Disabilities Act, if you have a disability and need a disability-related modification or accommodation to participate in this meeting, please contact the General Manager at (916) 725-6873. Requests must be made as early as possible, and at least one full business day before the start of the meeting. The meeting will be held at the listed physical location.

Members of the public may attend the meeting at the location specified above.

CALL TO ORDER:

Upon request, agenda items may be moved to accommodate those in attendance wishing to address that item. Please inform the General Manager.

ROLL CALL OF COMMITTEE MEMBERS:

PLEDGE OF ALLEGIANCE:

PUBLIC COMMENT:

The Public shall have the opportunity to directly address the Customer Advisory Committee on any item of interest to the public before or during the Committee's consideration of that item pursuant to Government Code Section 54954.3. Public comment on items of interest within the jurisdiction of the Committee is welcome. The Committee Chair will limit comments to three (3) minutes per speaker.

(A) Action Item

(D) Discussion Item

(I) Information Item

BUSINESS:

B-1. Approval of Meeting #1 Summary – December 14, 2023 (A)

B-2. District Policy and Operations Briefing (I/D)

COMMITTEE MEMBERS' AND FACILITATOR REPORTS:

C-1. Facilitator's Report (I)

C-2. Committee Members' Reports (I)

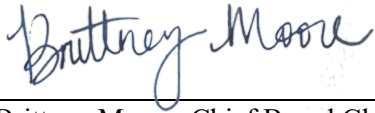
FUTURE CHWD CUSTOMER ADVISORY COMMITTEE MEETING DATES:

March 12, 2024 6:00 PM Regular Meeting

ADJOURNMENT:

CERTIFICATION:

I do hereby declare and certify that this agenda for this Regular Meeting of the Customer Advisory Committee of the Citrus Heights Water District was posted in a location accessible to the public at the District Administrative Office Building, 6230 Sylvan Road, Citrus Heights, CA 95610 and the Citrus Heights Community Center, 6300 Fountain Square Drive, Citrus Heights, CA 95610 at least 72 hours prior to the regular meeting in accordance with Government Code Section 54954.2.



Brittney Moore, Chief Board Clerk

Dated: January 11, 2024



2023 Customer Advisory Committee Meeting Summary

Thursday, December 14, 2023, 5:45-7:45pm

INTRODUCTION

Hilary Straus, General Manager, called the meeting to order at 5:45pm, welcomed the Customer Advisory Committee (CAC) members, explained the CAC purpose, and introduced Board President Ray Riehle, who led the Pledge of Allegiance. After thanking the members of the CAC for their participation, President Riehle 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. Citrus Heights Water District Overview – History and Current Operations
4. CAC Role, Process, and Logistics
5. Public Comment
6. Participant Take-Away's
7. 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.



2023 Customer Advisory Committee Meeting Summary

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ATTENDEES

Customer Advisory Committee

Jodi Ash	Residential Representative
Colin Bross	Institutional Representative, San Juan Unified School District
Julie Byers	Residential Representative Alternate
Paul Dietrich	Residential Representative Alternate
Diane Ebbitt-Riehle	Business Representative, Citrus Heights Chamber of Commerce
Debora Garcia	Residential Representative
Suzanne Guthrie	Residential Representative
Janet Hogan	Residential Representative
Eric Lindberg	Residential Representative
Jay Martinez	Residential Representative
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

Unable to attend were:

Juan Barillas	Residential Representative
Kevin Huntzinger	Institutional Representative, Sunrise Parks and Recreation District
Andrew Johnson	Residential Representative
Krissi Miramontes	Residential Representative
Richard Moses	Residential Representative Alternate
Robin Rau	Residential Representative
Nanette Wheeler-Carter	Residential Representative
	Institutional Representative, Auburn Boulevard Business Association
	Business Representative, Sunrise MarketPlace
	Institutional Representative, Sylvan Cemetery District

CHWD Staff and Board:

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

Consultants:

Laura Mason-Smith	Mason-Smith Success Strategies
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CITRUS HEIGHTS WATER DISTRICT OVERVIEW

To build a foundation of shared understanding of the Citrus Heights Water District, District team members reviewed the following topics with the CAC.

- The history of how the District was formed
- The District map and Board of Directors
- How water is measured
- Key District functions, organizational structure, and water supply
- The District's "Three Pillars" – key priorities beyond daily operations:
 - Groundwater
 - Water Meters
 - Project 2030 Watermain Replacement

More detail on these topics is provided in the Meeting Slide Deck posted in the CAC Section of the District's website.

CAC PROCESS AND LOGISTICS

Laura Mason-Smith reviewed the important role of the CAC members, the initial CAC meeting/activity schedule, and the role of the CAC Chair and Vice Chair. Kayleigh Shepard reviewed the mandatory on-line training for the CAC members and how to access that training. Nominations for the CAC Chair and Vice Chair will be accepted at the CAC meeting on Tuesday, January 14, 2023.

CAC member questions for clarification were answered by the staff.

PUBLIC COMMENT

None



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MEETING TAKE-AWAY'S

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

1. I've already learned a lot
2. President Riehle's visuals and interactive presentation on how water is measured was very interesting
3. It was good to see so much collaboration among everyone
4. I appreciate the District making this meeting happen
5. Knowing the meeting logistics will make it easier for future meeting attendance
6. It was good to see new and existing faces
7. Really appreciate being here and part of the CAC
8. Very interesting information and discussion about District water pressure
9. I look forward to serving on the CAC with everyone and making a positive difference
10. Learning about water meter replacement and pipes was very interesting
11. I realized how little I know about how we get our water
12. Appreciate everyone being here
13. Great opportunity to create shared understanding
14. Enjoyed meeting members of the District staff
15. The whole meeting was very enlightening
16. Really appreciate the staff preparedness
17. Enjoyed coming to the meeting

CLOSE

General Manager Hilary Straus thanked the CAC members and District staff for their participation and expressed his excitement to work with the CAC in 2024.

The meeting was closed at 7:45pm.