



PROJECT 2030 WATER MAIN REPLACEMENT



Customer Advisory Committee Meeting #9 Summary

Tuesday, June 8, 2021, 6:30-9:00 pm

INTRODUCTION

Richard Moses, Vice Chair of the Customer Advisory Committee (CAC), called the meeting to order at 6:32 p.m. After welcoming the members of the CAC, Mr. Moses turned the meeting over to Laura Mason-Smith, the CAC meeting facilitator, who reviewed with the CAC the **Meeting Agenda:**

1. Welcome and Pledge of Allegiance
2. Agenda Review and Participant Introductions
3. Project 2030 Update, with Questions and Answers
4. Public Engagement
5. CAC Consideration of Revised Policy Recommendation
6. CAC Project 2030 Next Steps
7. Other Reports
8. Public Comment
9. Participant Take-Away's
10. 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 of the CAC meetings as well as a video of the meetings are posted to the website to be available to the CAC members and the general public.



Customer Advisory Committee Meeting #9 Summary

Tuesday, June 8, 2021, 6:30-9:00 pm

ATTENDEES

CAC Members:

Jodi Ash	Residential Representative
Kimberly Berg	Commercial Representative
Ray Bohlke	Residential Representative
Michael Goble	Residential Representative
Suzanne Guthrie	Residential Representative
Andrew Johnson	Residential Representative
Richard Moore	Residential Representative
Richard Moses	Residential Representative and CAC Vice Chair
Javed Siddiqui	Residential Representative
Alan Utzig	Residential Representative
Ray Riehle	CHWD Director

Unable to attend were:

Julie Beyers	Residential Representative
Deborah Cartwright	Residential Representative
Katherine Cooley	Residential Representative
Wes Ervin	Commercial Representative
Doug MacTaggart	Residential Representative
Dave Mitchell	Institutional Member
James Monteton	Residential Representative
Jenna Moser	Residential Representative and CAC Chair
Mike Nishimura	Commercial Representative
Cyndi Price	Institutional Representative
Chris Ralston	Institutional Representative
Debra Walker	Residential Representative

CHWD Staff and Board:

Madeline Henry	Administrative Services Manager/Chief Board Clerk
Brittney Moore	Management Analyst/Deputy Board Clerk
Missy Pieri	Director of Engineering /District Engineer
Rebecca Scott	Director of Operations
Hilary Straus	General Manager
Susan Talwar	Director of Finance and Administrative Services

Consultants:

Habib Isaac	IB Consulting
Andrew MacDonald	Harris & Associates
Laura Mason-Smith	Mason-Smith Success Strategies

Guests:

David Wheaton, President of the Board, and Caryl Sheehan, Vice President of the Board, viewed the meeting on Zoom but did not participate.



PROJECT 2030 WATER MAIN REPLACEMENT



Customer Advisory Committee Meeting #9 Summary

Tuesday, June 8, 2021, 6:30-9:00 pm

PUBLIC COMMENT

None.

PROJECT 2030 UPDATE

After an introduction to the purpose of the CAC Meeting by Missy Pieri, CHWD Director of Engineering and District Engineer, Andrew MacDonald, of Harris & Associates, provided an overview of Project 2030 Phasing and Implementation which included:

1. Project 2030 Building Blocks
2. The CAC Workshops and Schedule
3. The Project 2030 Report

Missy Pieri reviewed with the CAC the District's current financial position. Habib Isaac, of IB Consulting, then reviewed with the CAC:

1. The CAC-Selected Preferred Alternative as of September 2019
2. The Update of the Preferred Alternative Since the September 2019 CAC Meeting, both with regard to Prefunding and a Surcharge

Questions were gathered from the CAC members and answered by the staff and consultants.

PUBLIC ENGAGEMENT

Madeline Henry, District Administrative Services Manager and Chief Board Clerk, reviewed the Public Engagement strategy related to Project 2030, which includes the following elements:

1. Presentations
2. Social Media
3. Media Relations
4. Print Media
5. Website
6. Video
7. FAQ's



PROJECT 2030 WATER MAIN REPLACEMENT



Customer Advisory Committee Meeting #9 Summary

Tuesday, June 8, 2021, 6:30-9:00 pm

CAC CONSIDERATION OF REVISED POLICY RECOMMENDATION

After review and discussion, 100 percent of the CAC members in attendance voted for the Revised Policy Recommendation 5.4, which:

- a. Endorses and recommends the Project 2030 Study, which includes Revised Alternative 5.4 as the strategy for water main replacements, including the accompanying funding target specified in this Study;
- b. Recommends forwarding the above Policy recommendation to the CHWD Board of Directors for discussion and possible action; and
- c. Recommends that the CHWD Board direct the development of an education and public engagement strategy supporting the adoption and implementation of Project 2030.

CAC PROJECT 2030 NEXT STEPS

Susan Talwar, CHWD Director of Finance and Administrative Services, encouraged the CAC members to attend the Project 2030 Board Study Session on June 29, 2021, as well a potential Board Special Meeting related to Project 2030 in July or August.

OTHER REPORTS

1. Rebecca Scott, the CHWD Director of Operations, provided an update on the status of the Meter Replacement Program and explained that the next CAC meeting in the Fall of 2021 will address the Program.
2. CHWD Director Ray Riehle provided information about San Juan Water District wholesale rate impacts on CHWD as well as San Juan Water District redistricting efforts and governance. Director Riehle stressed the importance of CHWD customers being involved in wholesale and retail governance and encouraged their active participation in community leadership.

PUBLIC COMMENT

None

MEETING TAKE-AWAY'S

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

1. Really appreciated Director Ray Riehle's comments and pep talk about the importance and value of community service and the opportunities to serve on community Boards and Committees.



PROJECT 2030 WATER MAIN REPLACEMENT



Customer Advisory Committee Meeting #9 Summary

Tuesday, June 8, 2021, 6:30-9:00 pm

2. Learned more about Project 2030 and all the different ways that it is financed.
3. Appreciated being on the CAC and the process going on.
4. It's been almost two years since we last voted on the alternatives. We voted for Alternative 5.4. I liked what I heard tonight to reduce the prefunding and lower the recommended surcharge. Every little bit helps.
5. Learned a lot from this whole process. Appreciate all the information that has been shared.
6. It's very interesting and I've learned a lot. I'm glad to see the rate reduction and talk to neighbors about it. It's quite important for our children and grandchildren and neighbors.
7. This is my second full meeting and I've learned so much about the necessity for strategic planning to get where we want to go. Thrilled to learn about prefunding and a surcharge. I appreciated the pep talk about community service—very inspiring. We all need to help.
8. I really appreciate that CHWD is so supportive and appreciative of the work of the CAC. My homeowner's association will be very interested in learning more. I would like to share the information with them, and more information will be quite helpful.
9. As the CAC Vice Chair, Richard Moses shared that he had been working with the District staff a lot over the past two weeks and had seen all the work that they do for our CAC meetings. "It's been amazing to see all the work they do; they have done a lot of work to get this meeting going. I also want to thank Ray Riehle for all his comments about community involvement and the opportunities to participate on the District Board and other Boards."

General Manager Hilary Straus thanked the CAC for all their work and commitment to plan the future of your Citrus Heights Water District. "This has been a wonderful process. We're flexible to make changes along the way, and I am very happy that we can bring down the amount of the surcharge recommendation. I'm very appreciative of the work of the CAC, our technical team, and the Board of Directors."

Missy Pieri reiterated how much the District appreciates the time and commitment of the CAC in this process.

CLOSE

CAC Vice Chair Richard Moses again thanked the CAC members, District staff, and consultants for their participation and adjourned the meeting at 8:24 p.m.