

CAC Meeting Notes: September 11, 2018

1. **Called to Order** at 6:01PM
2. **Pledge**
3. **Quorum:** There was a quorum (in attendance): Sherry Long (Chaired), Jeff Dongvillo, Karyn Sernka Karen Morton, Tom Kayne, Gail Austin. ABSENT: Karen Tracy (excused)
4. **Approval of Agenda:** 1st- Jeff Dongvillo / 2nd Karyn Sernka / 6-0
5. **Public Comments:** Public in attendance: Al Marquez, Steven Whitman
 - 1) Al Marquez shared information he received at the MAC meeting regarding the Fire Agency's push to consolidate our area into a tax District, costing each resident \$157.26/ year, with a 3% increase annually. He was also upset for CAC member, Gail Austin, showing public support for Tom Floen and Rebecca Unger at the MAC meeting.
 - 2) Steve Whitman shared how he was part of the earlier CAC committee and how they all worked hard for the betterment of the community. He was hoping the current CAC would continue the same, as many new members were present compared to the former group.
6. **Consent Calendar:** Draft minutes of the Regular CAC meeting of July 10th were approved: 1st-Tom Kayne / 2nd-Sherry Long / 5-0
7. **Customer Account Assistance Program/ CAAP (Information Only)**
 - 1) GM Sauer reviewed, at length, the Staff Report document (prepared by Susan Greer, Sept.12, 2018: Recommended Policy Change.) He noted that 60% of leaks were from 2nd homes or vacation rentals.
 - 2) Sernka asked for clarification on how and when customers are notified of leaks, noting that monthly "reads" were not timely enough. She suggested it would help to offer interest free debt payment plans (we already do.)
 - 3) Morton asked about software for use with Smart Phones. Sauer explained that real-time notifications would be costly, (over \$600,000/20 years) involving all new software capabilities, which the District cannot afford.
 - 4) Kayne asked if we track the number of reported leaks needing CAP: were they primary or vacation rentals? GM Sauer noted that those who apply for CAP tend to be repeat customers delinquent on their payments.
 - 5) Austin stated she would rather eliminate the entire program and simply create a pay-back system over 2 years.
 - 6) GM Sauer stated that Staff feels some policy needs to be in place.
 - 7) Sernka wants a program with consistency.
 - 8) Austin suggested a straight-forward compensation fee.
 - 9) The CAC consensus: Go with the proposal. 1st-Jeff Dongvillo / 2nd-Karyn Sernka / 4-1 (Gail Austin: Nay)
8. **Discussion on Strategic Planning Process—Received for Information Only**
 - 1) The Strategic Planning Consultant interview the CAC members as a group (Sherry Long, Jeff Dongvillo, Karen Tracy, Karen Morton) and Kathleen Radnich, PIO.
 - 2) Tomorrow a summary will go out to all involved. A CAC representative from the attending group will be selected to continue in the next two workshops, covering Mission, Vision, and Goals.
 - 3) One workshop will be held in October, and the second one in November.
 - 4) The Strategic Planning Consultant also interview groups of Staff, and Board Members.
9. **General Manager Report**
 - 1) The District has received a \$3 Million loan We have ordered \$1.7 Million in equipment to start the CIP.

- 2) The shop is being remodeled (to accommodate growth). It is being done “in house.”
- 3) Sarah Johnson (HR) is working on the job descriptions for the five CIP hires, which will then be sent to the Union for approval before hiring.
- 4) The Saddleback project is the first project for pipe replacement. It will cost \$1.6 Million (which does not include the equipment costs.) 24,000 linear feet will be replaced.
- 5) Well 14 has passed 2 days of testing—so far it is clear. It must go for 7 days of testing to pass. The water being lost from this well does not count as water “sales.”
- 6) Current water conservation figures came in at 19.95%—which is less than what we pumped back in 2013.
- 7) United Way Low Income Assistance Program: #16 customers have been helped so far. A monthly report is expected.
- 8) Radnich reported on:
 - (1) Upcoming District Tours: Sept. 13th & Sept. 24th
 - (2) Landscape Workshop: Sept. 18 (District Office)
 - (3) Candidates Forum: Oct. 16th, 6PM-7:30PM at the JT Community Center
 - (4) Great Shake Out: Oct. 13th, 9AM-3PM Tractor Supply parking lot
 - (5) The Water Wise and Ready Radio Show airing on Kix Hot Country, 5x/day 7 days a week. The program covers “Water for Emergencies.”

10. **Confirm Date for Next Citizens Advisory Committee Meeting:** November 13, 2018, at 6PM

11. **ADJOURNMENT:** 7:22PM 1st-Karyn Sernka / 2nd-Karen Morton