



CITIZENS' WATER ADVISORY COMMITTEE (CWAC)

Wednesday, March 6, 2019, 7:00 a.m.
Director's Conference Room
Tucson Water, 3rd Floor
310 W. Alameda Street, Tucson, Arizona

Summary Minutes

Approved April 3, 2019

1. **Roll Call:**

CWAC Chair Mark Murphy called the meeting to order at 7:00 a.m. Those present and absent were:

Present:

Mark Murphy, Chair	Representative, Mayor
Jean McLain, Vice Chair	Representative, City Manager
Mitch Basefsky	Representative, City Manager
Chuck Freitas	Representative, City Manager
Rory Juneman	Representative, City Manager
Catlow Shippek	Representative, City Manager
Mark Stratton	Representative, City Manager
Steven Washburn	Representative, City Manager
Ryan Lee *	Representative, Ward 1
Michelle Crow *	Representative, Ward 2
Val Little	Representative, Ward 3
George White	Representative, Ward 4
Alison Jones	Representative, Ward 6
Timothy Thomure	Tucson Water, Director, Ex-Officio Member
Jackson Jenkins	Pima County Regional Wastewater Reclamation Department Director, Ex-Officio Member

* Members Lee and Crow arrived after Roll Call

Absent:

Placido dos Santos	Representative, City Manager
Mark Lewis	Representative, Ward 5

Tucson Water Staff Present:

Sandy Elder	Deputy Director
Silvia Amparano	Deputy Director
Chris Rodriguez	Customer Service Administrator
Albert Avila	Water Quality and Operations Administrator
Kim Sotomayor	Business Services Administrator
Fernando Molina	Public Information Officer
Nancy Gradillas	Billing System & Data Support Superintendent
Jane Slama	Customer Solution Center Superintendent
James MacAdam	Public Information & Conservation Superintendent
Reyna Woods	Metering Services Superintendent
Andrew Greenhill	Intergovernmental Affairs Mgmt. Coordinator
Karen Tenace	Business Services Mgmt. Coordinator
Candice Rupprecht	Water Conservation & Information Supervisor
Jay Nordstrom	Finance Manager
Kelly Wiehe	Public Information Project Manager
Jaimie Galayda	Lead Planner
Susan Speiss	Staff Assistant
Jessica Rodriguez	Staff Assistant
Kris LaFleur	Lead Mgmt. Analyst

Others Present:

Chris Avery	City Attorney's Office
Melissa Mauzy	Council Aide, Ward 6
Mike Block	Citizen
Keather McLoone	Citizen

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- 2. Announcements** – Member Freitas brought the Committee's attention to a recent *Arizona Daily Star* article [February 27, 2019] about problems with tree maintenance on public property in Tucson.

Member Freitas provided a sample of granulated carbon for Committee members to examine.

Member McLain announced that she would give a presentation on antibiotic resistance in treated wastewater at Borderlands Brewery on March 11.

Member Basefsky announced that the CAP Board would meet March 7 in Phoenix. He also announced that CAP would host a roundtable on March 19 to discuss capital charges and property taxes. He invited any interested members of the Finance Subcommittee to attend.

Member Washburn reported that he had attended a local home show, and had reviewed a residential product that could automatically shut off a home's water supply in the event of a leak detection.

Ms. Rodriguez reminded members that they were welcome to participate in a Tucson Water facilities tour on Friday, March 8.

Mr. Avery announced that he would participate in an expert panel on Arizona's Drought Contingency Plan on March 25 at the University of Arizona College of Law, with State Representative Kristen Engel and Professor Robert Glennon.

- 3. Call to Audience** – There were no audience comments.
- 4. Review of February 6, 2019, Legal Action Report and Meeting Minutes** – Member Stratton moved to approve the Legal Action Report and Minutes. The motion was duly seconded, and passed on a unanimous voice vote of 11-0.
- 5. Director's Report** – Director Thomure provided updates on the following topics:

Mayor and Council Items¹ – Acquisition of property was approved on March 5 for the construction of transmission mains near I-10 and Ruthrauff and near I-10 and Kolb. On March 19, Council will consider approval of two intrastate agreements related to the Drought Contingency Plan – one with the Arizona Water Banking Authority and one with irrigation districts in Pinal County – which will support near-term mitigation for Pinal agriculture. Also on March 19, Council is expected to consider a proposal for a Green Stormwater Infrastructure fee and fund, extension of a solar lease in Avra Valley, and a property exchange agreement with Pima County.

Department Updates – There are currently about 50 vacancies within the Department, with eight active recruitments underway and 11 pending new hires. Potable water production is down 5.6% over calendar year 2018, and down 7% for the fiscal year. Reclaimed water production is also down. Member Washburn suggested that Tucson could sell extra effluent to Pinal County to help mitigate water shortages; the Director indicated that City policy is not to sell its water supplies, but to preserve them for the City's future economic development.

Other Items – The Director provided a summary of various ongoing issues:

- Santa Cruz River Heritage Project: The effluent outfall, control vault, and valve vault are being built for Phase 1 of the project, which is scheduled to launch on El Dia de San Juan, June 24, 2019. Once the outfall is turned on, water will be allowed to simply recharge in the riverbed for a period of time before any changes are made to the river channel.
- CAP: A failure on a CAP raw water line has taken several weeks to repair. The line would be restarted that morning.

- 6. Subcommittee Reports** –

Technical, Planning and Policy Subcommittee – TPP did not meet in February.

¹ Member Lee arrived at 7:09 a.m.

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Finance Subcommittee – Subcommittee Chair Stratton reported that an overview of a new utility financial model was presented to the Subcommittee in January. Information about the updated model was provided to the full Committee in a handout. Member Stratton proposed a presentation on the topic by financial consultant Raftelis, if requested by the Committee. The Subcommittee will meet again on March 21, and will discuss updates to the utility's financial policies.

Conservation and Education Subcommittee – Subcommittee Chair Shipek reported that the Subcommittee would meet again in April to discuss updates to the rainwater harvesting rebate programs.

Subcommittee membership – No changes.

Regional Wastewater Reclamation Advisory Committee (RWRAC) Update – Member McLain reported that RWRAC met on February 28 and discussed the process underway to upgrade the quality of biosolids produced by the County's wastewater facilities. At that meeting, the Sonoran Institute also provided a presentation about its Living River initiative, and RWRAC discussed high rates of staff turnover in the Wastewater Department.

7. **Customer Service: Solution Center Update** ² – Ms. Slama led a presentation summarizing recent developments in the utility's Customer Service Solution Center. Topics included: trends in staff turnover; call volume by staff skill (i.e., turn on/turn off, limited-income assistance, high-bill inquiries, delinquencies, etc.); overall call volume statistics; call volume forecasting and staffing levels; implementation of workforce management software; and a general review of Solution Center accomplishments. Discussion ensued, with members inquiring about delinquent account trends, abandoned call trends, and Spanish-speaking staffing levels, among other topics.
8. **Customer Service: Metering Services Update** – Ms. Woods led a presentation about ongoing developments in Tucson Water's Customer Service Metering Services division. Topics covered included: a review of the history of modern meter installations across Tucson Water's service area; a review of staffing levels within the Metering Services division; discussion of meter-read and billing cycles; a review of Automatic Meter Reading (AMR) technology, and the associated increases in meter-reading efficiency; and a status update on the utility's meter-replacement program. Ms. Woods also provided a summary of upcoming changes and improvements to Metering Services operations, and concluded with a summary of recent division accomplishments. Discussion ensued.
9. **Review & Discussion of March 2016 CWAC Letter to Mayor & Council** – Mr. Avery provided the committee with copies of a memo from the City Attorney's Office (CAO), which addressed questions and comments that CWAC had posed to the Mayor and Council in a March 2016 letter. Mr. Avery indicated that, among CWAC's functions, its only responsibility to Mayor and Council is to serve as a consultant in issues of water resource development. The CAO believes the topics addressed in CWAC's letter are not water resource issues, and are areas in which CWAC acts in a solely advisory role to Mayor and Council. Mr. Avery explained that Mayor and Council are not obligated to provide a response to the committee on these topics.

Mr. Avery reviewed the CAO's responses to the topics addressed by CWAC's letter: payments made by Tucson Water to the City in-lieu of property tax (PILOT); enterprise funding of Tucson Water's Low-Income Assistance Program; and utility funding of public works. Discussion ensued. Member Freitas objected to the City's yearly renewal of PILOT. He also argued that Mayor and Council have violated Council's 1998 Water Policies by allowing enterprise funding of public works infrastructure and of the Low-Income Assistance Program. Mr. Freitas also raised new concerns about Tucson Water's cash reserve practices, arguing that annual cash reserves are exceeding levels recommended by Council's 1998 Water Policy, and that cash reserves should be set aside for specific projects. Member Freitas stated that Mayor and Council should follow the City Charter in matters of taxation, and that Mayor and Council should update the City's water policies to align with current practices. [It is the CAO's opinion that Mayor and Council decisions are in compliance with the City Charter.]

Chair Murphy concluded that CWAC's letter had created a public record indicating the committee's desire to resolve the issues discussed. He pointed out that the Mayor and Council were within their authority by choosing not to address those issues. Ultimately, he pointed out, Mayor and Council are responsive to the public vote.

² Member Crow arrived at 7:28 a.m.
Mr. Jenkins departed at 7:43 a.m.

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- 10. Consideration of Joint TPP / C&E Subcommittee Meeting** – Chair Murphy indicated that discussion had taken place within the Technical, Planning, and Policy Subcommittee and the Conservation and Education Subcommittee about holding a joint meeting of the subcommittees, to consider possible conservation policies beyond those addressed by Tucson Water's rebate programs. Mr. Murphy pointed out that a combined meeting of subcommittees would constitute a quorum of the full CWAC. Member Shipek suggested that the full committee should discuss any topic concerning more than one subcommittee. The Chair continued further discussion to a later date, to allow for the participation of Member dos Santos.
- 11. Future Meetings / Agenda Items** – Members requested further updates on the proposed Green Stormwater Infrastructure Fee and Fund, as additional information becomes available.
- 12. Adjournment** – Chair Murphy adjourned the meeting at 8:58 a.m.