

**San Mateo County Service Area 7 (CSA7)  
Customer Advisory Committee (CAC) Meeting  
December 17, 2011**

The ninth meeting of the CAC was held at the Café Questa Restaurant in La Honda on December 17, 2011. The meeting was called to order by Chairperson Patricia O'Neal at 11:10 am.

The following were in attendance:

Nicholas Calderon, Legislative Aide for County Supervisor Don Horsley  
Ann Stillman, Deputy Director of Public Works  
Mark Chow, Principal Civil Engineer, County Department of Public Works  
Carl Ferrero  
Crystal Klingele  
Dante Razzini  
Cyrus Yocum  
Terry Adams, CAC Document Custodian  
Heather McAvoy, CAC Vice Chairperson  
Joanne Lehner  
Bill Gissler, CAC Secretary  
Patricia O'Neal, CAC Chairperson

**1. Approval of August/October minutes.**

The minutes were approved unanimously.

**2. Oct/Nov budget and 1<sup>st</sup>/2<sup>nd</sup> quarter capital improvement expense reports.**

Mark Chow distributed additional copies, and reviewed and answered questions pertaining to the budget and capital expense reports. Budget Sub account 5861 - Public Works Engineering Service expenses was of special concern as it was apparent it would significantly exceed the budget. The unanticipated expenses were mainly related to time spent providing information to the California Department of Public Health (CDPH). Net capital reserve as of December 13, 2011 is \$95,499.93. There was concern that although this reserve is an internal account, it not be used for operating and maintenance expenses. Nicholas Calderon offered to research this matter and report his findings to Chairperson O'Neal.

**3. Capital improvements completed/contemplated, compliance pressures.**

Chow reviewed and answered questions pertaining to the unanticipated replacement of the chlorine analyzer electrode, pH probe, and turbidity meter lamp. Chow will next resume plans to proceed with the auto dial out system improvements. Public Works is still awaiting the formal letter/permit from CDPH following the inspection summary.

**4. In-house staff versus contract staff cost comparison.**

Chow reported that a cost comparison of "in-house versus Bracewell Engineering contract services" costs was equal. Bracewell offered a further advantage in the firm's experience in

dealing with the CDPH. The comparison is for treatment plant operation and maintenance services only. For distribution system pipeline maintenance services, local County Public Works staff continues as they have a better knowledge of the system.

**5. Preliminary rate increase proposal.**

Chow stated the preliminary rate increase proposal is still under study. It should be ready by the March CAC meeting.

**6. Database / mapping status.**

Heather McAvoy reported that the database/mapping effort was nearly completed. She welcomes input from CAC members to complete the work.

**7. SMCAalert status.**

Chow presented a cost estimate (attached) for CSA 7 to participate in the County's Emergency Notification Messaging System (SMCAalert). The one time upfront cost would be \$500.12. Recurring quarterly costs for testing and maintenance would be \$62.52. CAC unanimously approved the expenses of participating in the program.

**8. Preliminary committee by-laws.**

Additional copies of the preliminary by-laws and proposed district divisions were provided by Patricia O'Neal and reviewed by the Committee. O'Neal will incorporate suggested revisions and redistribute the by-laws and proposed neighborhood divisions for Committee comment by email. The by-laws and neighborhoods will be scheduled for adoption at the March meeting.

**9. Preliminary customer outreach/pressure survey.**

Patricia O'Neal distributed a proposed list (attached) of preliminary customer outreach topics. CAC members approved the topics, and directed O'Neal to draft and distribute the letter for Committee comment by email. The Committee agreed that once approved, the letter would be hand distributed by Committee representatives to their respective neighborhoods.

**10. Potential opt-in customer.**

By request of Charles Catania, owner of the La Honda Country Market and Café Cuesta properties, O'Neal asked the Committee to provide their opinion on the viability of Catania's possible opt-in proposal to Memory Lane customers. Catania's proposal consists of his contribution of \$100,000 to the Memory Lane reroute capital improvement, in addition to all costs necessary to meet the engineering/infrastructure/legal/opt-in costs required to provide service to his properties, in exchange for a transfer of water rights from Memory Lane customers. The Committee, which includes 3 Memory Lane customers, did not believe the proposal was viable due to concern over the transfer of water rights, and suggested Catania might approach the La Honda Guild with a similar proposal.

The meeting was adjourned at 1:30 pm to a date in March to be determined by Chairperson O'Neal.

Respectfully Submitted

Bill Gissler, Secretary

Attachments: Reference to item numbers 7 and 9.

**CSA - 7 Emergency Notification Messaging System (SMCAAlert) Staff Cost Estimate**

Task	Description	Staff	Hours	Rate	Total
1	Initial Setup Coordination	Associate Engineer	1	\$ 125.03	\$ 125.03
2	Attend OES Recommended Training	Associate Engineer	3	\$ 125.03	\$ 375.09
	<b>1-Time Cost Total</b>				<b>\$ 500.12</b>
3	Periodic Testing and Maintenance	Associate Engineer	0.5	\$ 125.03	\$ 62.52
	<b>Re-occurring (Quarterly) Cost Total</b>				<b>\$ 62.52</b>

# preliminary customer outreach topics

**County Service Area 7**

**CSA 7 Customer Advisory Committee**

**database/mapping**

**pressure survey**

**rate increase**

**meeting**

**(distribution method)**