CSA 7 Customer Advisory Committee La Honda Firehouse — 11:06 AM

Attendees: Cyrus Yocum, David Bevin, Eric Black, Fred Deubert, Heather McAvoy, Joanne Lehner, Kathleen Bevin, Krzysztof Lisaj, Mark Chow, Patricia O'Neal.

Announcements: Introduction of new recruit Fred Deubert.

1) June quarterly meeting minutes

Cyrus motioned, Joanne seconded, unanimously approved.

2) May, June and July budgets

It was noted that we received reimbursements from both the Federal and State governments for emergency transportation of water during last winter's storms.

There were extra expenditures for two breaks in the water main.

For the fiscal year ending in June we were \$61,980 over budget.

Next year's budget increased allocation for services and supplies from \$91, 050 to \$92,801. Patricia brought up that PG&E was digging close to our water main but there was no response from CSA7 to the USA (Underground Service Alert) request. Mark will follow up.

One charge was made this year to the capital reserve fund of \$1537 for the polymer pump installation and electrical work. Net capital reserve is \$113, 380.

General funds from the county were used to pay for the feasibility study and what was left over was used to help with the emergency water hauling, staff time and equipment and replacement drinking water during the winter storm last year.

- 3) Capital improvements, improvement schedule, compliance
- a. \$150, 788 has been spent so far from Measure K funds on the treatment plant chemical containment and treated water tank, the DBP compliance spray system, and the seismic retrofit pipe connection. The estimate for the total cost of these projects has been increased to \$650,000. Construction is slated to begin in October.
- b. The expectation now is that plans for proceeding with finding a second water source will be finalized in March.
- c. Using a surface water intake instead of a well was discussed, but Mark pointed out that the original study determined that a surface water intake would be slightly more expensive than a well.
- d. The plan to dig the trench along Pescadero Road for the new looping water main was questioned as it seems to be a long and winding route and will require cross road connections to reach rate payers along the route. Discussion of pros and cons regarding going through the park, digging on the west side of the road, or going with the planned route. The planned route seemed to win the day.

e. Patricia questioned the results of the lead survey and whether the committee member's efforts helped. Mark says there are no sources of lead in the system and the volunteer efforts were helpful.

4) delinquent accounts

- a. When an account is closed due to overdue payments, can we close and lock the meters instead of removing them? This is less expensive. Mark will follow up. b. Can we use a standard warning letter for delinquent accounts that includes information regarding financial help? We would like to streamline dealing with delinquent accounts. Mark will follow up.
- c. Discussion of the issues regarding credit card, online billing, online payments. All cost money and/or expensive staff time.
- 5) water intake security
 - a. Chris Hunter was to look in to this but nothing has been done yet.
- b. Graffiti and vandalism has been occurring on the bridge near the water intake and there is concern that the vandals may turn their attention to the intake or pipes. Graffiti abatement has not responded to requests. Patricia will follow up.
- 6) website
- a. Eric is clearing his calendar and will return to working on the website.
 - b. Fred may be able to help find a host.

7) public comment

No observers attended.

Adjourned at 12:52 PM.

Respectfully submitted,

Cyrus Yocum, Acting Secretary