

CSA7 Customer Advisory Committee
June 22, 2024, 59th meeting
By videoconference

Meeting called to order at 11:02 am

Attendees:

Committee: Cyrus Yocum, Eric Black, Eva Knodt, Heather McAvoy, Joanne Lehner,
Patricia O'Neal, Terry Adams

Department of Public Works: Mark Chow, Tiffany Deng

Public: None

- 1) March quarterly meeting minutes

Heather moved to approve; Joanne seconded. All in favor.

- 2) February, March, and April budgets,
3rd quarter capital improvement expense report,
County funded capital expense report

Mark was asked about why the Bracewell contract showed only 35% paid on the contract. Mark explained that this had to do with delays in Bracewell's billing and the County's payment procedures. Mark was also asked about the difference between account 5861 engineering services, and 5974 DPW allocation expense. The former is the cost of staff time on the water system improvement project. The latter is overhead for DPW staff time in general for the different districts, which is estimated at the beginning of the year. Later this is adjusted depending on actual time spent on CSA7. Mark expects the 5974 numbers will go down by the end of the year. We earn a small amount of interest on money that is in the account.

Third quarter capital improvements expense report shows no changes.

Capital expense report: question about \$6,000 increase between December and March in account PCo21 had to do with staff work related to the water main relocation in the northern area water distribution system. The generator is in but needs to be commissioned. The measure K funding is exhausted. We are beginning to use the \$4.5 million county allocation. Mark cannot confirm that the Board has approved \$1.4 million emergency preparedness funding for CSA7 and CSA11. Since Kathleen Moazed reported that it was approved, he will look into it. Mark has also recommended that the board allocate \$2.8 million for an emergency response plan for the two water districts. For CSA 7 this may be used to pay for raw water storage tanks.

3) Capital improvements, improvement schedule, compliance

Question about whether the mitigation of damage to Memory Lane from the drilling efforts has been completed? Some has been done but some road cracks remain to be filled and will be done. Mark went over a number of changes to the design plan for the northern area distribution system. Some customers will need new connections and new meters. Others will be able to connect with existing piping. Customers who need new connections and meters will be offered the choice of hiring their own contractor or having the County contractor do the work. Typically having the county contractor do the work is cheaper because the cost can be shared with the other customers. The more customers who sign up for the County service connection, the less expensive it will be for each connection. There will be a gate valve that isolates Sam McDonald Park so that leaks in the Park will not affect the rest of the system.

Camp Glenwood contributes to the treatment costs of the system, and there are other entities interested in occupying the site, including CDF. There is a limit to how much CSA7 water they can use.

There is a plan to install a raw water intake on La Honda Creek, pending a permit, near the entry of Memory Lane. This site is probably within the Caltrans right of way, so no land purchases would be required.

The plant improvement project is expected to be completed this month. This is pending the emergency generator getting commissioned. Committee members will be invited to tour the plant in the near future. The water main project construction will probably not be able to start this year.

4) Enhanced water quality communication and billing system

Mark was asked about the feasibility of a direct payment system. The County has contracted with a third-party software company to set up a way for people to pay on line. Autopay is a different issue, would be costly and probably not possible.

He was asked about the possibility of a more direct emergency communication system. There is an existing messaging procedure that has been sent to customers for reporting leaks or low water pressure. The County emergency messaging system is not practical because it will alert more people than CSA7 customers.

Terry left at 12:40.

Mark left at 12:42

Continued discussion of subcommittee work. Eric will attempt to receive a no-charge quote from the County vendor for setting up an autopay system, however, he believes auto-notification of the bill is more feasible than autopay as it solves the delay factor

and creates no additional cost. Eric will look into providing instructions to customers on our website so they may arrange for auto-notification. Tiffany says that the County has customer's bills available on the County website the last Friday of every quarter and they can be accessed at that time.

Tiffany says that many customers do not want their email shared or used for water advisories. The DDW requires paper notification of BWN's to guarantee that all people get notified, so there is no cost savings possible by making the system electronic. Eric will explore the possibility of notifying customers (who opt-in) about water quality concerns via our website, provided he is timely notified by Bracewell and/or the County.

5) Public Comment

None

Eric requested copies of the new project maps. Heather will send copies to all committee members.

Cyrus moved to adjourn, Eric seconded, all agreed. Adjourned at 1:08 pm.

Minutes by Cyrus Yocum