

**San Mateo County Service Area 7 (CSA7)
Customer Advisory Committee (CAC) Meeting
March 3, 2012**

The tenth meeting of the CAC was held at the Cafe Questa Restaurant in La Honda on March 3, 2012. The meeting was called to order by chairperson Patricia O'Neal at 11:00 AM.

The following were in attendance:

Carl Ferrero
Crystal Klingele
Dante Razzini (left at 12:00)
Cyrus Yocum
Heather McAvoy, CAC Vice Chairperson
Joanne Lehner
Bill Gissler, CAC Secretary
Patricia O'Neal, CAC Chairperson
David and Kathleen Bevin
Doug Woods

1. Approval of December meeting minutes.

The minutes were approved unanimously.

2. December/January Budgets.

O'Neal distributed additional copies, and reviewed and answered questions pertaining to the December and January budgets. The Oct/Nov/Dec costs for Bracewell will be reported in the February budget. Costs generated by the Dec/Jan Pope neighborhood water leak were summarized. In February there were two additional leaks in the Memory and Canyon View neighborhoods which will appear in the March budget.

3. Capital Improvements and Compliance.

Costs for the chlorine pump and polymer pump replacement were summarized. The auto dial out installation is in progress. O'Neal stated Chow would like to have the CAC be prepared to discuss which capital improvement project should be undertaken next, advising it be among the priority one items listed in the master plan. O'Neal recommended the choice also be among the items listed on both the CDPH inspection summary as well as the Bracewell evaluation if possible. No further letter has been received from the CDPH regarding system compliance with Department standards.

4. Adoption of By-laws, Annual Meeting.

The By-laws were further reviewed, changes made and unanimously adopted. This being the first meeting of the calendar year and CAC Annual Meeting, O'Neal gave a review of the prior year's activities and her vision for 2012. The CAC officers elected in August 2011 agreed to continue to serve for 2012.

5. Grants and Legal Queries.

O'Neal provided information on behalf of Nicholas Calderon, reporting on grants and 6 items he had investigated for the CAC.

6. Preliminary Rate Increase Proposal.

O'Neal reported that Chow is still working on the proposed rate increase.

7. SMCAAlert Configuration.

Doug Woods reported that the on duty operator will handle the dispatch of emergency messages to customer emails on file, and there will be no expense to CSA7.

8. Customer Outreach/Pressure Survey, Database/Mapping, Neighborhoods.

O'Neal distributed and reviewed additional draft copies of a customer outreach letter with an account information attachment. This would be distributed by the neighborhood representatives. CAC members were asked to send their comments to O'Neal and she would finalize the letter. McAvoy presented her work on the database/mapping and requested assistance to complete missing information. Ferrero distributed to each member laminated CSA7 neighborhood maps, which he had prepared at his expense.

9. Water Accountability/ Conservation.

O'Neal expressed her views on water accountability and conservation.

The meeting was adjourned at 1:00 PM to a date to be determined by the Chairperson.

Respectfully Submitted

Bill Gissler, Secretary