

**RECORD OF PROCEEDINGS  
MINUTES  
of the  
Board of Water Commissioners**

Denver Water Administration Building  
1600 West 12<sup>th</sup> Avenue  
Denver, CO  
Board Room, First Floor

Video Conference: <http://zoom.us/join>, Meeting ID: 977 1050 3693, Password: 653949  
or Dial-in: (669) 900-6833, Meeting ID: 977 1050 3693

**Wednesday, November 3, 2021**

---

**Open Session**

A duly called Regular Meeting of the Board of Water Commissioners was held Wednesday, November 3, 2021, beginning at 9:00 a.m., in the Board Room, Room 106, 1600 West 12<sup>th</sup> Avenue, Denver, Colorado and via Zoom Video Conference: <http://zoom.us/join>, Meeting ID: 977 1050 3693, Password: 653949 or via Dial-in: (669) 900-6833, Meeting ID: 977 1050 3693. Members of the Board present during the Regular Meeting were:

**Gary M. Reiff, President**  
**Craig Jones, First Vice President**  
**Tyrone J. Gant, Vice President**  
**Dominique Gómez, Vice President**

Board employees and others present during portions of the meeting were:

J.S. Lochhead, CEO/Manager	E. Gleason, Engineer Sr.
J.A. Anderson, Chief of Staff	D. Herrera, IT Programs Manager
A.C. Bricmont, Chief Financial Officer	A. Joseph, Attorney
J. Brody, General Counsel	J. Lorton, Director Accounting
B.D. Good, Chief Administrative Officer	J. Martin, Project Engineer
D. Gorgemans, Chief Internal Auditor	C. Mbakogu, Division Sr. Analyst
R. Mahoney, Chief Engineering Officer	M. McDonald, Scientist Sr.
R. Marsicek, Chief Water Resource Strategy Officer	T. Moore, Finance Analyst
	K. Oligney, Director IT Infrastructure

T.J. Roode, Chief Operations and Maintenance Officer  
E. Abbott, IT Program Manager  
S. Adamkovics, Finance Sr. Analyst  
B. Akins, Finance Analyst  
M. Aragon, Director Customer Relations  
D. Arnold, Attorney  
A. Aslamy, Finance Sr. Analyst  
R. Badger, Planning Manager  
R. Balderes, Safety Specialist  
S. Behunek, Public Affairs Manager  
M. Brasfield, Communications Specialist  
C. Brummitt, Attorney  
R. Carlyle, Organizational Improvement Facilitator  
A. Cavallaro, Paralegal  
S. Chesney, Director Public Affairs  
E. Cinchock, Division Sr. Analyst  
A. Denault, Community Relations Sr. Specialist  
C. Dick, Engineer Sr.  
N. DiMascio, Attorney  
C. Fikan, Finance Associate Analyst  
M. Garfield, Customer Relations Manager  
H. Garr, IT Programs Manager

J. Park, IT Application Sr. Developer  
C. Proctor, Communications Sr. Specialist  
L. Quintana, Administrative Sr. Assistant  
K. Riegler, Attorney  
V. Roberts, Director Enterprise IT  
L. Schulz, Customer Relations Manager  
J. Seagren, Distribution Relations Manager  
U. Sharma, Treasurer  
J. Shaw, Community Relations Sr. Specialist  
L. Southard, Administrative Sr. Assistant  
J. Spitze, Director IT PMO & Enterprise Projects  
J. Taussig, Director EMSS  
J. Walter, Finance Analyst  
A. Witheridge, Lead Scientist  
C. Chapman  
B. David  
D. Hughes, Boulder County Attorney's Office  
M. Nelson  
T. Orbus  
T. Penoyer  
L. Sigler

## INTRODUCTORY BUSINESS

Commissioner Reiff called the meeting to order at 9:01 a.m. Upon motion regularly made, seconded and unanimously carried, Commissioner Donner was found to be absent for good cause and was excused.

### Public Comment and Communications

Commissioner Reiff issued an invitation to members of the public to comment to the Board on any matters not included in the Agenda for the meeting. There was no public comment.

## ACTION ITEMS

Upon motion regularly made, seconded and unanimously carried by the Commissioners then present, unless otherwise noted, the Board acted upon the following agenda items:

**1. ITEM II-A-1: MINUTES FROM OCTOBER 13, 2021**

Approved the Minutes from the October 13, 2021 Board Meeting.

**2. ITEM II-A-2: ADOPTION OF JEFFERSON COUNTY'S LOCAL ALL-HAZARD MITIGATION PLAN**

Approved the Resolution adopting the Jefferson County Multi-Hazard Mitigation Plan 2021 as it pertains to Denver Water.

**3. ITEM II-B-1: APPOINTMENT TO THE CITIZENS ADVISORY COMMITTEE – SUBURBAN CUSTOMER REPRESENTATIVE**

Ms. Denault reported that Denver Water's Citizens Advisory Committee (CAC) is comprised of ten volunteer members who advise Denver Water staff and the Board on a variety of issues. The CAC holds monthly meetings that are open to the public and committee members may serve up to two consecutive three-year terms. The CAC recommends candidates to the Board, and the Board has appointing authority for the CAC.

She stated that the term for the current Suburban Customer Representative will end in December 2021 and highlighted the qualifications of the top two candidates of the four applications received for the position.

Approved the appointment of Ms. Meek for one, three-year term for the open Suburban Customer Representative position on the Citizen Advisory Committee.

**4. ITEM II-B-2: SETTLEMENT AGREEMENT WITH BOULDER COUNTY FOR THE GROSS RESERVOIR EXPANSION PROJECT – CONTRACT 505064**

Commissioner Reiff issued an invitation to members of the public to comment to the Board on this matter and there was no public comment.

Ms. Brody provided an overview of the process leading up to the proposed settlement agreement between Denver Water and Boulder County regarding the Gross Reservoir Expansion Project (GRE Project). She stated that this

settlement agreement will resolve litigation pending in federal district court concerning Boulder County's regulation of the GRE Project, noting that this agreement embodies significant agreements and paves the way for the project to commence construction by April 1, 2022, in order to meet deadlines established by the Federal Energy Regulation Commission.

She explained that under this agreement, Denver Water is committing to reduce impacts to residents, roads, and county recreation areas; provide for land preservation and habitat restoration; reduce carbon impacts; and support other local restoration and climate stabilization projects. In addition, Denver Water has agreed to contribute to a fund to mitigate noise, light, and air impacts to households near the GRE Project, and proposes increasing this fund to \$5 million to address additional impacts of construction-related projects.

Boulder County has agreed not to dispute it lacks authority to regulate the project under its 1041 regulations. In addition, the county has agreed to process any additional required permits on a timely basis and pursuant to a jointly established schedule to help ensure on-time construction.

Mr. Lochhead noted the historical significance of the Gross Reservoir Expansion Project's progress, recognizing the years of effort and contributions made by staff, including the Office of General Counsel, Engineering, Public Affairs, and the leadership and direction of the Board. This agreement allows Denver Water to move forward with full recognition of the concerns of the community and to respond responsibly to impacts to Boulder residents. The expectation is that upon completion, the local community will be better with the project than without it.

Commissioner Jones thanked Denver Water staff for their work on the Gross Reservoir Expansion Project, noting that this agreement sends a strong signal that Denver Water cares about the environment.

A motion was made, seconded, and unanimously approved to amend paragraph 2.1 of the settlement agreement to increase the amount of the mitigation fund from \$2.5 to \$5 million, as agreed to by Boulder County.

Approved Contract 505064, as amended, with Boulder County for settlement of litigation concerning the Gross Reservoir Expansion Project for the contract period from November 3, 2021 through December 21, 2027, for a total contract amount not to exceed \$12,850,000.

## POLICY MATTERS

### 5. ITEM III-A: IT STRATEGY OVERVIEW AND UPDATE

Ms. Roberts presented the Board with the Information Technology Overview and IT Strategy Update, a copy of which is attached to and incorporated in these Minutes as Exhibit A. She reported that information technology (IT) is integral to Denver Water operations, enabling Denver Water to deliver water to its customers and directly support the organization's operations through water collection and distribution, water quality, customer service, and regulation of security and risk.

She indicated that tremendous progress has been made on current strategic IT initiatives, which include IT project performance improvements, the Cybersecurity Maturity Roadmap, and Cloud strategy. The group also continues to evaluate other opportunities for improvement.

### 6. ITEM III-D: CUSTOMER AND DISTRIBUTOR SATISFACTION SURVEY RESULTS

Ms. Schulz presented the Board with the 2021 End User Satisfaction Survey Results, a copy of which is attached to and incorporated in these Minutes as Exhibit B. She reported that the objectives of the program are to capture customer insights to improve the overall customer experience. Denver Water has fielded this survey biennially since 2013.

She explained the methodology of reaching customers, noting that a direct mail survey was sent to 16,000 customers with the option to complete online. Overall satisfaction with Denver Water increased 1%, from 91% in 2019 to 92% in 2021, with a 4% increase in customers reporting they are "very satisfied." She stated that Denver Water will continue to take steps to improve the customer experience, including concentrating efforts on reaching more customers in multiple languages.

In response to questions from the Board, Ms. Schulz stated there was an 8% response rate to the mailed surveys, which is within industry standards. The majority of customers pay their bills via mail with an increasing number of customers paying online.

Ms. Seagren presented the Board with the Distributor Satisfaction Survey Results, a copy of which is attached to and incorporated in these Minutes as

Exhibit C. She provided some historical context for Denver Water's relationship with its distributors, stating that the first Distributor Satisfaction Survey was administered in 2013 and has continued every other year. The 2021 survey was sent electronically to 107 distributor employees, and overall satisfaction has increased by 7% from the 2019. Survey results will be used to inform continuous improvement efforts.

In response to questions from the Board, Ms. Seagren explained that improvements can be implemented through communication and understanding unique business needs. Denver Water received a 47% survey response rate, which aligns closely with previously administered surveys.

## EXECUTIVE UPDATE

### 7. ITEM IV-B: CFO UPDATE

Ms. Bricmont reported that the Board will receive the 3Q Performance Report at the next Board meeting.

## BRIEFING PAPERS & REPORTS

### 8. ITEM V-A-1: BRIEFING PAPER FOR WATERSHED PLANNING PROGRAM ORGANIZATIONAL STRATEGY UPDATE

The Board received a Briefing Paper for Watershed Planning Program Organizational Strategy Update, a copy of which is incorporated and attached to these Minutes as Exhibit D.

### 9. ITEM V-A-2: BRIEFING PAPER FOR CUSTOMER SURVEY EXECUTIVE SUMMARY

The Board received a Briefing Paper for Customer Survey Executive Summary, a copy of which is incorporated and attached to these Minutes as Exhibit E.

## ADJOURNMENT

No further business appearing, the Board voted unanimously to adjourn into an Executive Meeting at approximately 9:53 a.m.

DocuSigned by:  
*Jim Lochhead*  
DEDE0A34B77B484...  
Secretary

DocuSigned by:  
*Gary M. Reiff*  
964769B3F85A4EA...  
President