

CAC minutes for the meeting of Nov. 18, 2021

CAC MEMBERS IN ATTENDANCE

Paul Aldretti, Chair, Denver representative
Alyssa Quinn, Vice-Chair, Distributor representative
Jim Berkley, Denver representative
Mike Cowan, Suburban representative
Alan Hassler, West Slope representative
Gary Wilkinson, West Slope representative
Jim Fitzmorris, Homebuilders Representative
Nona Shipman, Public Interest Group representative

CAC MEMBERS ABSENT

Andrew Ross, Secretary, Denver representative
Rich Newton, Environmental representative

DENVER WATER STAFF

Ashley Denault, CAC/staff liaison
Sara Behunek, Government and Community Relations manager
Lyndsay Schulz, Customer Relations manager
Chris Brummitt, Office of General Counsel

MEMBERS OF THE PUBLIC

Tim Flynn
Lisa Mathai
Emily Meek
Tony Penoyer

Opening remarks

5 – 5:10 p.m.

- Introductions
- Approval of agenda (Mike C. moved, Gary W. seconded, all in favor).
- No public comment

CAC business

5:10 p.m. – 5:30 p.m.

- The Metro Drought Coordination Group met Tuesday. The group was provided an update that Rep. Titone is looking to get a fund established to help fund conservation activities across the state by adding a 1 cent tax on water bottles. The group also discussed consistent outdoor watering hours.

Denver Water presentations

5:30 p.m. – 6:15 p.m.

- Bylaws Q&A: Alyssa Q. provided an overview of the bylaw revision process. Chris Brummitt reviewed the CAC's suggested bylaws and suggested modifications to some of the proposed language. Chris suggested the CAC vote on the bylaws as a whole by email so staff can move the board item forward. The CAC noted they will elect new officers in January.
 - Alyssa Q. moved to approve the bylaws, pending final approval by email. Nona seconded. All approved.

- Customer satisfaction survey and call center/website information: Lyndsay Schulz presented on Denver Water's customer satisfaction survey. Sara Behunek presented on typical calls that come into the call center and how Denver Water categorizes these calls.
 - Mike C. asked if there were calls related to meter reading; Sara will follow up.
 - Paul A. commented that this information can help the CAC understand if they are asking the right questions and incorporate some of these issues into their workplan.
 - Alyssa Q. noted distributors have received a lot of calls about wait times and asked if it has been resolved. Sara noted that Denver Water, like most industries, is facing a staffing shortage while our call volume is increasing. Denver Water is working on hiring and has proactively put out messaging about the wait times and alternatives to calling the call center.

Denver Water Updates

6:25 p.m. – 6:30 p.m.

- Ashley provided a short update on the Gross Reservoir Expansion settlement with Boulder County.

Adjourned

6:30 p.m.