

CAC minutes for the meeting of Feb. 17, 2022

CAC MEMBERS IN ATTENDANCE

Alyssa Quinn, Chair, Distributor representative
Rich Newton, Environmental representative
Andrew Ross, Vice Chair, Denver representative
Gary Wilkinson, West Slope representative
Alan Hassler, West Slope representative
Jim Berkley, Denver representative
Nona Shipman, Secretary, Public Interest Group representative
Lisa Mathai, Denver representative
Jim Fitzmorris, Homebuilders representative

CAC MEMBERS ABSENT

Emily Meek, Suburban Customer representative

CAC VACANCIES

DENVER WATER STAFF

Chris Brummitt
Sara Behunek
Meg Trubee
Ashley Denault

MEMBERS OF THE PUBLIC

Opening Remarks

5:00 p.m. – 5:12 p.m.

- Introductions
- Approval of agenda (Rich moved, Alan seconded, all in favor).
- Approval of January minutes (Gary moved, Jim seconded, all in favor).
- No public comment
- Icebreaker

CAC Business

5:13 p.m. – 5:20 p.m.

- Member Updates
 - Ashley – got a dog!
 - Alan – Paul Bruchez was named to the Colorado Water Conservation Board. There is an ice fishing competition on Walford Reservoir this weekend.
 - Alyssa – Water '22 kicked off at Water Congress at the end of January. Alyssa will send out a link to the Water '22 website. Colorado Water Wise and Live Like You Love It is working with Water '22 and P3 campaign to create new content, which Alyssa will share when it is ready. Colorado Water Wise is looking for a part-time employee and is waiting on grant approval from the Colorado Water Conservation Board to revise and update best management practices on indoor/outdoor water use. The

- current guidebook available on CWW website.
- Rich – Asked for advice working with Union Pacific Railroad. Jim will follow up with Rich.

Denver Water presentation

5:20 p.m. – 6:22 p.m.

- **Public Affairs overview and stakeholder engagement plan process: Sara Behunek, Manager, Government and Community Relations**
 - Public Affairs strategically engages, educates and connects with employees, customers and our communities to build trust. Faces both externally and internally.
 - The Government and Community Relations group has three primary functions: Community Relations, Distributor Relations, Government Relations. They use a variety of methods to make sure information is accessible, with an eye toward equity and inclusivity. Provided outreach in multiple languages and in a variety of methods.
 - In 2021, the GCR team led outreach on 35+ projects, 12+ miles of pipeline, interactions with Denver City Council, installation of final segment of Northwater Pipeline, and lead service line replacement.
 - They use a tailored approach and are responsive and compassionate; problem-solving; relationship driven.
 - Sara would like to work with suburban distributors about projects going on in their communities. She and Alyssa will work together on creating a way to do this.
- **Lead Reduction Program Communications, Education & Outreach: Meg Trubee, Public Affairs Manager, Lead Reduction Program**
 - Use a multi-prong approach to reaching customers, tailored outreach, presentations to community groups.
 - Some program components include a LRP dashboard, regularly updated with program progress and customer surveys on the rate of filter adoption.
 - Expanding to nine new neighborhoods and continuing in two current neighborhoods in 2022.
 - An interactive map available with day-to-day details is available.
 - Denver Water was given three years by the Environmental Protection Agency to pilot this program. They are currently seeking an extension from the EPA and the Colorado Department of Public Health and the Environment to continue the program for 12 more years.
 - Denver Water is planning to apply for Federal Infrastructure Bill funding to support the LRP.
 - Lead Reduction Program press from Denver Water is focused on project milestones.
 - The LRP team will be holding a community meeting towards end of March in Elyria-Swansea area about Denver Water, water quality and the LRP. Andrew offered to help.
- **Communications & Marketing**
 - Aims to provide accurate and timely information and build trust.

- They have internal and external communication content strategies, traditional and social media methods.
- The team publishes content via the TAP newsletter and news site.
- An ongoing focus is Spanish translation.
- **Youth Education**
 - The team has existed since 2004. They provide free water education resources to help teachers meet Colorado academic standards.
 - Programming is in-person and virtual.
 - Since it started, the program has interacted with more than 55,000 students and educators.
 - Matt Bond could present to the CAC on youth ed programs.
 - You can also sign up for their monthly Knowledge Drops newsletter.
 - The Youth Ed team is always looking for more schools and classrooms to visit.
- **External Stakeholder Engagement Plan**
 - The team will be taking a phased approach to developing the plan: scope development; focused organization-wide input; potential targeted stakeholder feedback; develop strategies and tactics; finalize plan; and report out.
 - Sara suggests bringing a facilitator to the next CAC meeting to help with work planning and providing input to Denver Water.
 - Denver Water suggested CAC initiatives: online project map and construction information; two-way communication/ongoing updates from Denver Water.
 - Jim would like more information and discussion from Denver Water on streamlining standards, plan reviews and guidelines. Sara suggested finding a Denver Water expert to speak to the CAC and/or connect with Jim.

CAC work session

6:22 p.m. – 6:33 p.m.

- **2022 work planning discussion, continued**
 - Alyssa reviewed the email suggestions she collected from the group. There was general consensus among the group. Topics of interest included: education and outreach; water sales/tap fees; engineering standards; terms of the Colorado River Cooperative Agreement; what a call on the Colorado River would look like; aquifer storage/replenishing the aquifer; Gross Reservoir Expansion Project; water reuse; the WISE project; water conservation (not the same as efficiency); annual updates on water supply and snow pack.
 - Alyssa and Ashley will work together on creating a schedule for presentations and speakers.
 - Sara would like to work together with CAC members to share information.

Adjourn

6:35 p.m.