Utilities Customer Advisory Group
Minutes for the Meeting on
October 9, 2019
3:00 p.m.
Utilities Center
Conference Room 225

Committee Members Present
Shirley Clark, Vice-Chairman
Robert Snyder, Committee Member
Paul Royalty, Committee Member

Committee Members Absent
Frank D. Gomez, Committee Member
Eugene Suttiller, Chairman

Others:
Cassie McClure, Public Outreach Consultant
Suzanne Michaels, Public Outreach Consultant
Becky Baum, RC Creations, LLC
Gregory Schervanick

City Staff Present
Jorge A. Garcia, Utilities Director
Robin Lawrence, Deputy Director Solid Waste
Jose Provencio, Business Services Administrator
Mario Puentes, Gas Business Analyst
Domonique Rodriguez, Rate Econ. Analyst Mgr.
Alma Ruiz, Officer Manager Senior
Delilah Walsh, Utilities Assistant Director
Melissa Miranda, Office Assistant
Tanya Cereceres, Administrative Assistant

Vice-Chair Clark called the regular meeting to order at approximately 3:00 p.m.

1. Conflict of Interest:
Vice-Chair Clark: I'd like to ask if any Member on the Committee or a member of City staff has any known Conflict of Interest on anything that we have on our agenda? Seeing none.

There were none.

2. Acceptance of Agenda:
Vice-Chair Clark: I'll accept a motion to Accept the Agenda.

Royalty: I'll make a motion we Accept the Agenda as printed.

Snyder: I'll second it.

Vice-Chair Clark: All in favor?

The Agenda was Accepted Unanimously 3-0

3. Acceptance of Minutes:
Vice-Chair Clark: Acceptance of the minutes.
Royalty: We have three.

Vice-Chair Clark: Three's all we need. That's all we need. I can vote because I didn't give up my right to vote as Vice-Chairman since the Chairman's not here. The Chairman only votes in case of a tie, but I'm not the Chairman so I can vote. Acceptance of the minutes. Everybody have time to read those? Accept a motion and a second.

Royalty: We did that already.

Vice-Chair Clark: For the minutes. We did the Acceptance of the Agenda.

Snyder: I'll move.

Royalty: I'll second.

Vice-Chair Clark: All in favor?

The Minutes were Approved Unanimously 3-0.

4. Public Participation:

Vice-Chair Clark: Public Participation. Is there anyone here that would like to speak to anything that we're going to be speaking to and if not at this time you'll be given full time to do that later on in the meeting? No one?

There was none.

5. Solid Waste Rate Review:
   a. Update on Customer Outreach Efforts

Vice-Chair Clark: Okay, Domonique. Let's have our update.

Rodriguez: My name is Domonique Rodriguez. I'm the Rate and Economic Analysis Manager. I have a brief presentation and then some PDF's to show the outreach.

Vice-Chair Clark: Okay.

Rodriguez: Through the end of September and beginning of October here are the locations that we were present for public outreach, community discussions and/or booths. The participation numbers total were 41 and then I broke it down by each site in case you wanted to see those as well. Okay.

The next thing, that I show is the Committee's discussion for the Rate Design options that will be recommended to the Utilities Board.

Vice-Chair Clark: Can I make a comment on the outreach?

Rodriguez: Sure.
Vice-Chair Clark: The pool didn't become very positive at all. We had very few people. I think we only had two people; one of which was a new member in the committee and the other one was a man that lived in the County who didn't have any horse in this race. I think the next time we do this we cannot plan on doing the swimming pool.

Rodriguez: Okay.

Vice-Chair Clark: The City Hall worked out very well, especially with the cookies because we were able to sneak the kids in to get cookies and then we could talk to the parents. That came out pretty good.

Rodriguez: Okay.

Vice-Chair Clark: The Farmer's Market on Saturday was very good. The one on Wednesday was so limited it wasn't very good at all.

Royalty: I think we eliminate the one on Wednesday's next time.

Vice-Chair Clark: Yes.

Rodriguez: Okay. I'm going to jump real quick to show you here is the ad that was put on Facebook. This went out and then there was also, here's an article that Suzanne and Cassie published in the newspaper. This is one and I just, we had it as a PDF so that way you could have a copy of it as well. This is the full, so it has all of this; it lists the venues and the times. It shows one of the poster boards to kind of wrap it up and sum it up for the rate payers better. Then here is the other article that was published. This one has a really good picture of Mr. Royalty talking with some young ladies there at City Hall during our community discussion.

Vice-Chair Clark: I think all in all we got more communication this time than we did the last time.

Rodriguez: Yes I agree. I think it was really, I also agree that City Hall worked out really good during the 4:00 to 5:00 p.m., because people were in and out with traffic, the time frame of it was really nice. We weren't there too long and not. I think when we did it after hours people were trying to get home or do other things and it was a little bit inconvenient or out of their way. I do agree that this was a really good place to set up because there's traffic. That's what the UCAG had requested is to be where there is traffic.

Vice-Chair Clark: It worked very well there.

Rodriguez: Do you have any other suggestions about what to do on the next one in terms of public outreach?
Vice-Chair Clark: I just think the City Hall worked well and the Farmer's Market has always worked well for us.

Rodriguez: Okay.

b. Discussion of Rate Design Options for Recommendation to the LCU Board

Rodriguez: Then the next slide is the Discussion of the Rate Design Options. We have the Phased In which is a phased in over two years. It is a $1.00 increase in the first year and then another dollar increase in the second year, or a full cost. This is the Committee's decision. Then we will move forward with drafting a letter and then that will then be presented to the Utilities Board once the UCAG has approved which option you would like to take to the Utilities Board.

Snyder: Do we need to vote on that right now?

Vice-Chair Clark: Let's just have any comments that you have to make.

Royalty: I think all, every response I got was the fact that we're talking about $2.00. It's not a big deal.

Synder: Right.

Royalty: The comment that I got.

Snyder: Most of the comments were positive.

Royalty: The fact that we haven't had an increase in four or five years and I tried to stress that to the people and they thought it's not a big deal. I think we should recommend that they go ahead with the full increase of $2.00. What's your thoughts?

Vice-Chair Clark: Well I think we ought to wait until we have more Members of the Board here because I'm not going to vote for this, and if I vote against it, it's dead. I think the other two Members of the Committee or at least one other Member of the Committee needs to be here.

Snyder: This is something we can take care via e-mail.

Vice-Chair Clark: No.

Snyder: No? Okay.

Vice-Chair Clark: I would prefer not discussing it at this point.

Snyder: Okay.

Ruiz: Alma Ruiz. Office Manager Senior. At this point, Vice-Chair, you may want to table this.
Vice-Chair Clark:  Correct.
Ruiz:  To the next meeting. Then that way that's your action is to table it.
Vice-Chair Clark:  Actually the motion is to postpone it.
Ruiz:  Correct.
Vice-Chair Clark:  I would like to hear a motion to postpone this until a later time.
Snyder:  Okay I'll move.
Vice-Chair Clark:  Okay.
Royalty:  I'll second.
Vice-Chair Clark:  All in favor? Thank you.

**The Rate Design Option Recommendation was Tabled Unanimously 3-0.**

6. **Other Items of Interest:**
Vice-Chair Clark:  Is there any other items of interest from anyone?
Royalty:  Domonique did you have anything else?
Rodriguez:  No.

7. **Committee Member Discussion:**
Vice-Chair Clark:  Okay, Committee Member discussion?
Snyder:  No, not really. It was all presented last.
Vice-Chair Clark:  Okay. Dr. Garcia do you have anything you would like to add to our meeting?
Dr. Garcia:  No Madam Chair.
Vice-Chair Clark:  Thank you.

9. **Next Meeting Date:**
   a.  **November 13, 2019**

10. **Adjournment:**
Vice-Chair Clark:  Adjournment? We're done. Everybody complained that my last meeting was too long so I decided to make it shorter this time.
Snyder:  Okay I'll move.
Royalty:  I'll second.
Vice-Chair Clark: Okay, all in favor? Meeting is adjourned.

[Signature]
Chairperson