

CITIZENS' WATER ADVISORY COMMITTEE (CWAC) MINUTES

October 8, 2019

Members Present: Don Langley (Chair), Janet Marlow (Vice Chair), Angie Binder, Jay Campbell

Excused Absence: Susan Turnquist, Tom Coker, Duane Senn (resigned), Tom Tobiassen

Staff Present: Nancy Freed, Jo Ann Giddings, Sarah Young, Greg Baker, Steve Sciba, Marena Lertch, Michael Valdiris, Fernando Aranda, Rory Franklin, Dara Sanders

Visitors Present: None

The meeting was called to order at 6:02 p.m.

1. APPROVAL OF MINUTES – July 9, 2019

The motion to approve was made by Jay Campbell. The motion to approve was Seconded by Janet Marlow. The minutes were approved unanimously.

2. AGENDA TOPICS FROM THE COMMITTEE

There were no topics from the committee.

3. INTRODUCTIONS/PUBLIC INVITED TO BE HEARD

There were no members of the public present.

4. NEW/OLD BUSINESS

- It was decided that the order of the agenda will be changed. Quincy Reservoir update will now be the first presentation.
 - Communications update will be moved to after presentations.
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5. QUINCY RESERVOIR UPDATE

S. Young's presentation covered the issues faced with reservoir nutrient overload and high chlorophyll levels. Due to more stringent state regulations soon to be implemented, Aurora Water is considering the possible uses for Quincy Reservoir in the future.

- Committee Questions & Discussion
 - D. Langley asked if the high chlorophyll A levels pose a health hazard. S. Young will get back to the committee with answers. S. Young did state that the reservoir was closed twice this year due to cyanobacteria bloom and resulting health hazards. Algaecide treatment was implemented which provided short term improvement but more research will need to be done to ascertain whether use of algaecide will be a feasible long term solution for cyanobacteria blooms in the reservoir.
 - D. Langley asked whether this is an isolated (not instream) reservoir. G. Baker confirmed Yes.
 - J. Marlow asked if we know what caused the algae bloom? S. Young explained effects of nutrient-rich

standing water bodies and sunlight contributing to conditions that encourage algae growth.

- D. Langley asked if Quincy reservoir is used for storage right now? S. Young stated it is a buffer used for water treatment flexibility, however, due to water quality issues, the water was not being used at this time in the treatment processes.
 - D. Langley asked about RFP. S. Young answered that preliminary results should be available in about five months for budgetary and 9 months for other elements.
 - D. Langley ask if Parks, Recreation & Open Space (PROS) runs the recreation on Quincy Reservoir? S. Young replied that PROS does manage the recreation and facilities and has been involved
 - D. Langley asked if we don't want Quincy Reservoir as a reservoir or an amenity, what else would it be used for. S. Young replied that there is still great potential to use it as an amenity or possibly even a stormwater quality resource, but more ideas may arise once we have a consultant evaluate future possibilities.
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6. PAYMENT PROCESS SYSTEM UPDATE

Michael Valdiris presented the migration to and implementation of Paymentus for Aurora Water Billing.

- Committee Discussion & Questions

- Janet Marlow asked if we know how many people are set up on bill pay through their personal bank. M. Valdiris replied we do not know and have no accurate means to determine this.
 - D. Langley asked if people still pay their water bill in the lobby of the AMC. G. Baker replied yes. Fernando Aranda provided the statistic that 2% of water customers still pay with cash.
 - D. Langley asked what the impact will be on the auto pay customers who do not switch to the new system on time and for the department handling those issues. Jo Ann Giddings stated that the system will process those accounts as any other delinquent account. G. Baker added that we will have to exercise some discretion and help guide customers to setting up their new autopay accounts.
 - J. Marlow asked if we have a policy in place to attract more people to the new system? G. Baker confirmed we have promotional and advertising plans to recruit to the new system.
 - D. Langley asked if this affects both commercial and residential accounts. G. Baker confirmed it affects all 87,000 water accounts.
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7. EMERGENCY PLANNING

- Marena Lertch presented on Aurora Water participation in Emergency Operations Planning.

- Committee Discussion & Questions

- D. Langley asked “What were the 2019 activations” of the Emergency Operations Center (EOC)? M. Lertch communicated that the bomb cyclone, and two ICE protests caused activation of the EOC.
 - D. Langley asked if EOC is a city function? Yes. Police, Fire, Water, finance, etc.
 - Angie Binder asked whether the EOC covers cyber-attacks or if IT covers those issues. M. Lertch confirmed that EOC would be activated and that IT works closely with the office of emergency management to ensure Aurora's resiliency to cyber-attack.
 - J. Campbell asked whether Aurora Water would share its Continuity of Operations Plans (COOP) with the Anschutz Medical Campus, since our plans directly impact the campus. M. Lertch said we could coordinate with the office of emergency management to go over our redundancies and how we would work with the medical campus in the event of an emergency.
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8. NEW RATE APPROVAL

Fernando Aranda presented the new proposed residential rate structure for Aurora Water to be rolled out over the next 10 years.

- Committee Discussion & Questions

- D. Langley asked how user conservation will change the rates. F. Aranda said the model will adapt as new data comes in.
 - A. Binder suggested that City Council may want to see a map of water usage by ward.
 - D. Langley asked if irrigation rates and allocation will be impacted. G. Baker stated that the topic warrants further discussion and research. Current allocations will remain the same until a new study is done.
 - J. Campbell suggests creating a slide that shows average monthly bill adjustments for 2021 compared to the other utilities.
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9. REVIEW FOLLOWUP QUESTIONS

- D. Langley asked if the high chlorophyll A levels pose a health hazard.

Greg Baker responded via email on Oct. 23:

The change in chlorophyll a standards is related to stricter regulations on nutrients in water bodies which can cause high levels of algae. Nutrients refers to phosphorus and nitrogen which are food for algae. Chlorophyll a is essentially the quantity of “green” you have in your reservoir and correlates to how much algae you have. The thought is, if you control chlorophyll a you are adequately controlling phosphorus and nitrogen.

- J. Campbell asked whether Aurora Water would share its Continuity of Operations Plans (COOP) with the Anschutz Medical Campus, since our plans directly impact the campus. M. Lertch said we could coordinate with the office of emergency management to go over our redundancies and how we would work with the medical campus in the event of an emergency.

Greg Baker provided M. Lertch with Jay’s contact information.

10. COMMUNICATIONS UPDATE

- FOX 31 news was up in London Mine last month and interviewed Alex Davis last week set to air Thursday evening.

- 5280 Magazine reporter Natasha Gardner who came on water tour met with Greg Baker for coffee a couple weeks ago to see where the story potential was and what direction her story was going to take. She will be focusing on the Fenn Reclamation Project. Aspen times would like to do the same story. Long term, 5281 wants to do a 100-year anniversary issue on the Colorado river compact.

11. DECISION ON UPCOMINGS MEETINGS

- For the November meeting we will have the quarterly financial report, Tim York will update on Conservation Program changes, we have room for one more presentation, or we may want to set aside time to review applications. Fall supplemental has only one update which is that we made a prepayment on our debt of \$45 million dollars.

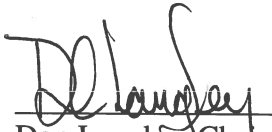
- Concerning vacancies, two incumbent members are up for reappointment, and three vacancies currently exist for term beginning in 2020. Advertising will be on News Aurora, Next Door, and social media. Referrals by current members are encouraged. Suggested candidates will be presented to City Council in January.

12. CONFIRM NEXT MEETING – TUESDAY, NOVEMBER 12, 2019

The next regular meeting will be held Tuesday, November 12, 2019, in the Lowry Room.

13. ADJOURN

J. Campbell motioned to adjourn. Meeting adjourned at 7:55pm.



Don Langley, Chair
Citizens' Water Advisory Committee



Submitted by: Dara Sanders
Administrative Specialist, Aurora Water

ADOPTED: 11/19/2019