

CITIZENS' WATER ADVISORY COMMITTEE (CWAC) AGENDA

April 13, 2021, 6:00 p.m.

Webex Link:

<https://auroragov.webex.com/auroragov/j.php?MTID=m1b3f0c0fd86eb0ecc9b9e5dbb6289985>

Public Participation through call in number (listen only)

720-650-7664

Access code: 187 515 1117

Members: Janet Marlow - Chair, Angie Binder -Vice Chair, Jay Campbell, Tom Coker, Brandy DeLange, Richard Eason, William Gondrez, David Patterson, Mike Spatter

- | | | | |
|-----|--|----------------|-----------|
| 1. | Approval of Minutes – February 9, 2021 | Chair | 6:00 p.m. |
| 2. | Introductions/Public Invited to be Heard | Chair | 6:05 p.m. |
| 3. | New/Old Business | Chair | 6:10 p.m. |
| 4. | Communications Update | Greg Baker | 6:15 p.m. |
| 5. | Service Line Warranties follow-up discussion | Marshall Brown | 6:20 p.m. |
| 6. | Colorado's Interstate Compacts | Alex Davis | 6:30 p.m. |
| 7. | Public Relations Division Overview | Greg Baker | 7:10 p.m. |
| 8. | Discuss CWAC Quarterly Report to WPC in January | Chair | 7:20 p.m. |
| 9. | Review Follow-Up Questions Generated at this Meeting | Chair | 7:25 p.m. |
| 10. | Confirm Next Meeting – Tuesday, May 11, 2021 | Chair | 7:30 p.m. |
| 11. | Adjourn | Chair | 7:35 p.m. |

CITIZENS' WATER ADVISORY COMMITTEE (CWAC) MINUTES
February 9, 2021, 6:00 p.m.
Webex

Members Present: Janet Marlow (Chair), Angie Binder (Vice-Chair), Tom Coker, Richard Eason, David Patterson, William Gondrez, Mike Spatter, Brandy DeLange

Absent: None

Staff Present: Marshall Brown, Greg Baker, Jo Ann Giddings, Rory Franklin, James DeHerrera, Lauren Nance, Alex Davis, Fernando Aranda, Sandy Moore

Visitors Present: City Council Member Crystal Murillo

The meeting was called to order at 6:00 p.m.

1. Approval of Minutes – January 12, 2021

The January 12, 2021 minutes were approved.

2. Introductions/Public Invited to be Heard

J. Marlow introduced City Council Member Crystal Murillo who is the Chair of the Water Policy Committee and ex-officio of the CWAC committee.

C. Murillo stated, she is a new member of the Water Policy Committee and offered her services to the CWAC Committee. She is passionate about the sustainability of natural resources. She represents Ward I, the North-West part of Aurora where there are unique challenges within her district. She looks forward to learning more about the issues and guiding the Water Policy Committee.

3. New/Old Business

T. Coker stated, a friend of his had been impressed with the updates to the Aurora Water billing system and the whole operations. He was also impressed with a customer service representative that he had spoken with in the billing office.

G. Baker stated, he appreciated the positive feedback and the improvements in the online bill payment had been a long time coming. He also stated that there was a new phone app available as well.

D. Patterson stated how convenient it is to have online retrieval of the history of the account.

4. Communications Update

G. Baker stated, Aurora Water is waiting on the State Engineers report concerning our pilot release with Homestake Reservoir from last September. The expectation is to have the report within three weeks.

G. Baker stated Aurora Water is still waiting on a decision memo for a permit from the United States Forest Service (USFS) for geo-tech exploration work in Homestake Valley. He had hoped to receive something before Christmas and although there is no set timeframe, the memo is expected soon. Regional media has not been positive about the project thus far.

G. Baker stated there had been many reports concerning drought in the media and they have done a great job covering information regarding drought. He also stated that he is a Co-Chair along with a member from Denver Water on the Drought Response Team for the Metro Wide Coordination Group. The group which includes twenty-two (22) utilities, met last week.

J. Marlow stated she had attended a drought presentation from the Colorado Water Congress, which was extremely insightful.

5. 4th Quarter Financial Update

J. Giddings presented a preliminary report of the fourth quarter of 2020 to the committee and staff. She summarized that revenues were up due to customer growth, a very dry spring and summer in 2020, and the four percent sewer rate increase approved in 2020. Expenses, excluding debt services, were under due to lower than anticipated expenses in supplies and services. The debt service was also lower due to a prepayment made in 2019.

J. Campbell asked, how are the reserve amounts determined, and are there annual or monthly payments under the service? J. Giddings replied, there are usually two payments on the bonds. One is usually in January with a principle and interest payment and August is generally an interest payment.

J. Campbell asked how the amount was calculated for the 90 days of operating costs, and was the 0.5 percent of capital assets used as a baseline? J. Giddings replied it is based on research, what the rating agencies are looking for, and what other utilities have done. In comparison, our system is fairly new. Older utilities usually have a higher percentage in capital.

J. Campbell asked if 25 percent of the operating reserve was from the adopted operating budget excluding the debt? J. Giddings replied, yes.

J. Campbell stated the numbers did not add up when looking at the overall operating expenses of the water utility, and asked what part of the annual operating budget goes into the calculation? J.

Giddings stated, we do not necessarily know what our final budget will be. The amount is based on the previous year's budget.

J. Campbell asked if the salaries and operating expenses are dispersed over the course of the year? J. Giddings replied, yes, that is correct but does not include any capital or debt services. J. Campbell replied thank you, it makes perfect sense.

A. Binder asked how much funding was provided by CARES for equipment, and how much did the utility department receive in funding? Did the Water Department use any funds for potential shut-offs? J. Giddings stated most of the funds were used to allow employees to work remotely during the pandemic but was unsure of the specific amount provided under CARES. Aurora Cares received \$500 thousand from the general fund to aid customers with paying their bills and a moratorium was in place for shut-offs from March to November of 2020. M. Brown stated the approximate amount of funds used to assist with working remotely was \$50 thousand. The majority of the \$500 thousand provided by the general fund was used for the customer assistance program.

B. DeLange asked if the city will receive some of the new stimulus funding of \$638 million provided by the Federal Government for water and wastewater utility assistance? J. Giddings stated yes, we would. The Health and Humans Services Agency will distribute the funding, and they are working on the regulations and guidance procedures. The City is also receiving other funds to assist with utilities and rent.

J. Campbell stated he has been involved with CWAC for almost five years. He has reviewed the reports, and it is incredible how Aurora Water manages the budgeting, capital, and storm and wastewater transmission lines. There is a large increase in global cash at the end of the year in December. It does not seem to correlate to the revenue versus the expenses. The report mentions writing off capital encumbrances that will not be managed and executed in the next fiscal year and asked if this was correct. J. Giddings replied yes, it could also be completed projects that have not used all the funds encumbered. The encumbered funds are released, causing a spike in the report. J. Campbell asked is there a big decrease in January? J. Giddings replied, yes, that is correct, and we will see some of that in the first quarter.

6. Service Line Warranties Follow - Up Discussion

M. Brown stated, we have historically taken the position that the customers are free to use whichever company they choose to warranty the stretches of water lines that are not supported by the City because typically, homeowner's insurance does not provide a rider for this type of service. However, if the City were to partner with one of the warranty companies, an agreement would be drafted which would involve exclusive advertising within the service area and allow for a larger discount to customers if they sign-up. Previously, we have made recommendations to the Water Policy Committee to leave the market open for the customer to choose. However, there will be a staff presentation to the Water Policy Committee for recommendations on whether to collaborate with a service line warranty provider. HomeServe USA will be available at the Water Policy Committee meeting to answer questions directly.

R. Eason stated, there is always a risk when a governmental entity endorses one private entity over another. However, he did see a significant financial benefit for the customer. M. Brown stated, there is a significant discount, between 20 to 40 percent, to the customer if the City partnered with or endorsed a warrant provider.

B. DeLange asked, is there a buy-in for the customer, and if so, how much is it? M. Brown stated, no, there is not a buy-in for the customer. The City contract would not require any commitment of funds from the utility or the City. The source of revenue would be from the customer participating in the program. Depending on how many people sign up, there would be a certain amount of funds returning to the utility to commit to the Aurora Cares program.

R. Eason asked if anyone had a chance to receive feedback from other cities of comparable size, and age that are participating in this program? G. Baker replied, he had not found an equivalent utility based on size, age, and infrastructure but had spoken to Public Information Officer's (PIO's) in Houston, Louisville, and Phoenix, who all had partnerships with HomeServe USA. They all stated that HomeServe USA was easy to work with, the work had been done appropriately, and worked well with the utilities on marketing. M. Brown stated, the customers that use the warranty service seem to be happy with the assistance provided and the cost minimization.

R. Eason stated, the tipping factor for him, if we move forward with this, was the lack of exclusivity, and it does not preclude the homeowner from using another provider. M. Brown replied that is correct, it would function as somewhat of an endorsement and would want to market the materials appropriately.

D. Patterson asked, if a city endorsed company acquired a certain number of subscribers, would there be an added discount and what is the best deal we could get? All the companies seem to prefer negotiating the prices upfront, making assumptions on the number of customers that would sign up for the service. The variable part of the returns is based on how much the company would give back to the Aurora Cares program. G. Baker stated the pricing with HomeServe USA is approximately \$5.00 dollars per month for the water line and \$7.00 monthly for the sewer line. America Water is slightly more costly to warranty both the water line and wastewater line. Both companies use direct mail for their advertising. M. Brown stated, we could review the qualifications, reputation, and customer service associated with each company and request proposals, allowing any entity to submit proposals.

J. Campbell asked if the exclusive advertising would be included on the water website and in mailers and flyers? M. Brown stated yes, they would like to use our water website, direct mailings, flyers and have access to our list of customers. However, Aurora Water would only allow access to the website and offer an endorsement.

J. Campbell asked, what if any, obligation would be in place with Aurora Water to ensure customer service records are maintained? M. Brown stated, there are performance measures that we can include in the contract. One of the concerns previously, has been the inability to control the level of customer service, ensuring they meet our own standards.

R. Eason asked if Aurora Water would monitor the quality of service? M. Brown stated no, we would not monitor the contractor. The responsibility would be upon the service provider and any possible sub-contractors.

R. Eason asked if a service line replacement requires a permit, and if so, would there be quality controls from the permits? M. Brown replied, there is some quality control, but it is minimal. A permit is required to perform the work and requires that basic standards are met.

T. Coker asked if there is a rush to do this? M. Brown stated no, customers still have access through the open market to different entities.

T. Coker asked if the issues would be better addressed through the insurance companies? Are there any concerns of liability issues due to the City endorsing any one provider? M. Brown replied, we are not aware of any participating cities incurring a liability associated with these policies. The companies offer a service policy of the private service line and sewer line laterals. Homeowners insurance does not commonly provide a rider for this type of issue but can supply flood insurance to property if damages were incurred as a result of a broken service line or a sewer back up. T. Coker replied, he is a believer of the free market enterprise, and he would prefer the free market to produce its own reconciliation. M. Brown stated, these types of service policies have been available for at least 20 years because the larger insurance companies have chosen to not cover this issue.

C. Murillo stated, she is open to exploring the concept and the cost savings. She also asked if there is any guarantee on the 20 to 40 percent, do we have to meet a threshold of customers, and how is that built into the contract? M. Brown stated, when the contract is negotiated, the companies should be willing to commit to pricing. They do however, make assumptions for the length of the contract which is usually five years.

C. Murillo stated, she had been contacted by some of her constituents because they were unaware of the private responsibility of breaking through the new cement to reach the broken pipe. M. Brown stated, the service policies will cover the cost until the ceiling point is reached. He would have further discussions with HomeServe to obtain more information regarding all questions from tonight's meeting and include those in the presentation to the Water Policy Committee.

7. Quincy Reservoir Comprehensive Analysis Presentation

James DeHerrera presented information on the degrading water quality at Quincy Reservoir and the comprehensive analysis that took place to evaluate possible options for the future status of the reservoir. When the study was completed, short, mid, and long-term solutions were discussed. Short-term solutions included hydrogen peroxide treatments and an alum treatment which have already been administered and met their intended goal. The remainder of the presentation was focused on more long-term solutions including a possible hydroponic system, littoral zone restoration, and improving the existing aeration system which will begin in 2021.

8. Water Drought Response

L. Nance provided details and information of the current drought conditions in Colorado that may impact Aurora Water's raw water collection. Drought could lead to reductions in Aurora Water's storage supplies and could cause water supply shortages to Aurora Water customers. To prepare for drought, Aurora Water has initiated the Drought Action Team for 2021 with the objective of bringing together staff from across Aurora Water to develop recommendations and propose actions to mitigate drought risks. The team will utilize the Water Management Plan and data on reservoir levels and supply to guide their recommendations on any changes to demand restrictions. The Drought Action Plan will include recommendations and ideas on how to increase water supply, reduce water demands, public messaging and operational complexities. Aurora Water is also participating in local and state efforts to coordinate and plan for drought. Colorado is currently in Phase 3 of the state's Drought Mitigation and Response Plan which has activated the "Municipal Water Impact Task Force" whose purpose is to assess drought impacts on municipalities and recommend and implement mitigation and response plans. Aurora Water is not a member of this statewide task force but will stay engaged with the group. Aurora Water is also coordinating with Denver Water to co-chair a group called the "Metro Drought Coordination Group" that will collaborate on communication of drought and watering restrictions across the Denver-Metro area.

A. Binder asked, what is the normal range of precipitation based on? G. Baker stated, it is based on a 30-year average.

J. Marlow asked, why is Aurora Water not involved in the Municipal Water Task Force? L. Nance replied, the group is exceptionally large already. However, there is another task force working on how best to support municipalities. G. Baker stated, this is the first time they have activated a Municipal Task Force at this level.

B. DeLange asked if the task force has identified deliverables to municipalities? Are there specific goals being set other than assisting municipalities during a drought year? Are there goals outside of potential funding? L. Nance stated she had not heard of any. Some of the tasks outlined are collecting and evaluating impact data, and coordination which, may be more beneficial for smaller municipalities that may not have enough resources. G. Baker stated, the drought task force did send a survey to all the municipalities asking if there are any municipalities in need of assistance setting up any systems. Aurora replied that we already had these systems in place.

G. Baker stated, we want to explore every avenue to increase our supply before we go further into restrictions. We have also expanded our resources with the Prairie Waters Project and expanded our water storage. L. Nance stated, after April 1, 2021 they would be more confident about where we are concerning drought.

G. Baker stated, in March 2013, City Council approved and declared a two-day a week drought watering schedule. However, it takes time to implement and gather all information for our customers and time for them to become accustomed to the watering schedule.

9. Colorado Interstate Compacts

Deferred to the next CWAC meeting scheduled for Tuesday, April 13, 2021.

10. Review Follow-Up Question Generated at this Meeting

R. Eason suggested a discussion or presentation about the security measures Aurora Water has taken in response to the hacking incident that occurred within the Florida Water System. G. Baker stated he would check with Dan Mikesell and Marshall Brown.

11. Reminder of Committee Orientation, March 9, 2021

J. Marlow reminded members of the March 9, 2021 CWAC Orientation for new members.

12. Confirm Next Meeting – Tuesday, April 13, 2021

J. Marlow confirmed the next meeting Tuesday, April 13, 2021

13. Adjourn

The meeting was adjourned at 7:59 pm

Janet Marlow, Chair
Citizens' Water Advisory Committee

Submitted by Sandy Moore
Administrative Specialist, Aurora Water

Adopted: _____

Homeowners Insurance Providers

Riders for Service Lines and other issues

NAME	SERVICE LINE COVERAGE	COST	SEWER/SUMP PUMP COVERAGE	COST
American Family Insurance	Yes	\$20 annually	Yes	\$50-\$250 annual based on likelihood of sewer/sump pump failure
Travelers	Yes	\$30 annual (for \$10,000) or \$40 annual (for \$20,000)	Yes	Available with enhanced home package, price variable
State Farm	Yes	\$40-50 annually (for \$10,000)	Yes	\$30-\$40 annually, conditionally
Liberty Mutual	No		Yes	\$40 annually, conditionally
Nationwide	No		Yes	up to \$100 annually, conditionally
Allstate	No		Yes	up to \$100 annually, conditionally
Farmers	Yes	\$25-\$75 annually (for \$10,000)	Yes	included in the service line coverage
Amica	No		Yes	\$40-\$50 annually, conditionally

* Service Line Coverage runs between \$20-\$50 on average in addition to premium each year

MEMORANDUM



City of Aurora

Worth Discovering • auroragov.org

To: Citizens' Water Advisory Committee

Through: Marshall P. Brown, Director, Aurora Water

From: Alexandra L. Davis, Deputy Director of Water Resources

Date: April 13, 2021

Subject: Interstate River Compacts in Colorado

Purpose:

The purpose of this memo and presentation is to provide information about Colorado's Interstate Compacts allocating water with river basins. This presentation will cover some foundational information and focus on the river basins of most significance to the City of Aurora.

Action Required:

No action at this time is required. This is informational only.

Colorado's Interstate Compacts

CWAC

April 13, 2021

Alexandra L. Davis



Colorado Water Law Basics

- Farmers and Miners came to Colorado and established the first water rights
- 1852 – People's Ditch in San Luis Valley (Not pictured)
- 1876 Statehood



Colorado Water Law Basics

- Doctrine of Prior Appropriation
 - “First in Time, First in Right”
 - Water is a property right
 - Usufructuary
- Established by Water Court Decree
 - Time, place, amount
 - Sets priority



Discussing Water Rights, A Western Pastime



Colorado Water Basins



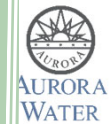
Colorado- A Headwaters State

19 States & Mexico Rely on Colorado Water



Mechanisms for Allocating Water Between States

- **Litigation to the U.S. Supreme Court** Ostensibly results in a decree that allocates water between states based on equitable apportionment and State allocation regimes.
 - Unpredictable outcome
 - Difficult to enforce
- **Congressional Action** - Congress apportions the water between states. See e.g., Boulder Canyon Project Act which apportioned water among CA, AZ, & NV.
 - Limited in scope – U.S. Constitution and Federalist Government limits Congressional authority



Mechanisms for Allocating Water Between States

Agreement - Interstate Compact

- U.S. Constitution – Article I, Section 10, Paragraph 3: States agree to allocations of water; may enter into compact with approval of Congress.
 - Negotiated agreement usually with help of chosen experts.
 - More control of the outcome.



What is a Compact?

An agreement between two or more states approved by their state legislatures and Congress under the authority of the Compact Clause of the Constitution. (Art. I §10(3)).

- Purpose - To establish under state and federal law how the water of an interstate stream will be shared between users in different states in a manner that respects the states' sovereignty in a federalist system.
- Rationale - Authorizing compacts between states with sole limitation being consent by Congress respects states' inherent sovereignty in federalist system



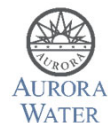
Advantages of Compacts

- **Mutually beneficial solution to all states**
- **Thorough discussion of issues** outside of formal court proceedings – includes experts and users
- **Binding** agreement
 - allows certainty concerning future development
 - enforceable by U.S. Supreme Court
 - If a violation is found, damages can be assessed
- Promote **interstate comity**
 - Remove causes of present and future controversies
- **Protect the rights** of each state to use its apportionment of the water
- **Apportions use**
 - Compacts can and do apportion use differently
 - Flow guarantees
 - Consumption limits



Why Colorado Negotiated Interstate River Compacts

- **Two U.S. Supreme Court Decisions**
 - Kansas v. Colorado (1907): Principal of Equitable Apportionment
 - Wyoming v. Colorado (1922): Doctrine of Prior Appropriation applies across interstate boundaries, if both states rely upon the identical water allocation system
- **Delph Carpenter – Greeley water lawyer – lead negotiator on four interstate compacts**
 - Concern about cost and impacts of interstate litigation
 - Preservation of future uses – development potential



Colorado Water subject to

9 Interstate Compacts

Colorado River 1922
 La Plata 1922
 South Platte 1923
 Río Grande 1938
 Republican 1942
 Costilla Creek 1944
 Upper Colorado 1948
 Arkansas 1948
 A-LP Project 1969

2 International Treaties

1945 Mexican Treaty on Rio Grande, Tijuana, and Colorado Rivers
 1906 Convention with Mexico on the Rio Grande above Ft. Quitman, Texas

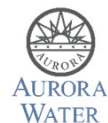
2 Interstate Agreements

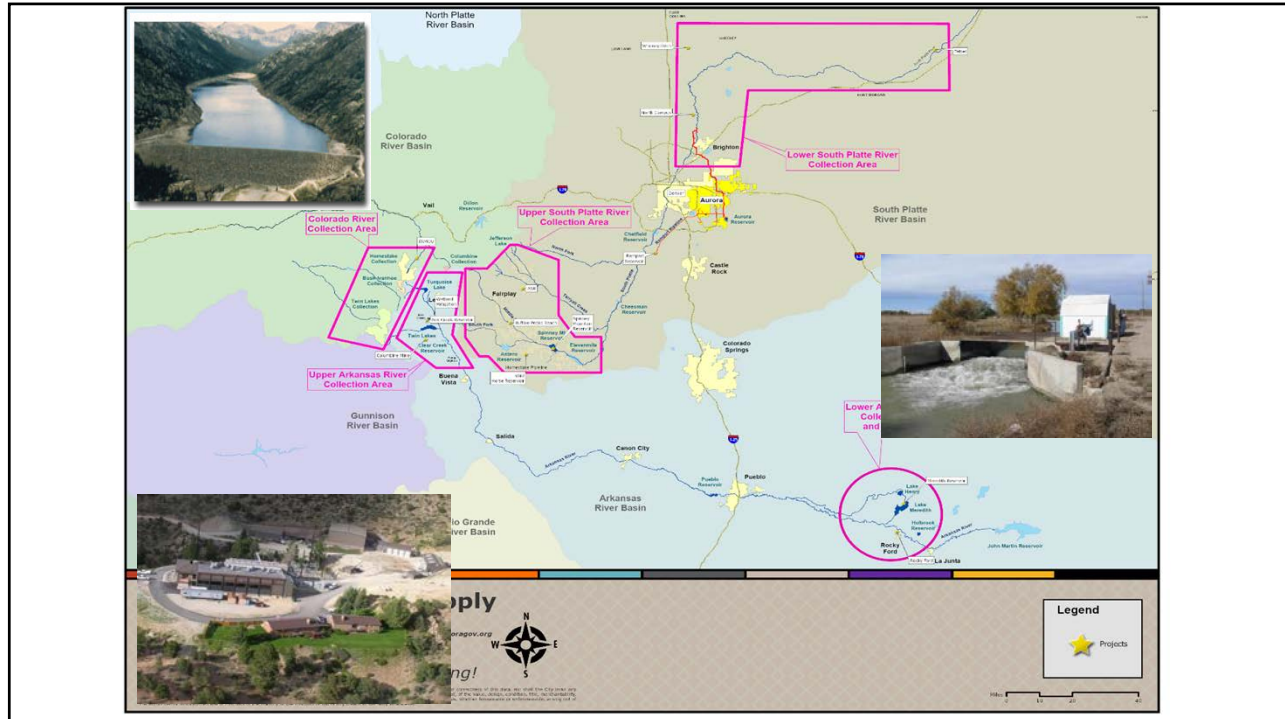
Pot Creek Memorandum of Understanding - 2005 (1958)
 Sand Creek Memorandum of Agreement – 1997



Methods of Allocating Water Among States

1. Allocates a portion of the long-term undepleted basin water supply to each state on the basis of consumptive use (man-made depletions)
 - Colorado River Compact - Acre-feet per year of depletions
 - Republican River Compact - Acre-feet per year of depletions
2. Delivery of a portion of an indexed supply to the Stateline
 - Rio Grande Compact - Variable index and annual delivery obligation
 - La Plata River Compact - One-half of indexed flow to Stateline the next day
3. Application of Doctrine of Prior Appropriation across Stateline
 - Costilla Creek Compact
 - South Platte River Compact





SOUTH PLATTE RIVER COMPACT

April 27, 1923
Signatory States: Colorado and Nebraska
Commissioner: State Engineer

Major Provisions

- Colorado has full and uninterrupted use of all the waters in the "Lower Section" from October 15 to April 1.
(South Divide Canal exception –appropriation date of December 17, 1921)
- Between April 1 and October 15, Colorado must curtail diversions in the "Lower Section" junior to June 14, 1897, whenever the interstate gauge shows a mean flow of less than 120 cfs . (Art. IV)



ARKANSAS RIVER COMPACT

December 14, 1948

Signatory States: Colorado and Kansas

Commissioners: 1 resident from former Water District 14 or 17,
1 resident from former Water District 67, and
Director of the Colorado Water Conservation Board

Major Purposes:

1. Settle existing and future controversy between the states concerning the utilization of the waters of the Arkansas River
2. Equitably divide and apportion the waters of the Arkansas River between Colorado and Kansas as well as the benefits which arise from the construction of John Martin Reservoir



COLORADO RIVER COMPACT

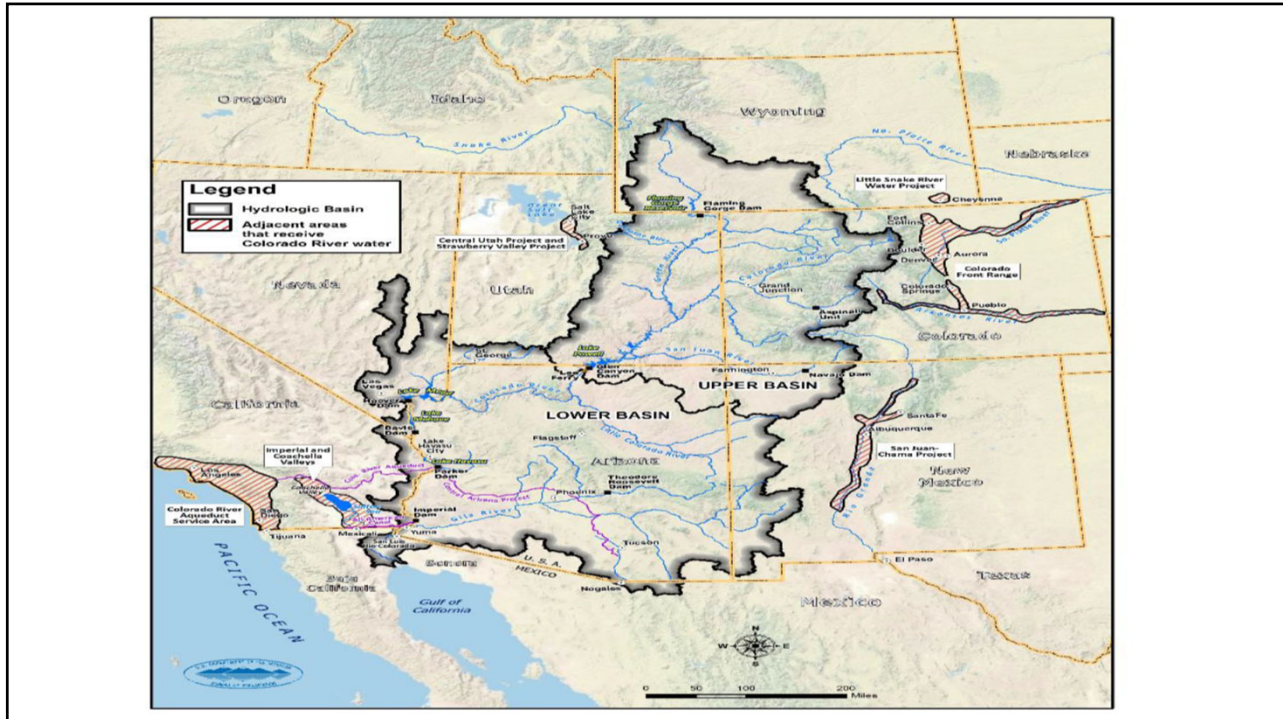
November 24, 1922

Signatory States: AZ, CA, CO, NV, NM, UT and WY

Primary Provisions

- Divides Colorado River Basin into the Lower Basin (California, Arizona, Nevada) and the Upper Basin (Colorado, Utah, New Mexico, Wyoming) at Lee Ferry, Arizona.
- Allocates 7,500,000 acre-feet of consumptive use to each basin per annum.
- Provides for Mexican allocation, first from surplus waters above the 15,000,000 acre-feet per year, and secondly splits obligation equally between the basins.
- Provides that Upper Basin shall not deplete 75,000,000 acre-feet in each consecutive 10-year period.





UPPER COLORADO RIVER COMPACT

October 11, 1948

Signatory States: AZ, CO, NM, UT & WY

Primary Provisions

- Water apportionment as follows:
 - Arizona 1st 50,000 acre-feet/yr.
 - Colorado 51.75% New Mexico 11.25%
 - Utah 23.00% Wyoming 14.00%

- Lower Basin call- curtailment determined as follows:
 - Curtailment extent and time shall assure full compliance with CR Compact.
 - States shall make up any overdraft first.
 - Curtailment -same ratio as beneficial use during prior year
 - Excludes rights which predate November 24, 1922.



Law of the River

The body of law that affects and controls the interstate and international use, management, and allocation of water in the Colorado River System.

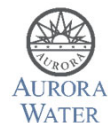
This body of law includes:

- The 1922 Colorado River Compact,
- The Mexican Water Treaty of 1944,
- The 1948 Upper Colorado River Basin Compact,
- Several United States Supreme Court decisions,
- The Consolidated Decree of the Supreme Court in *Arizona v. California*, and
- A host of federal laws and administrative regulations.



2007 Interim Guidelines

- Set criteria for shortages in the Lower Basin
 - Below elevation 1075 feet – 333,000AF
 - Below elevation 1050 feet – 417,000AF
 - Below elevation 1025 – 500,000AF
- Assumes Mexico will provide additional shortage savings.
- Created ability for Lower Basin states to “bank” water (Intentionally Created Surplus or ICS).
- Allowed for additional conservation; System efficiency improvements Importation of non-System water.
- Specified coordinated operating criteria for Lake Powell and Lake Mead
- Designed to avoid UB curtailment and reduce impact of LB shortages under low water supplies.



Coordinated Reservoir Operations

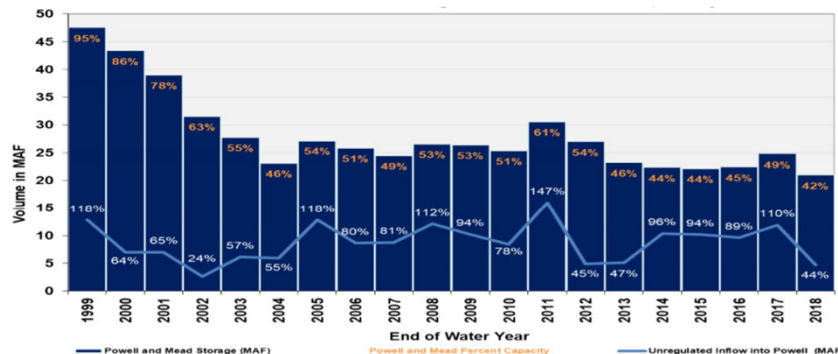
Context – Coordinated Reservoir Operations

Lake Powell Operational Tiers (subject to April adjustments or mid-year review mo)		Lake Powell Equalization Elevation Table	
Lake Powell Elevation (feet)	Lake Powell Operational Tier	Water Year	Elevation (feet)
3,700	Equalization Tier equalize, avoid spills or release 8.23 maf	2008	3,636
3,636 – 3,666 (see table below)		2009	3,639
Lake Powell current elevation 3,593 ft.	Upper Elevation Balancing Tier release 8.23 maf; if Lake Mead < 1,075 feet, balance contents with a min/max release of 7.0 and 9.0 maf	2010	3,642
		2011	3,643
	2012	3,645	
	2013	3,646	
3,575	Mid-Elevation Release Tier release 7.48 maf; if Lake Mead < 1,025 feet, release 8.23 maf	2014	3,648
2015		3,649	
3,525	Lower Elevation Balancing Tier balance contents with a min/max release of 7.0 and 9.5 maf	2016	3,651
		2017	3,652
3,370	Balance	2018	3,654
		2019	3,655
		2020	3,657
		2021	3,659
		2022	3,660
		2023	3,662
		2024	3,663
		2025	3,664
		2026	3,666



Basin Hydrology--How Bad Is It?

Lake Powell & Mead Storage and Percent Capacity & Unregulated Inflow into Lake Powell



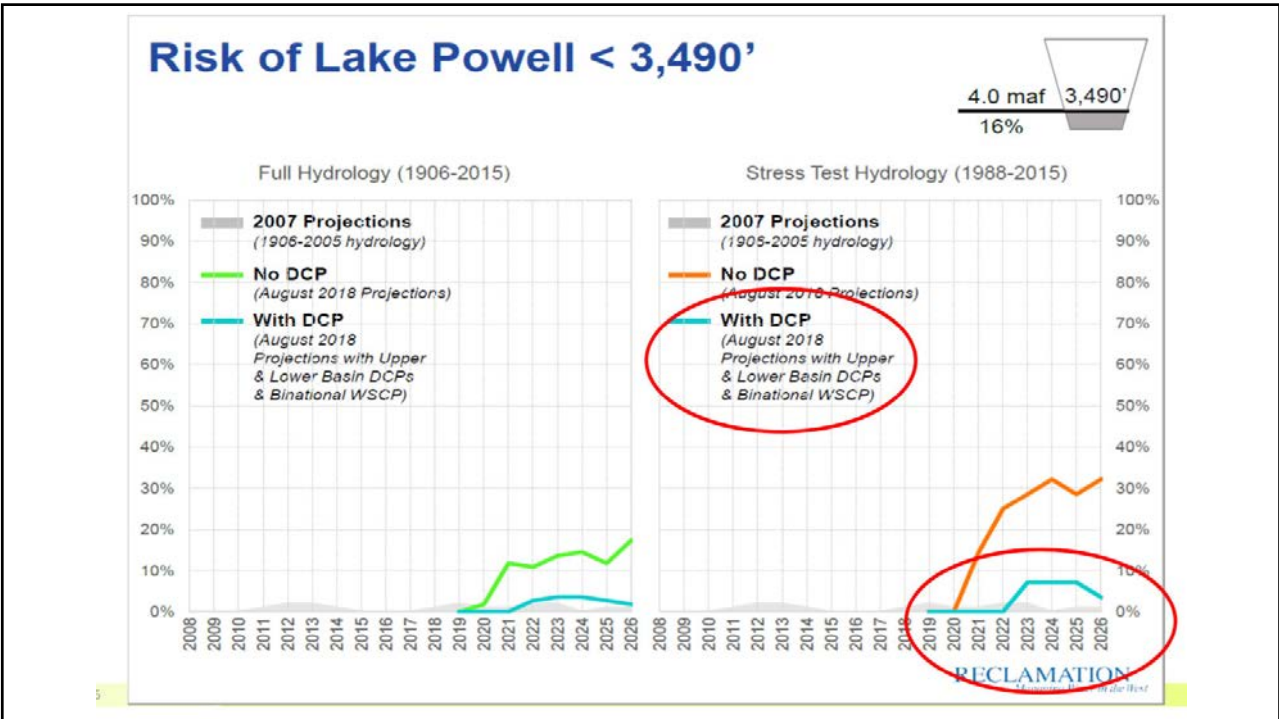
¹Values for Water Year 2018 are projected. Unregulated inflow is based on the latest CBRFC forecast dated September 17, 2018. Storage and percent capacity are based on the September 2018 24-Month Study.
²Percentages on the light blue line represent percent of average unregulated inflow into Lake Powell for a given water year. The percent of average is based on the period of record from 1981-2010.

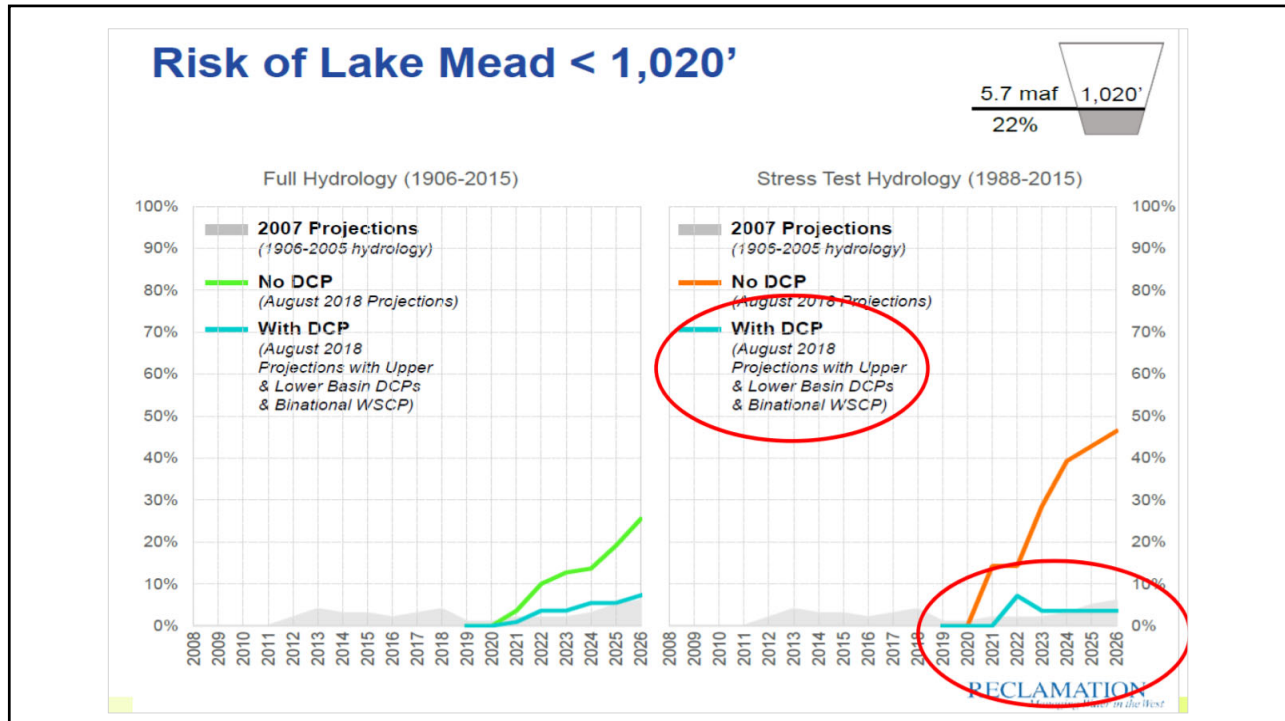


Drought Contingency Planning

Intended to reduce risks associated with reaching critical reservoir elevations at Lake Powell and Lake Mead.

- Reaching critical reservoir elevations threatens drinking water supply, irrigation, natural resource preservation and hydropower production, economic stability, and overall system sustainability.
 - Low probability but High Risk in Upper Basin.
 - Sensible to plan for the “worst case” scenarios.
 - Preparation for, but not predicting need for, implementation.
 - The 2007 Interim Guidelines are insufficient to protect against reservoirs declining to critically low elevations if dry conditions persist or worsen.
- Over the past decade, drought has increased the risk of declining to critical reservoir elevations nearly four-fold since implementation of the 2007 Interim Guidelines.
 - Urgency increased due to very poor hydrology.
 - Modeling studies of the DCPs indicate that, when implemented, the risk of reaching critical elevations in Lakes Powell and Mead through 2026 is significantly reduced.





UB DCP Drought Response Operations Agreement

Navajo Reservoir

Flaming Gorge Reservoir

Blue Mesa Reservoir

Lake Powell

- Agree on process for developing operational plans to implement based on specific triggers to help maintain minimum power pool elevation at Lake Powell
- By conserving water (temporarily) in Lake Powell or moving water available (and subsequently recovering the storage) from upper CRSP facilities

Demand Management Federal Level

Federal Legislation authorizes and directs the Secretary of the Department of Interior to execute the Upper Basin and Lower Basin DCP agreements and implement the DCP operations.

- Federal Authorization -Secures Secretary's authority to allow long-term storage of water conserved as part of an Upper Basin Demand Management Program.
- Ensures such storage will be at no charge.
- Sets forth minimum parameters under which the Upper Division States could access the authorized storage space between now and 2026.
- Does not mandates or guarantee an Upper Basin Demand Management Program but allows its creation.



UB DCP Demand Management Storage Agreement

- Secure ability to use unfilled storage space in CRSPA Initial Units to continue compliance with compact obligations.
- Provide foundation on which the Upper Basin may explore and potentially develop a demand management program in the future.
 - For any demand management to be effective, multi-year storage is required.
 - Water must be conserved and stored over several years to provide a meaningful benefit.

To approve a program

- The UCRC must:

<ul style="list-style-type: none"> ➤ find demand management activities necessary to assure compact compliance; ➤ approve UB Demand Management Program; 	<ul style="list-style-type: none"> ➤ consult with the Lower Basin States ➤ enter into an agreement with DOI and ➤ formally approve the program.
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Each state must determine demand management is feasible.



Recent Activities

1. CWCB Demand Management Workgroups
2. Framework for a Demand Management Program
3. Front Range Water Council pilot project to send conserved water to Powell





Administration
15151 E. Alameda Parkway, Ste. 3600
Aurora, Colorado 80012
303.739.7370

To: Citizens' Water Advisory Committee

Through: Marshall P. Brown, Director, Aurora Water

From: Greg Baker, Manager of Public Relations, Aurora Water

Date: April 13, 2021

Subject: Overview of Public Relations Functions

Purpose:

This presenting will complete the CWAC Orientation. The Public Relations Division has three sections; Public Affairs, Environmental Education and Outreach and Water Conservation. This presentation will focus on the Public Affairs functions. Environmental Education and Outreach and Water Conservation will present on their functions and annual reporting later in the year.

Background:

Historically, Aurora Water has had dedicated Public Affairs staff since the early 1990s, which included staffing for education. Following the drought of 2002-03, Water Conservation efforts were moved from Operations to Public Affairs to allow for program expansion.

Question:

For informational purposes only. No action required.

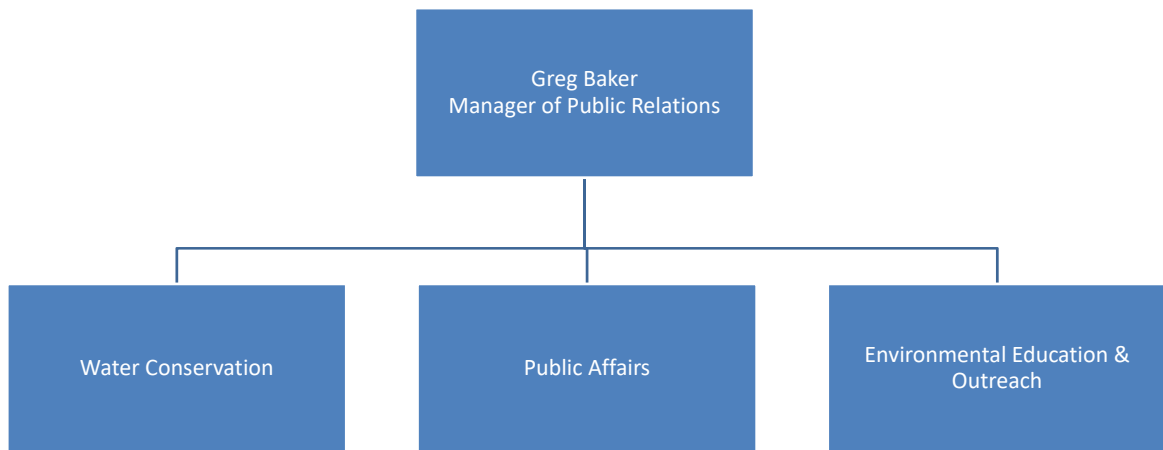
Aurora Water Public Relations

Public Affairs section

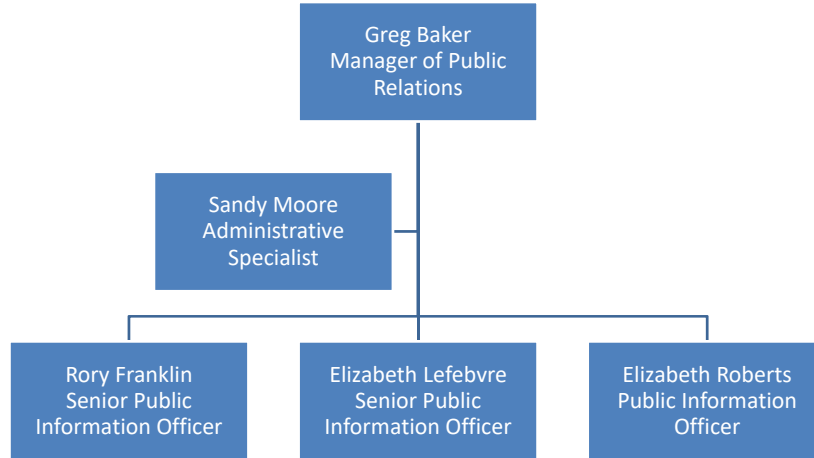
*Greg Baker, Manager of Public Relations
Citizens' Water Advisory Committee
April 13, 2021*



Public Relations Division



Public Affairs Office



Division Mission & Vision

Mission:

To preserve and enhance Aurora Water’s reputation with our customers, governance body and external stakeholders.

Vision:

Public Affairs will lead in the development and implementation of the Department's public outreach goals, by advising management on strategies, objectives, guidelines and policies, including internal and external communications, marketing, media relations and executive communications.



Goals & Strategies

1. Educate customers on issues that can impact rates, fees and quality of service.

Touchpoints: Finance Administration & Billing, Water Services & Field Service

Strategies – Develop messaging points on issues for consistent message

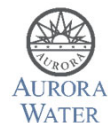


Goals & Strategies

2. Increase value of existing communications methods.

Touchpoints: Council, Communications, AW Management

Strategies – Map the current communications methods (web page, NewsAurora, Facebook, Twitter, Nextdoor.com, email, direct outreach through ward and town hall meetings), identifying intended audience, message, and timeliness.



Goals & Strategies

3. Increase interaction with customers through social media outlets.

Touchpoints: Customers, AW Management, Communications, Finance Administration & Billing, Water Services & Field Service

Strategies – Identify effectiveness of social media outlet based on above mapping.



Goals & Strategies

4. Anticipate potential issues through proactive communications.

Touchpoints: AW Management, Council, Communications, Water Resources, Planning & Engineering Capital Projects Delivery Services

Strategies – develop project specific communication plans; integrate with general communication plan



Goals & Strategies

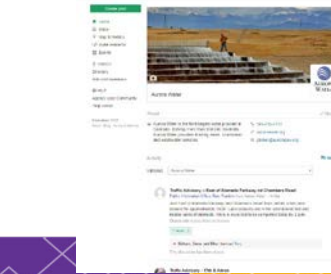
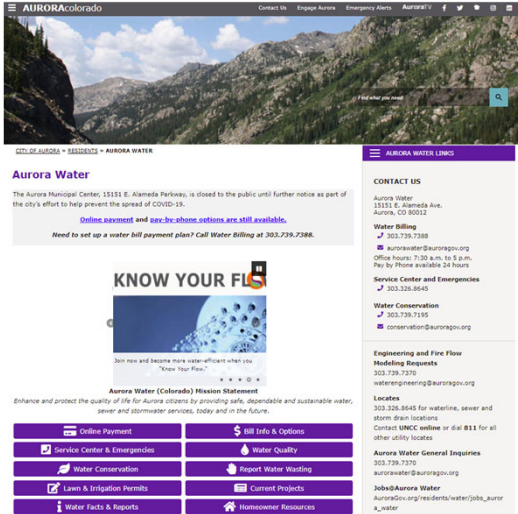
- 5. Collaborate with regional partners to provide constant messaging on common issues.

Touchpoints: Management, Rocky Mountain Section AWWA, Colorado Water Congress, WISE Partners, Front Range Water Council

Strategies – Map out issues of concern with partnerships and identify touchpoints within that will impact local and regional messaging. Develop communication plans as needed.



Tools for outreach



Tools for outreach

Desperately seeking water

Despite the recent history-making blizzard on Colorado's Front Range, statewide snowpack sits at 72 percent of average as of March 10, down from 105 percent of average at the end of February, according to the Natural Resources Conservation Service.

Just two river basins, the Arkansas and the Rio Grande, are registering above average at 181 percent and 150 percent respectively. Among the driest are the Gunnison Basin, at 56 percent of average, and the San Juan/Dolores, at 83 percent, both in the southwestern part of the state.

metro water

...on unrelenting equifers is a groundbreaking example of regional...
...tune us out just yet. This isn't some boring tale involving...
...years to develop before some obscure bureaucrat or judge...
...and cooperation can overcome complacency. And it's an...
...resource can eventually replace a model of risky overuse...
...to Denver's south suburbs...
...is. And this was in the...
...demand...
...is saying, "Why not...
...with South Metro Water...
...help free the south...
...ing attitude of cooper...
...a single example who...
...forced them into the...
...water to the south.

Front Range growth boom may tap defunct Colorado mountain
— to get more water for people

Aurora Water is pioneering an approach that also would help fix the environmental problem of acid mine...
...consistently returns

Aurora spearheads...
...crazy as it se...

ARPLAY — Joe Harrington pulls the tag of the mine he owns, a...
...mine contains source of toxic radium and pitch blende water in the...
...South Platte River basin.

He traces his finger along a 30-mile fault line, an underground wall of clay...
...Basin in the Garden Basin that runs through the Golden mine's...
...tunnels. The mine was a major producer of gold, silver, lead and zinc from the...
...1900s through the 1950s. In the 1960s, as the mine closed in 1970 it...
...was the worst-polluting mine in the Rocky Mountain West.

Above Clear Fork line in the Continental Divide — which zig-zag unexpectedly east-...
...west along the Sangre de Cristo and here, between the edge of the Rocky...
...Mountains and the tiny mine, is an underground aquifer, too long deep and...
...moisten with water he'd be glad to see that each billion of gallons of water.

Upcoming events for outreach

- Wild Horse Reservoir
- Eagle River MOU
- Drought messaging coordination
- JD Power Customer Satisfaction Rankings
- Direct Potable Reuse regulations rule making
- Tours
 - Aurora Water Citizens' Academy
 - Multiple targeted tours



Questions?

