

CITIZENS' WATER ADVISORY COMMITTEE (CWAC) MINUTES
May 11, 2021, 6:00 p.m.
Webex

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

Absent: Tom Coker

Staff Present: Greg Baker, Jo Ann Giddings, Rory Franklin, Greg Hansen, Gail Thrasher, Swirvine Nyirenda, Sarah "Sam" Miller, Tim York, Zach Vernon, Adam Waters, Sandy Moore

Visitors Present: None.

The meeting was called to order at 6:03 p.m.

1. Approval of Minutes – April 13, 2021

The April 13, 2021 minutes were reviewed. D. Eason noted two corrections. The minutes were approved as amended.

2. Introductions/Public Invited to be Heard

There were none.

3. New/Old Business

There were none.

4. Communications Update

G. Baker stated, J.D. Power announced on May 5, 2021 that Aurora Water had achieved the top ranking for customer satisfaction among mid-sized water utilities in the west. This is Aurora Water's first year participating in the program because we had reached a threshold of 400,000 or more residential and business customers. It is quite an achievement to win this award. It speaks volumes of our employees, and we will be looking for ways to improve.

With the rain and chilly weather, this has been one of the wettest springs in some time. The news media had recently announced the drought is over, and the statement will need to be addressed.

In an opinion editorial in the Denver Gazette, M. Brown provided the public with useful and insightful information on the steps to meet Aurora's water needs.

The average snowpack for both the Colorado and Arkansas Rivers is quite a bit lower. We are waiting to see how much runoff we will have from the mountains and how much runoff goes into the reservoirs. The Upper South Platte seems to have improved recently because of the precipitation. With the moisture we are receiving, the hope is that we will not need to add any additional water restrictions for the current year.

J. Marlow asked, what was the total number of people that had participated in the survey? G. Baker replied, J.D. Powers sends 37,000 surveys to people across the nation. We are not informed of the specifics. There are four quarterly surveys during the year. It is beneficial to have the surveys by J.D Power, a nationally recognized company that has been doing this for some years.

5. Quarterly Financial Report – First Quarter 2021

J. Giddings, reviewed the First Quarter Financial Report of 2021 and the Capital Improvement Project of the Spinney Caretaker's Houses Replacement Project, highlighting areas of importance.

Aurora Water is getting ready to go to pricing for the Southeast Aurora Maintenance Facility (SEAM) project. The bond ratings received from Fitch for the water bonds is an AA+, and the sewer bonds are an AAA. The bond ratings received from (Standard and Poor's) S & P for both the water bonds and sewer bonds is an AA+.

6. Fitz-Peoria Stormwater Outfall Project Update

S. Nyirenda and S. Miller, presented the Fitzsimons-Peoria Stormwater Outfall Project, which will upgrade the stormwater conveyance capacity in the Fitzsimons-Peoria corridor. It will meet current city standards in a cost effective and timely manner while minimizing community impacts. The project includes installing 13,000 feet of pipe ranging in diameter from 18 inches to 96 inches and all associated Stormwater appurtenances. The improvements will provide flood protection from the 100-year storm events to 230 residences and 40 businesses. The project remains under budget, even though there was a necessary change order due to asbestos materials in the Fitzsimons area.

J. Marlow asked, when was the last 100-year flood? S. Young replied, that the previous 100-year flood was in the year 2013, and in some areas, it was close to a 1,000-year flood. It was a unique and large storm for the area.

J. Campbell stated, this has been a very well run project. The disruption of traffic has been minimal. The work has been performed admirably, and the Fitzsimons Campus has not seen any impacts. The constant communications and updates have been wonderful.

G. Baker replied, that the University of Colorado Anschutz Medical Campus and University Colorado Hospital have been very cooperative with communications as well. J. Campbell is with the University of Colorado Anschutz Medical Campus and has been directly impacted by this project

7. Water Conservation overview & Annual Report

T. York presented the annual Water Conservation overview and Annual report providing an update on programs and projects from the previous year and reviewed the programs showing the water savings for 2020 of indoor programs and the year 2019 outdoor programs. The staff presented highlights of 2020 programs and updates on the changes for 2021. The presentation focused on the overall numbers, touching on specific highlights and points of interest. Alliance for Water Efficiency awarded Aurora Water Conservation with the Platinum Award (operating standards) G480 Recognition. Aurora Water Conservation is one of seven teams in the county and the only one in Colorado to receive a platinum award.

D. Patterson stated, that he has been participating in Aurora Water's program Know Your Flow. It is a fantastic email every month. Being a member of the Metro District Board for Tallyn's Reach, he is impressed with the progress of the commercial management pieces. Upgrading the infrastructure will allow Tallyn's Reach, to be a better commercial customer.

G. Baker stated, that a presenter at a J.D. Powers webinar was fascinated with our Water Conservation web page and is using it as an example going forward for best practices. The online class repairing irrigation systems was mentioned as well.

D. Patterson asked, if the water irrigation audits had been reinstated? Tim York replied, yes, and we are currently scheduling appointments. A new online program will soon be available to schedule appointments.

9. Review Follow-Up Question Generated at this Meeting

G. Baker requested feedback from the committee members about scheduling the next CWAC Meeting outside around the Waterwise Garden area with proper distancing. There could be a tour and discussion concerning the garden. In the event of poor weather and public health orders, the meeting would be scheduled via WebEx.

10. Confirm Next Meeting – Tuesday, June 8, 2021

J. Marlow confirmed the next meeting Tuesday, June 8, 2021.

11. Adjourn

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

Adopted: 2/9/2021


Submitted by Sandy Moore
Administrative Specialist, Aurora Water