

Citizens’ Water Advisory Committee (CWAC) Minutes
August 9, 2022, 6:00 p.m.
Microsoft Teams

Members Present: Angie Binder – Chair, Dick Eason - Vice Chair, Jay Campbell, Tom Coker, Dave Patterson, Dennis Dechant

Absent: Bill Gondrez, Janet Marlow, Daniel Widrich

Staff Present: Greg Baker, Leiana Baker, Fernando Aranda, Marshall Brown, Alex Davis, Lauren Maggert, Jo Ann Giddings, Melina Bourdeau

Visitors Present: None

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

1. Approval of May 10, 2022 and July 12, 2022 Minutes

The May 10, 2022 and July 12, 2022 minutes were approved.

2. Introductions/Public Invited to be Heard

None

3. New/Old Business

None

4. Communications Update

G. Baker stated, 2022-46 Ordinance for the Use of Turf went to Council August 8, 2022. Amendments were requested by Council Member Gardner in regard to the start date and requested a study after three years to see results. The second reading of the ordinance is August 22, 2022. D. Patterson asked, was there a discussion on the square footage of turf in the front and backyard? G. Baker replied, the square footage remains unchanged. M. Brown added, the city of Castle Rock is proposing the same type of ordinance.

5. New Customer Service Portal

J. Giddings presented on the New Customer Service Portal. Water Customer Service and Billing have been working on a project to replace the billing system. The current billing system has been in place since the late 1990s and is no longer able to provide the functionality and efficiency of a more modern system. Customers will start using the new portal on September 6, 2022. A. Binder asked, will you be able to notify everybody in a certain neighborhood that maybe the water is going to be shut off? G. Baker replied, there are features on it we haven’t explored yet. D. Eason asked, how far back does the data usage go and can it be downloaded? J. Giddings replied it’s cloud based and the storage is in the cloud and will need to follow-up. A. Binder asked, is the commercial and residential platform the same? J. Giddings replied, yes. A. Binder asked, is there

a link to Aurora Water Cares when a bill is getting behind? J. Giddings replied, I'm not sure we can build that into it, however, we could say there's assistance available somewhere in that message.

6. 2023 Budget Follow-Up

G. Baker presented on the culture of continual improvement. J. Giddings presented on the budget. M. Brown added, proposing the rate increase to be adjusted in proposed budget from 5% to 4%; remove credit card fee budget increase and prepare customers to move to less costly payment or pay the credit card fees; and Aurora Water Cares – review program for optimal customer benefit and increase customer knowledge of service. A. Binder asked, are you offering other ways to pay like PayPal or Venmo? J. Giddings replied, yes, you can do those now. D. Patterson asked, does Zelle charge a fee and is that an option/alternative to explore? J. Giddings replied, we can look into that. The committee is to provide a letter to City Council by August 19 for inclusion in the City Manager's budget book. This letter will outline the committee's comments on the 2023 proposed operating and 2023-2027 capital improvement budgets. The committee chair or designee will also prepare a presentation for the Special Study Session for Boards and Commissions to be held on September 20. Committee supports the proposed changes and will provide letter.

7. Aurora Water Drought Response

L. Maggert presented on the Aurora Water drought response. The Aurora Water Management Plan (WMP) provides a framework for Aurora's water demand reductions in the event of drought or other water emergencies. This plan identifies supply and demand triggers that would require the implementation of drought stages. These stages define day per week watering restrictions and, at certain levels, result in rate surcharges as a means of reducing water demand across all customer classes. The WMP primarily impacts outdoor water use and is implemented by City Council through a "Water Availability" Resolution. This plan supports the recommendations of the Drought Action Team's which monitors the city's water supply. Water Management Plans have been in place in Aurora since 2003. The current water WMP came into effect beginning in 2017 with four Water Availability (drought) Stages. Staff highlighted Aurora Water's Drought Action Team and Water Management Plan at the April 2022 CWAC meeting. This presentation is a follow-up based on observations of supplies and demands over the summers and the projections for low snow precipitation in the watersheds that Aurora collects its water from this winter. A. Binder why are we moving water down to Spinney and Aurora from the high mountain? L. Maggert replied, we move the water down to optimize our yield. M. Brown added, the other reason is to free up space in the high mountain reservoirs to maximize yield. A. Binder asked, are we filling to capacity? L. Maggert replied, we are not yielding more water than our demands are. The reason you need storage is when snowpack is high you have space to store it. A. Binder would like to see the drought watering stages and the cost/fees for those stages. G. Baker will provide at the September meeting.

8. Review Follow-Up Questions Generated at this meeting

Historic data availability billing, more communication on Aurora Water Cares program.

9. Confirm Next Meeting – Tuesday September 13, 2022

10. Adjourn

The meeting was adjourned at 7.57 p.m.

Angie Binder

[Angie Binder \(Oct 25, 2022 14:01 MDT\)](#)

Angie Binder, Chair
Citizens' Water Advisory Committee

Adopted: 09/13/22