

**CALAVERAS COUNTY WATER DISTRICT
EXTERNAL RELATIONS COMMITTEE MEETING**

**MINUTES
SEPTEMBER 26, 2023**

The following Committee Members were present:

Director Underhill
Director Thomas

Staff Present:

Michael Minkler, General Manager
Rebecca Hitchcock, Clerk to the Board
Jeffrey Meyer, Director of Admin Services
Kelly Richards, Customer Service Supervisor
Kelly Gerkenmeyer, Water Resources Specialist
Kate Jesus, Engineering Coordinator
Stacey Lollar, Human Resources Manager

Others Present:

Francisco de la Cruz
Mike Rodgers

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. ROLL CALL

Director Underhill called the meeting to order at 1:15 p.m.

2. PUBLIC COMMENT

Francisco de la Cruz would like to discuss the District's grant writing program.

Mike Rodgers asked about tours of facilities.

3. NEW BUSINESS

3a Discussion regarding District Metrics and Dashboard
(Michael Minkler, General Manager)

Discussion: Mr. Minkler introduced the Performance Metrics item to be presented by Francisco de la Cruz.

Mr. de la Cruz presented a PowerPoint presentation.

Why metrics are needed.

Approved January 4, 2024

- Stakeholders need information to guide decisions and actions.
- Ratepayers need information to build trust and develop understanding.
- Employees need reliable feedback on work performance results.

Metrics serve a variety of purposes.

- External-facing metrics provide ratepayers with information that they can take personal actions to affect performance, e.g., consumption, payments, CCWD services, financial results, etc.
- Internal-facing metrics inform operators, managers, and administrators of CCWD performance on key indicators for service levels/effectiveness.

Start small, add metrics as end-users acclimate and behaviors start normalizing around effective use of metrics.

- Use easy-to-understand metrics at first to get the various stakeholder groups informed, educated, trained, and acclimated to using the metrics to focus discussions and behaviors that affect CCWD performance results.
- Add metrics incrementally as stakeholders improve their understanding and proper use of metrics.
- Use technology to mitigate costs of capturing, displaying, distributing, or publishing desired metrics data.

Recommended metrics:

- Number of new connections and disconnections per month, derived net meter connection growth.
- Average daily water consumption per capita, and Total water consumption by month, compared to COS volumes, in HCF and as % of COS Estimate
- Water loss percentage, i.e., losses through leaks, breaks, before reaching the customer
- Operations & Maintenance Cost per Million Gallons Treated
- Meter accuracy
- Staffing levels per 1000 customers
- The Cost-of-service (COS) model serves as the underlying framework for a number of key performances metrics
- Overtime as percent of total labor
- Debt Service Coverage ratio
- Drinking water quality (compliance with health & safety regulations)
- Wastewater Treatment Compliance (discharge permit compliance)
- Water Main Break Frequency (breaks per 100 miles of pipe, <25)
- Energy Use per Million Gallons Treated (typical is 1,500-4,500 kWh per million gallons treated)
- Accounts Receivable Days (how long it takes to collect payments, benchmark is 30-45 days)
- Asset Renewal Rate (target 1% of assets per year minimum)
- Maintenance Cost per Asset, annually, per asset.

Ratepayers need to be better informed, trust rebuilt.

- Ratepayer portal OR CCWD website should contain date-sensitive information about CCWD Work Schedules: What are we doing for you this week?
- If a customer portal has texting or emailing functionalities, it should be used for customers desiring that level of notification.
- Should also consider including weekly ads in local papers indicating the work projects being undertaken in various neighborhoods: road closures, detours, delays, etc., could be shared early enough for affected areas to adjust.

The data interface should be easy to use and understand.

- We suggest using a geographic map showing where major CCWD facilities are located and using the map locations as URL links, clicking on the locations redirects you to location-specific Key Performance Indicators (KPIs) for those facilities.

- A CCWD-wide set of KPIs would replace the current Home page for the District website, highlighting the externally facing results.

External Funding sources need their own report page.

- Grant applications should be tracked, depicting various life-cycle stages: Submitted, Awaiting Response, Granted, Failed, with post-failure analytics to improve future grant application submissions.
- Amounts received are then tracked to potentially offset future rate increases.
- Other identified external sources of funds are similarly tracked and reported.

There was a discussion between the Committee, staff, and Mr. de la Cruz and Mr. Rodgers regarding the metrics.

3b External Affairs Update
(Michael Minkler, General Manager)

Discussion: Mr. Minkler reported on the following items: 1) Water Resources Manager is leaving the District in addition to other vacancies; 2) priorities of Website updates and customer portal; 3) advocacy efforts with Senator Alvarado-Gil; 4) Engineering Coordinator vacancy; and 5) grant funding opportunities.

Public Comment: There was no public comment.

3c Customer Service Update
(Kelly Richards, Business Services Manager)

Discussion: Kelly Richards reported on the following items: 1) call queues, email, and work order quantity; 2) customer portal update; 3) Mueller AMI and Tyler Incode; 4) past due reminders; and 5) the CAP and LIWAP programs.

Public Comment:

Francisco de la Cruz would like a more concrete date on getting the customer portal complete. He is also concerned about the reinstatement of delinquencies.

Mike Rodgers asked about the possibility of evening meetings and if the presentations are posted on the website.

4. GENERAL MANAGER COMMENTS

Mr. Minkler had nothing additional to report.

5. DIRECTOR COMMENTS OR FUTURE AGENDA ITEMS

Director Thomas thanked Mike and Francisco for their presentation. He wants a tour set up before the next meeting.

Director Underhill discussed the AARP Bulletin about the Surging Cost of Water.

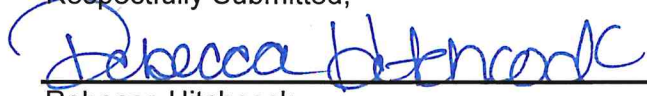
6. NEXT COMMITTEE MEETING

- Tuesday, October 24, 2023, at 1:00 p.m.

7. **ADJOURNMENT**

The meeting was adjourned at 2:22 p.m.

Respectfully Submitted,



Rebecca Hitchcock
Clerk to the Board