CITIZENS ADVISORY PANEL
November 19, 2019
Meeting Minutes

Attended	Excused	Absent
Rachel Cywinski		
Steven Dean		
	Suzanne de Leon	
Mary M. Dennis		
Yongli Gao		
	Javier Garcia	
Steven Garcia		
Cullen Jones		
Melinda Lechuga		
	Anita Ledbetter	
Monika Maeckle		
Gloria S. Martinez		
Yulanee McKnight		
Denise Ojeda		
	William Ramos II	
	Garland Scott	
	Matthew Scott	
Mitchell Sowards		
Robert Sheldon		
Carla Walker		
Robert Werner		
Guest	**Staff**	**Staff**
Mr. Jack Finger	Robert R. Puente	Darren Thompson
	Donovan Burton	Anne Hayden
	Gavino Ramos	Isabel Walters
	Jaime Castillo	Steven Siebert

Call to Order:
The meeting was called to order by Chair Sheldon at 6:00 pm.

Citizens to be Heard:
Mr. Jack Finger

Presentation and Briefing: From Consumer Perceptions to Developing Messaging – Ms. Anne Kenny Hayden/ Mr. Michael Baselice/ Anamaria Suescun-Fast

The presentation was provided.

Ms. Cywinski asked what the sample methodology was.
Mr. Baselice replied the survey was conducted by telephone.

Mr. Dean asked what SAWS investment each year is.
Ms. Suescun-Fast replied it varies depending on the number of survey questions but about $20,000-$25,000. Mr. Kenny-Hayden continued SAWS has specific survey requests and has to keep the cost within budget.

Mr. Sheldon inquired how the results of the survey informs the Communications Department staff.
Mr. Baselice replied water quality. Ms. Suescun-Fast continued another message was ensuring the City was prepared for the future of water for future generations.

Mayor Werner stated questions16 and 17 have actual experiences that represent the customers of SAWS. Have you ever used SAWS online Payment option? Does the survey correlate to actual performance? 55 percent of respondents answered yes. There are hundreds of thousands of customers at SAWS. Are they paying online? Is that our experience that 55 percent of customers are paying online? Does it correlate back?
Mr. Kenny-Hayden answered yes. Over 50 percent of SAWS customers are paying online.

Mr. Sheldon commented he was surprised by the survey results there was not more negativity about water rates. What was the timing of the survey versus the announcement of rates?
Mr. Kenney-Hayden answered this survey was done in March 2019 and the rate increase went into effect January 2019.

Mr. Cywinski asked if there was any correlation between the responses and the water tier of customers.
Mr. Kenny-Hayden replied SAWS did not specifically ask how much water respondents used or what their bills were.

Mr. Sowards inquired was there any analysis or difference geographic difference between respondents in the northeast or southwest.
Mr. Baselice answered there will always be a few percentage points. Baselice saw satisfaction across the SAWS service area.

Mr. Jones commented on slide 6 of the presentation. (Map of San Antonio by quadrant). Mr. Jones continued he interprets there are certain parts of the City that respond better than others.
Mr. Baselice replied no, the map is controlled. The map shows how many interviews were ascertained in each region and that was by design.

Ms. Ojeda commented SAWS is now an innovative thought leader in water conservation. SAWS is a phenomenal steward of San Antonio. Ms. Ojeda continued she would like to see these types of stories on Facebook and LinkedIn.

Ms. Martinez asked if there was a certain section of San Antonio selected to be interviewed or San Antonio as a whole.
Mr. Baselice answered quotas are set in each region. Survey data needs to obtain the right number of interviews in each area.

Ms. Cywinski asked what the overall cost of the Waterful program is.
Ms. Kenny-Hayden replied there was a larger budget a number of years ago before costs were cut throughout SAWS. Ms. Hayden continued the total budget with everything included is about $750,000.

Vista Ridge Regional Water Supply Project – Mr. Marty Jones, P.E.

The presentation was provided.

Mayor Dennis asked how these areas are secured. (Reference to high service pump stations)
Mr. Jones answered there is a security system on intrusion alarms. These sites are remote and have an eight (8) foot fence around them with barbed wire.

Mr. Cullen Jones asked if the cooling tower for the Vista Ridge water is a swamp cooler in reverse.
Mr. Marty Jones replied exactly, it is the same thing, it is evaporative cooling.

Mr. Sheldon asked if there any standby power in case of power outages to keep this running.
Mr. Jones answered while there is not standby power there is dedicated service. There is a substation half a mile away.

Dr. Gao asked if the cooling tower was one tower for all the water.
Mr. Jones replied yes, the cooling tower has six (6) different cells. Each of the six (6) fans represent the individual cells. Four (4) of the fans can perform all of the cooling required in the summer so there are two (2) redundant cells.

Dr. Gao stated there are different temperatures for the water from the Simsboro aquifer and Carrizo aquifer. Are the waters mixed?
Mr. Jones replied yes, as soon as the water comes out of the ground they go into a common well collection system. The Simsboro aquifer water is between 112 to 115 degrees Fahrenheit and the Carrizo aquifer water is closer to 100 degrees Fahrenheit.

Mr. Dean asked what the anticipated energy costs are.
Mr. Jones answered approximately $11 million per year.

Mr. Cullen Jones asked on slide 4, with the nine (9) well sites, will all nine (9) be ready at the same time or will they be on a rotation of some sort.

Mr. Marty Jones answered when the full contractual demand is delivered, we are estimating 14 to 15 of the 18 wells will be in production.

CAP Member Discussion on Sunset of Citizens Advisory Panel and Next Steps

Chair Sheldon commented the CAP was formed 21 years ago to evaluate new water resources as SAWS tried to diversify. Our focus has been on water resources are there are no new water resources to evaluate for the next 20 (twenty years) years. We need to change the focus of the committee.
Nothing has changed since the discussion last month. We (the CAP) are looking in the direction of the customer experience at all the ways in which SAWS touches the customer in the delivery of water.

- The CAP will discuss the future of the committee during each of the 2020 CAP meetings.

Approval of Minutes:
Chair Sheldon asked if there were any questions, changes, or motions to the October 2019 meeting minutes.
Ms. Martinez motioned to approve the minutes.
The motion was seconded by Ms. Cywinski.
The minutes were approved.

Water Resources Report (Steven Siebert):

Edwards Aquifer Level J-17 Index Well

- The J-17 index well November 19th was at 673.2'
- October CAP meeting reading was 666.5'
- The 10-day average is 673.9'
- The monthly November average is not available on EAA website

H_2Oaks Activities

- ASR storage was 177,140 acre-feet as of November 18th
- SAWS is currently:
    - Recovering 2.5 mgd from ASR and 8.1 mgd from Local Carrizo to send up the western pipeline
    - Producing 5.0 mgd from the brackish groundwater plant
    - Recharging 21.5 mgd from the eastern pipeline into ASR

2019 Precipitation Totals

- San Antonio received 0.52 inches of rain month to date through November 18th
- This is 1.07" below normal month-to-date
- San Antonio's year to date rainfall is 21.28"
- Year to date, precipitation is 8.39 inches below normal
- Normal YTD precipitation is 29.67 inches
- Average rainfall in San Antonio is 32.27 inches

Year	Total Annual Precipitation (Inches)	Percent of Annual Total
2018	41.20	127
2017	27.33	84
2016	43.92	136
2015	44.22	137

2020 CAP

- No 2020 CAP Selection
  - Gloria S. Martinez terms off the CAP after serving six (6) years on the CAP and served six (6) years on the Community Conservation Committee
    - Thank you Gloria for volunteering 12 years at SAWS
  - Anita Ledbetter and Steven Dean have other commitments and have chosen not to return to the CAP in 2020
  - SAWS will recognize Eddie Meza and Erica Solis as retiring CAP members and recognize in memoriam Carolyn Beverly

Winter Averaging

- Plants and lawns are preparing for winter dormancy which means they do not need as much water this time of year
- Best thing for your plants and your wallet is to turn off your irrigation system
- SAWS sewer charges are based on your winter water use, as measured across three complete billing cycles from mid-November to mid-March
- Watering your landscape less in these months can save you money throughout 2020
- Do your wallet a favor and turn off your irrigation system. Hand water instead
- **https://www.saws.org/save-water-now-save-money-in-2020/**
- Billing cycle 16 winter averaging starts November 15th and end February 20th

Upcoming Events

- CAP 2020 Field Trips
  - April 2020: The Clouse Water Recycling Center
  - June 2020 Agua Vista Station – Vista Ridge Integration Stone Oak

Next Meeting:
Tuesday, January 21, 2020
6:00pm

Adjournment:
With no further business to discuss, the Citizens Advisory Panel Meeting was adjourned at 7:50 pm.