San Francisco Public Utilities Commission  
Citizens’ Advisory Committee  
Water Subcommittee

MEETING MINUTES

Tuesday, May 27, 2014  
5:30 p.m. – 7:00 p.m.  
525 Golden Gate Ave., 3rd Floor Tuolumne Conference Room

Members:
Jennifer Clary (Chair) (D11)  
Nicole Sandkulla (M-Reg'l Water Customers)  
Eli Saddler (BOS Pres--Small Business)  
Ted Loewenberg (D5)  
Suki Kott (D2)

B = Board President Appointment, D = SF District, M = Mayoral Appointment

Staff Liaisons: Suzanne Gautier and Jessica Buendia

ORDER OF BUSINESS

1. Call to Order and Roll Call

Members present: (4 members present, quorum confirmed): J. Clary (Chair) (D11), T. Loewenberg (D5), N. Sandkulla (M-Reg'l Water Customers), Suki Kott (D2)

Members Absent: (1) Eli Saddler

2. Report from the Chair (5 minutes)

- Chair reports on the meeting date/time – agenda items may be presented by the committee member who prepares the item or expresses interest in the item. Staff would appreciate getting questions or specific items of interest to the committee so that presentations can be more meaningful to the committee.
- Next meeting would take place on the 4th Tuesday of July – July 22nd, will there be a quorum – looks like a go-ahead. Treats will be provided to honor the season. May look at recreation and open space at the next meeting – a report maybe from Tim Ramirez of the Natural Resources Division, and maybe Francisco Reservoir and the Peninsula Watershed

3. Approval of the March 25, 2014 meeting minutes -

Chair Clary requests that meeting minutes have the resolutions added on to the end of the minutes moving forward.

Motion was made (S. Kott) and seconded (T. Loewenberg) to approve the March 25, 2014 meeting minutes.

No public comment.

The motion PASSED by the following vote:
AYES: (4) J. Clary (Chair) (D11), T. Loewenberg (D5), N. Sandkulla (M-Reg'l Water Customers), Suki Kott (D2)
NOES: (0)
ABSENT: (1) E. Saddler
4. **Presentation and Discussion: Overview of Water Supply and Drought Impact.** Steve Ritchie, AGM of Water Enterprise *(10 minute presentation, 15 minute discussion)* . *Note – revised presentation to be attached*  Steve explains what the supply of water means as it relates to the water we can serve and why.

The presentation included:

- Demand 10% reduction request results
- Water supply planning in consideration of drought and potential prolonged impacts
- Available water storage
- Snow melt projections
- 10% reduction is important this year to help avoid even more need to reduce next year.
- Overview of current water supply and the tentative effects of the drought

Topics of discussion:

- Difference in water from upcountry supply compared to in-city.
- Addressing the major leak in the system near Dumbarton Bridge
- How vulnerable is our water system to contamination?
- May have to go to a larger water reduction next year if not enough is done this year.
- The economic effects of a possible 20% reduction next year
- Introduction of Cherry Aqueduct- being prepared to possibly use for water use.
- No communication from the SFPUC about water reduction on the bill.
- Is the Cherry Aqueduct covered by Insurance Settlements from the Rim Fire?

5. **Presentation and Discussion: Communication Update.** Alison Kastama, Communications Manager for the Water Enterprise *(15 minute presentation, 15 minute discussion)*

The presentation included:

- **My Account Update** – Alison illustrates My Account but cannot show any actual account detail, she does explain what is available through My Account and in particular how we calculate the “Green Bar” as an indicator of how you are doing as a household in conserving water. She also explains many of the other features of My Account. We are working to achieve a “single sign-on” to register for My Account and make your payments at the same log-in. We are currently showing daily water use as requested – meters are read hourly, data is transmitted 4 times a day, water use is shown as a daily figure. In addition we have provided ways to manage customer care and contacts, FAQ’s.
- 675 enrollees so far
- Water quality report and the connection between the WQ postcard and the conservation campaign

**Topics of discussion:**

- How are folks finding out about topics of interest from the Water Enterprise?
- Why haven’t any of the changes talked about in focus groups being implemented into the application?
- Language access
- Leak alerts
- Mobile app
- Site is currently viewable by iphone and tablet as well.
- Follow up on Mobile technology Resolution
- App is on the list for later phases of the portal
• Issues include security items for billing and payment information. Once the electronic billing is included with the new vendor are looking for ways to include an App for My Account.
• Can we connect it with the bill paying service?
• Current drought outreach- What else can be done to spread the word of conservation.

6. **Historical and Future Agenda Items** – Recreation/Open Space - July Budget – September - Brief discussion about the Budget and what a Resolution from the Water Subcommittee might be and what it might reflect. Any preferences for November?

7. **Future Resolution Ideas** – Jennifer will ponder anything on our agenda today that might generate an action? Items requested

8. **Staff Update** Drought is a daily concern – take the message forward to take any action you can to conserve water. Base level of education for everyone on the CAC – the goal is that every member of the CAC is more educated than anyone else out there, that every CAC members serves to educate their neighbors and bring questions and concerns to the CAC. Also asks that each member of the CAC attend at least one Commission meeting to become fully familiar with how the Commission operates, introduce his/her self to the Commission.

9. **Public Comment** - members of the public may address the Committee on matters that are within the committee’s jurisdiction and are not on today’s agenda

   - John Kelly, spoke to the Committee about Groundwater and here is where he stands – is a native San Franciscan and will not leave this earth without advocating for Hetch Hetchy Water because future generations deserve Hetch Hetchy water. Residents of SF should get proper notice of the potential use of groundwater. This type of historic change needs to be passed on to those who would be drinking this water. Informal survey done indicates that no one knows about this historic change, the outreach has been paltry. Greg Bartow had Steve Kech send an email in response to SF Groundwater supply project. Resolution 140010. This answer does not sell me at all. (Mr Kelly’s statement made at the Commission is included into the minutes)

10. **Announcements/Comments** *(5 minutes)*

11. **Adjournment**

Motion was made (S. Kott) and seconded (J. Clary) to adjourn meeting.

Meeting adjourned at 7:02
Per the Chair’s request, Member Loewenberg’s Mobile Technology Resolution will be added to the end of these minutes.

Approved Resolution regarding: MOBILE TECHNOLOGY

_Whereas_ San Francisco and California are experiencing a severe drought, with no end in sight, and

_Whereas_ the SFPUC has installed water meters that electronically report usage several times a day, and

_Whereas_ mobile information technology makes information readily available, through two primary platforms (Android and Apple) and applications (Apps) that can interact with the device owner, both at the whim of the owner, or the initiative of the app,

_Be it resolved_ that the SFPUC is recommended to implement and distribute an app on each of the major smartphone and tablet platforms to promote the conservation of water as soon as possible, based upon actual usage of the account holder, or an estimated usage by tenants. In addition, the app should employ game theory reward possibilities to maximize consumer participation.

Time is of the essence. Promotion of the app through outreach public relations campaigns and social media, as well as through other communications channels used by the SFPUC and City and County of San Francisco to the residents should be undertaken.