



**Joint Meeting of Water System Advisory Committee (WSAC)  
and Creeks, Drainage, and Wastewater Advisory Committee (CDWAC)**

**February 10, 2016 Meeting Notes**

**Seattle Municipal Tower, 700 Fifth Avenue**

**Room 4901**

**5:30 pm – 7:30 pm**

Committee Members & CAC Staff	Present?	SPU Staff & Guests	Role
<b>WSAC</b>		Alex Chen	SPU Water Planning and Program Manager
Tom Grant	N	Madeline Goddard	SPU Drainage and Wastewater Deputy Director
Chelsea Jefferson	N	Ellen Pepin	SPU Communications
Melissa Levo	N	Brian Landau	SPU Drainage and Wastewater Policy Advisor
Kelly McCaffrey	Y	Christina Ciampa	Guest
Teresa Stern	Y		
Kyle Stetler	N		
Rodney Schauf	Y		
<b>CDWAC</b>			
Kendra Aguilar	N		
Suzie Burke	N		
Chris Clark	Y, (phone)		
C’Ardiss Gardner Gleser	N		
Schyler Hect	Y		
Patrick Jablonski	Y		
Kaifu Lam	Y		
Seth McKinney	Y		
Noel Miller	Y		
Devin O’Reilly	Y		
Evan Osborne	N		
<b>CAC Staff</b>			
Heidi Fischer, CAC Program Support	Y		
Julie Burman, WSAC Policy Liaison	Y		

Sheryl Shapiro, CDWAC Policy Liaison and CAC Program Manager	Y		
--	---	--	--

**Action Items:**

- ✓ Members who were not present will be given a chance to vote by email, so election results will be announced in the coming weeks.

**Regular Business**

- Committee Members, SPU staff, and guests introduced themselves.
- CDWAC/WSAC January meeting notes are approved.

**Water Hot Topic: Drinking Water Quality, Alex Chen, Water Planning & Program Manager and Drinking Water Quality Report: Discussion of Themes, Ellen Pepin, SPU Communications**

- Alex explained that we've heard a lot about water quality in the media recently. Flint, Michigan has suffered from elevated lead in their drinking water.
  - But it's not just lead that's a concern in Flint.
    - E. coli was problem, so more chlorine was added, which increased disinfection byproducts. Additionally, several cases of Legionnaire's disease were reported.
      - One Member noted that there was also an outbreak of Legionnaire's in New York City.
- It's timely that SPU is now in the process of creating our annual Drinking Water Quality Report. We'd like to thoughtfully explain to our customers how we are different from Flint - how we carefully manage the entire water system, including chlorine and disinfection products as well as lead, to keep it safe.
  - The Drinking Water Quality Report is required by law to include reports of lead and copper monitoring. This year SPU would like to expand on those results and provide helpful explanations of our water quality monitoring process.
  - We are asking the Committees for their input about how to present these things in the Drinking Water Quality Report.
- One Member noted that Flint was not adding the correct chemicals to the water to prevent corrosion of the pipes, and asked how Seattle handles this.
- Another Member asked about system-wide risks to our water system.
  - Alex responded that Seattle does not have lead service lines like Flint.
    - Our source water is from a protected mountain watershed and does not contain lead.
    - We add corrosion control chemicals and daily monitoring of corrosion factors such as pH levels and alkalinity. We do regular testing of lead and copper levels.
    - We test for lead in the system by taking samples from representative houses that are identified as being at the greatest risk for lead and copper leaching. No samples above the action level for lead were found in the most round of sampling.
  - We've also been improving our corrosion control practices for the past several decades.

- Some service lines in Flint are made from lead. Lead in-house plumbing is not common, but copper plumbing before about 1980 may have tin-lead solder in it. Some fixtures also contain small amounts of lead.
  - One Member noted that it's important for customers to recognize that they need to check their house plumbing for lead leaching.
  - Another Member noted that the fine print of the 2014 Drinking Water Quality Report includes information about how the plumbing inside of a house or business might present some risk of exposure to lead. She suggested that the 2016 report include a reminder about this to customers, and suggestions for how they can check their water.
    - Alex responded that that was good input. Perhaps the report can give information about flushing taps, as well as better explain how the test samples are gathered and what the results mean.
    - We do have some information about flushing the taps on our website. We recommend flushing them in the morning (and saving the used water for something constructive), and using the temperature change of the water as a guide (when it goes from room temperature to cold, the water is fresh and less likely to have been sitting in the home's pipes).
    - Julie Burman, WSAC Policy Liaison, asked whether a graphic of main and service lines would be helpful.
      - One Member responded that it would.
      - Alex suggested a graphic of buried pipes in the street, with pipes to the house, and pipes in the house.
        - He further noted that lead exposure has been studied a lot. We know that there are three major pathways for lead to enter our environment identified several decades ago: leaded gas, paint, and water. Most gasoline isn't leaded anymore, but there's still the potential for exposure from paint in older homes, and from water. Should our report focus on all three, or just on water?
          - The Committees agreed that the report should focus on water. One member suggested that the report could include some links to information about leaded paint, but should be mostly about water.
- One Member asked why Seattle does not have leaded service lines.
  - Alex responded that he could gather more information on this, but that it has to do with the available materials and the decade of installation. Some areas of the country like the northeast, the east coast, and some places on the west coast do have more lead service lines.
- One Member noted that the fact that Seattle does not have leaded service lines is a key point to communicate to the public.
- One Member asked how the houses were chosen for lead test sampling.

- Alex answered that we choose houses following regulatory guidance – houses that could be more susceptible to lead and copper leaching from the plumbing.
- Our main pipes are essentially lead free.
  - Most are cast iron or ductile iron, and some are steel and concrete.
- One Member asked whether SPU was getting a lot of calls from customers concerned about water quality.
  - Alex responded that we have not received many.
  - Ellen Pepin from SPU Communications added that the SPU Contact Center has received some requests from customers for the most recent Water Quality report (which is also available online).
- Ellen referred the group to the table at the back of the report that shows testing results. She asked if there was a graphic that might explain these results (especially for lead testing) in a straightforward way.
  - One Member suggested a graphic showing where the risks for lead exposure were in the system, or something on the results page that indicated our water was good to drink.
  - Another Member noted that the table did not make it clear whether the results were good, and suggested adding a column with a “thumbs up” or “thumbs down” result for each test.
  - Another member suggested color coding the results green, yellow, and red.
  - Another member noted that the report listed turbidity, which is a measure of the water’s cloudiness, along with measurements for specific compounds in the water, which might be confusing, and suggested grouping the measures by type.
    - Alex noted the reports current groupings of “raw” and “finished”, and suggested further groupings of physical qualities, chemical constituents, and bacteriologic profile.
      - The Member agreed, adding a heading of total organic carbon, then listing chemicals for which testing is done, then results of good or bad.
  - Sheryl, the CAC Program Manager and the CDWAC Policy Liaison, asked whether it was required to use the category names, “raw” and “finished.”
    - Alex suggested substituting “treated” and “untreated.”
  - One Member noted that the Environmental Protection Agency (EPA) maintains a list of substances they are considering regulating, and asked whether SPU is already testing for any of these substances.
    - Alex responded that we do test for these in compliance with the Unregulated Contaminants Monitoring Rule, and he believes our testing has shown these contaminants to be undetectable in our drinking water supply.
  - Another Member asked whether it is possible to test for endocrine disrupters.
    - Alex responded that he could check, and that Wylie Harper, SPU’s Water Quality and Treatment Director, could tell the Committees more about this topic. We have been testing for pharmaceuticals and for PFOAs (perfluorooctanoic acid) from firefighting chemicals.

- Sheryl noted that our drinking water comes from protected watersheds and so is not likely to contain these contaminants.
- One Member suggested emphasizing that our water comes from the mountains and therefore is not likely to contain pharmaceuticals.
- Another Member noted that pharmaceuticals are more of an issue for wastewater, and asked whether there was a water quality report done for wastewater.
  - Madeline Goddard, Deputy Director of Drainage and Wastewater, explained that a water quality report for wastewater was not required.
- Alex noted the Committee's feedback so far for the 2016 Drinking Water Quality Report:
  - Talk about flushing the tap
  - How we do lead testing
  - More about the sample results
  - SPU's corrosion control philosophy
  - How we choose which houses to sample
  - Types of drinking water service lines, both big and little
  - Clearer indications in the results table about what is a good result
  - Clearer grouping in the results table
- Ellen noted that SPU is also considering whether to include information in the report about climate change resiliency, and asked the Committee Members for their thoughts.
  - One Member noted that water conservation is still important, and depending on how the spring and summer go with regard to rain, it might be a timely message when the report comes out later this year.
  - Another member agreed. With the record number of wildfires last year and the extended drought in California, climate change is important politically and is in the news right now.
- Ellen asked whether SPU should highlight the fact that we have a climatologist on staff and describe what he does.
  - There was some discussion about this and Members seemed to feel that it was reassuring to know that SPU is working with a climatologist, but that it didn't matter if it was the UW (or other expert source) or a SPU staff person.
- Alex noted that SPU has done two climate change studies in the last 15 years and is in the middle of a third study.
- Julie Burman noted that SPU includes a conservation piece every year in the Drinking Water Quality Report. She added that SPU thinks of WSAC and CDWAC as informed focus groups and appreciates your early input on this year's report. We will be coming back to the Committees for additional input on the report.

**Overview of Drainage and Wastewater (DWW) Policies Development, Brian Landau, SPU DWW Policy Advisor**

- Brian referred to a powerpoint presentation.
- He began by discussing what defines a policy, and listed the following possibilities:

- Deliberate system of principles to guide decisions and achieve rational outcomes
- General statement of intent, management decisions, and predetermined courses of action that guide how SPU conducts business
- Specific action or inaction
- Assist in both subjective and objective decision making
- Support important organizational decisions
- Rhetoric
  - Brian and the Committee Members agreed that all of the above statements can define a policy with the exception rhetoric and specific action/inaction.
  - He noted that the policies currently being developed are focused on how DWW conducts business and will have only an indirect impact on customers.
- Brian then explained the difference between policies, procedures, and guidelines.
  - A policy identifies an issue and the scope of that issue, and answers the question, “Why do I need to do this?”
  - A procedure establishes the proper steps to take, and answers the question, “How do I do it?”
  - A guideline provides additional, recommended directions.
  - Additionally, a standard assigns quantifiable measures to what is required.
- Brian used graphics of “the 3 C’s” to explain why policies and procedures are important for the DWW line of business:
  - Clock graphic for time. Policies can save time and make coming to a decision easier.
  - Cellphone graphic for communication. Policies communicate our intentions to staff, management, and customers.
  - Compass graphic for direction. Policies and procedures help provide direction.
    - He noted that we will revisit these ideas we when we present specific policies to the Committees in the future.
- Brian referred to a graphic that plotted policy development along the phases of change for an organization and the phases of a policy project.
  - DWW Policy development is using the change management strategy known as ADKAR: Awareness, Desire, Knowledge, Ability, and Reinforcement. These are the phases of change for an organization.
  - The phases of a policy project are identifying a business need, concept and design, implementation, and post implementation.
  - A written policy is only the beginning. A policy is successful only after it’s been effectively implemented and executed.
- DWW is emphasizing policy development. The program is growing and moving faster, so we’ve developed some concepts to guide our work.
  - We’ve created a program charter that defines roles and responsibilities, a schedule, deliverables, and risks.
  - We are developing standard operating procedures for policy development.

- We will provide regular updates on our progress. We are working on eight policies this year.
- We chose these eight policies as a result of a recent policy prioritization effort.
  - We started by identifying 18 issues that needed a policy.
  - We evaluated them using the following criteria:
    - How well policy issue was defined
    - Urgency to address problem
    - Impact to health and safety of customers
    - Impact on rates
    - Affects Strategic Business Plan
    - Race and Social Justice/Service Equity (RSJ/SE)
  - We used software to weigh the criteria.
    - Urgency, impacts to customers, and RSJ/SE were the most weighted.
  - We came up with the following eight policies to work on this year:
    - 1) Sewer backup prevention
    - 2) Side sewers
    - 3) Levels of service (DWW)
    - 4) Climate change
    - 5) Inflow and infiltration
    - 6) Mainline extension and separations
    - 7) Capacity constraints (stormwater)
    - 8) Ditch and culvert conveyance
- Our goal is to have policy recommendations for these topics by the end of 2016 and identify steps for successful implementation.
- Our approach is to have a core team of four people working on each policy topic and bring in additional stakeholders for feedback as the process progresses.
- One Committee Member suggested that policy was more general to him, and that some of the policy topics were vague.
  - Brian responded that, with regard to one example, side sewers, there are a lot issues, some requiring policies and some needing procedures. Our goal is have specific answers to questions that arise often. Without this, inconsistent actions are taken. Policy provides a foundation for action, though there are always exceptions. A policy is good if it works 80% of the time. Policies are not stagnant, but have life cycles and review cycles. We will be tracking implementation to see if they are working.
- One Committee Member suggested highlighting the policy's life cycle.
- Another Member noted that system development charges was a topic on the policy prioritization slide, and asked whether policy was going to be developed for it.
  - Madeline Goddard, the DWW Deputy Director, responded that an analysis of this topic was done for the former mayor. The current mayor is encouraging growth so this policy, which would require growth to pay for growth, is on hold.
- Brian reviewed the policy development schedule for 2016.

- 1<sup>st</sup> Quarter
  - Complete Program Charter
  - Development of Policy Tools
  - Agreement on Policy Approval Process
  - Assign Teams and Leads for Policy Issue Projects
  - Project Management Plans for each Policy Project
  - Approval of 3-4 Policies developed in 2015
- 2nd Quarter
  - Complete Program Tools
  - Policy Development
    - Problem Identification
    - Interim Deliverables
  - Communicate Policy Program and Project status
- 3rd Quarter
  - Continue Policy Development
  - Policy Recommendation Memos
  - Communicate Policy Program and Project status (including CDWAC)
- 4th Quarter
  - Policy Recommendation Memos
  - Policy Approvals
  - Continued Policy Development
  - Communicate Policy Program and Project status (including CDWAC)
  - Prioritization for 2017
- The policies have varying levels of complexity, so the finish lines are different for each one.
- Some challenges to policy development include
  - Correctly defining the problem/issue (this is critical)
  - Moving forward in large matrixed teams can take time.
  - Technical analysis can take time.
- One Member asked whether environmental standards were also used as prioritization criteria.
  - Brian answered that environmental and water quality impacts were considered. This prioritization was for work planning purposes, and as we work on policies in different areas, we will be using more specific environmental and public safety criteria.
  - Madeline Goddard, DWW Deputy Director added that one of the main underlying reasons for the policies is to continue to protect public health and the environment.
- Another Member asked, with regard to inflow and infiltration, how the current lack of a formal policy is affecting our system, and what specific strategies there are to address problems.
  - Madeline responded that this is a big issue area in DWW. We have implemented pilot projects to address problems, most recently for sewer backups in the Broadview neighborhood. One approach involves sending less stormwater for treatment, but this is expensive and requires specific conditions to be successful.

- Alex Chen, Water Planning and Program Manager, reported that as long as pressure is maintained in the drinking water system, inflow and infiltration do not cause any problems.
- Madeline added that DWW was trying to develop policies for dealing with sewer backups at the same time that they were actually dealing with them. This is why we need to proactively develop policies in DWW.
- Brian added that there is no perfect policy, and something that helps us move forward is good. Policies can be refined over time as needed.
- Another Member asked what the primary barriers are to addressing sewer backup prevention (the first policy issue).
  - Brian answered that we begin the process by looking at our current strategies and identifying any inconsistencies. Then we consider what tools we need to address those inconsistencies and whether we already have them. If not, we decide whether we want to develop them.
  - Madeline added that we are conducting a second pilot program to address sewer backups in the 14<sup>th</sup> and Concord area. But we would rather have a standard policy that incorporates cost considerations. We have studied sewer backup issues extensively, and now want to move forward with a policy.
- Another Member asked if procedures and guidelines would be developed at the same time as policies.
  - Brian responded that we may first form a general policy and later add more detailed procedures. Some of the policy areas are very complex.
- Another Member asked if policies related to sewer backups might be related to the stormwater code.
  - Brian answered that we may develop a policy that requires a code or rule change. If so, that would be noted in our recommendation.
- Brian closed by noting that it's important to effectively communicate a policy to staff and customers.

**Overview of Water Policies, Alex Chen, Water Planning & Program Manager**

- Alex showed a website link to policies of SPU's Water Line of Business.
- He noted that today's presentation would be a brief overview. Members can identify policies of interest so that when an update is done, SPU can ask for the Committees' input. Policies are updated as needed.
- We have external policies that interact with the public, and internal policies to guide our operations
- Alex reviewed the following external policies:
  - CS-100 - Changes to the Water Distribution System by a Property Owner – Oct. 17, 2003
    - "CS" = customer service
  - CS-101: Water Availability Certificate - May 9, 2011
  - DR-02-03: Connection Charge - May 20, 2004
    - "DR" = Director's Rule, which is how we implement code
  - FIN-210.2: Standard, Connection, and Administrative Charges — Water - Jan. 1, 2013

- WTR-435 - New Water Services – November 16, 2015
- WTR-460.1: Use of Hydrants by Others - August 22, 2015
  - Sometimes contractors use hydrants in connection with construction. We had to come up with a policy on when and how much to bill for this use, and to clarify what kind of backflow protection is required. Working through these details took six months.
- One Member noted that WSAC had previously provided input on the leak adjustment policy.
  - Julie Burman, WSAC Policy Advisor, explained that a customer who was billed \$5,000 for a leak in her water system had spoken with WSAC about her situation. Although it is nit within WSAC’s role to address this individual’s case, they decided to examine the policy further. They had follow-up presentations by staff and later wrote a recommendation that the SPU Director should have some flexibility to apply leniency for leaks that result in extraordinarily large bills. SPU accepted and incorporated that input when updating the leak adjustment policy.
- WSAC Members can let Julie or Alex know if they are interested in any particular policies.
- Otherwise, we will review individual policies with WSAC as needed.

### **Officer Elections, Sheryl Shapiro, CDWAC Liaison and CAC Program Manager**

Each of the nominees made a short statement about their background and interests.

- Schyler Hect

Schyler has been on CDWAC for two years. She joined because of her background in civil and water engineering. She enjoys the opportunity to learn more in this role, give feedback to SPU, and better understand how things work in Seattle.

She is particularly interested in green stormwater infrastructure (GSI), the Seattle Waterfront Project, source control, and ways to keep water clean.

As Co-Chair she would enjoy more responsibility and dedicate more time to the Committee. She’s also interested in using social media to support CDWAC.

- Seth McKinney

I joined CDWAC because SPU’s programs and policies affect my work. I want to stay apprised of that work and provide feedback where I feel insights are warranted, especially policies and programs related to stormwater, watersheds, and habitat protection.

I’m interested human systems as a whole and how cities and utilities can play a role in affecting behavioral and cultural change to reduce resource use. That said, I’m passionate about food systems and community economic development. To that end, I’m well informed regarding SPU’s on-the-ground efforts to help businesses conserve resources. I attempt to bring perspective of a broad constituency of the small business owners I work with on a daily basis to our meetings. I approach most projects and leadership pragmatically – I think this is a vestige from my days in finance. I’m forthright and usually measured in my opinions.

I’d like to step in to the Co-Chair role because, after corresponding with the current chairs, I think that there is good work to be done in the next year. I know how important good leadership is in

terms of setting and meeting expectations and goals, and organizing group efforts. I'll say that I'm not a great facilitator (it's something I'm working on), but I'm quite good at summarizing and distilling the opinions of a group into a plan of action.

- Devin O'Reilly

I joined CDWAC as I left an environmental consulting firm, grateful for the opportunity to help my community while drawing on the skills and specialized knowledge I developed in public and private service. I'm proud to be a native South Seattleite, and my CDWAC experience has helped me feel useful and connected to my neighborhood and city in new ways.

I currently work in the Highline School District, doing in-class work on everything from lit/comp to calculus, and leaving me with ample "delightfully underemployed" time to support other activities, including environmental education with Seattle Parks and leading restoration crews in my local woods. My previous work experience ran the gamut of environmental science field and office work, for both the consulting firm and with Skagit County, with my education being in hydrogeology (and astrophysics...). I am grateful to my family and community for fostering my sense of civic responsibility and commitment to engaging in difficult work on race, social and economic justice.

For CDWAC 2016, I'd like to see if the committee has interest in expanding our digital connectivity (with each other, SPU and/or the greater community) and hearing what form of that members would be interested in. My personal creeks/drainage/(waste)water issues of special interest include the Duwamish Superfund cleanup, the restoration at Taylor Creek, pollution/contaminant source control, and ensuring equitable consideration and treatment of the needs of all Seattleites.

Thanks for your consideration!

#### **2016 WSAC Nominees for Co-Chair (WSAC is now moving to the Co-Chair model)**

- Kelly McCaffrey, current Vice-Chair

When Kelly joined WSAC five years ago, she was working for a nonprofit organization that did market based river restoration, buying water rights in eastern Washington communities and protecting them instream for enhancing flows for fish. Living in Seattle, she felt somewhat separated from her work and wanted to be involved in water efforts in her city. Now she devotes most of her time to her three children, and is focused on water conservation, water quality and protecting the environment.

She grew up in southern California and can relate to the need to conserve water. She finds the future of water is interesting, and having been on the committee for 4 years, she is excited that SPU is reviewing their water conservation plan again.

She has an MPA (Masters in Public Administration) from UW, and tends to focus on the meeting goals and Committee's purpose, which she believes both need some attention. A lot of extra participation can be challenging for her, but she is committed to the regular meetings.

- Rodney Schauf

Rodney is the Director of Engineering for the Sheraton Hotel in Seattle, which is the largest hospitality enterprise in the City. His interest in WSAC is based on conservation. One of the issues he's concerned with is the aggressive nature of water in the city with regard to erosion and copper. He wonders what we can do within the water system to pacify the water to reduce the load on high rise properties in Seattle. The City is experiencing lots of growth, including infrastructure upgrades, additions and replacements, which will be challenging from a conservation perspective. He looks forward to WSAC getting information about and providing input to help with those decisions.

He became a WSAC Member on August 1, 2015. He has 40+ years of experience in facility management and maintenance and may have a different perspective from other members. He prefers to move things forward and is not as smooth as a politician. He appreciates the opportunity to help the community and is honored to be nominated for the position of Co-Chair.

- Kyle Stetler, current Chair (prepared this written statement, summarized at the meeting by Julie Burman since he could not attend)

I became interested in WSAC after attending a few other CAC meetings and realizing that the issues this committee works on are extremely relevant to our everyday lives and also linked to my professional work. I felt that being part of this committee would allow me to further my personal knowledge of our drinking water supply and system while also allowing me to try and be a connection the broader community. A high point was manning the WSAC table at some of the Strategic Business Plan community meetings.

Looking ahead, I am very interested in conservation planning and supply forecasting in light of potential climate related impacts and long term variability. I am also interested in the Strategic Business Plan implementation and the tracking of performance measures and outcomes. Community outreach, accessibility, and emergency communication are also topics which have continually been on the WSAC agenda and I continue to have interest in.

Going forward over the next year or two, WSAC has a full plate of some old and some new very interesting topics. We have been able to transition out of a less intensive period and are now on the verge, I believe, of being able to provide some positive and substantive input into SPU and its functions. I would appreciate the opportunity to carry through with those changes for one more year.

- (Note: Kyle later withdrew from consideration for a Co-Chair position.)

- Members voted by paper ballot.

✓ Members who were not present will be given a chance to vote by email, so election results will be announced in the coming weeks.

#### **Around the Table**

- Devin noted that he will be absent from next month's meeting.
- CDWAC can still send questions or comments about the workplan to Sheryl; WSAC can send them to Julie. Both Committee's workplans will be finalized soon.

7:35pm, meeting adjourned.