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**Administration:**

**Laura Firth Markley, Chair**

- Members Present: Laura Markley, Tom Grant, Valerie Cholvin, Eric Anderson, Frank Methany, Alice Lanczos, Dave Magorty, Rachel Cardone
- SPU Staff Present: Julie Burman, Sue Morrison, Christine Ware, Ward Pavel
- Review of January Meeting Summary – Approved as written.

**WSAC 2009 Workplan**

**Julie Burman**

- It was noted that Eric Anderson and Valerie Cholvin are interested in hearing about SPU's groundwater sources (wells).

**Agenda Topics:**

**Water Quality Report Update**

**Laura Markley**

- Cornell Amaya has incorporated the group's ideas. There are three concepts, each including cost saving ideas. Report has been reduced from 12 to 8 pages.
- A sub-committee may need to be convened to review and provide feedback to Cornell.

**Call Center Overview**

**Christine Ware, Acting Director  
Customer Response Division**

- Staff on the 31<sup>st</sup> & 27<sup>th</sup> floors make up the call center. There are 100 agents and 9 supervisors.
- In addition to processing bill payments, these agents handle escrow requests, abandoned vehicle calls, and customer concerns and complaints.
- The call center handles approximately 550,000 calls per year.
- Normal hours 7:30AM – 6:00PM, Monday thru Friday
- Performance measure is to answer 80% of the calls received within 60 seconds.
- Call center was created in 1977 when the utilities merged. There once were 5 call centers. Now this single center handles, water, sewer, garbage and electric.
- On the average, there is one call per customer per year.
- Higher call volumes will occur when surcharges and rebates for hydrants go out.
- The billing system (Banner), has logic to catch out of the ordinary erroneous billings.
- The call center refers water quality calls directly to the operations center (Ward Pavel's group)
- A brief tour of 27<sup>th</sup> floor customer walk-in counter was provided to the committee.

**Operations Center Overview**

**Ward Pavel, Supervisor  
Operations Center**

- Utility Service Inspections group consists of Ward Pavel and four inspectors.
- If a water problem exists at your home, this group handles it.
- 90% of every high bill complaint is due to leaky toilets
- Performs cross connection inspections (to prevent backflow)
- Inspects new lines, and responds to water quality calls
- A water quality inspector is on call 24x7.
- SPU is well below the EPA's acceptable number of calls related to water quality.
- SPU's water is monitored at monitoring stations throughout the City every day.
- When problems affecting neighborhoods occur, SPU will go door to door to notify customers. Notification guidelines are set by the Department of Health.

### **WSAC Administrative Business**

**Laura Markley / Julie Burman**

- Laura announced that she is stepping down as WSAC chair, but would like to continue as a committee member. The duties according to the charter are to act as head of the committee, resolving issues and referring to SPU director when appropriate. There is also the business of communicating with Julie & Sue. Julie indicated that this communication usually results in 2-3 phone calls per month.
- Tom Grant asked if any other committee member would want to assume the role of Chair. Rachel Cardone was asked if she would be interested. She responded yes, but that occasionally she must miss meetings due to job travel and other obligations. Rachel indicated that she would be happy to be chair with a vice-chair.
- Alice Lanczos indicated that she would be willing to step in and backup the chair as vice-chair.
- Laura Markley suggested putting the nominations to a vote. All members were in favor of Rachel Cardone assuming the role of WSAC chair, with Alice Lanczos filling a vice-chair position.
- Julie and WSAC members expressed their appreciation to Laura for her leadership as well as excellent written communication skills.
- Rachel Cardone and Eric Anderson requested that a review of the value the WSAC committee brings to the utility (and associated costs) be presented at a future meeting. Dave or Julie will provide this information at an upcoming meeting.
- Eric Anderson asked if there is an ongoing search process to replace members that have stepped down from the committee.

### **Wrap Up**

**Laura Markley**

- A subcommittee meeting may take the place of the regular WSAC March meeting. Notification will be sent out, and those who are able to attend can provide feedback to Cornell Amaya on the Drinking Water Quality Report.
- CAC-wide Annual Meeting will be held March 11<sup>th</sup>.