

MINUTES
GLENDALE WATER & POWER COMMISSION – CITY OF GLENDALE
September 14, 2009

Present: Commissioners Chan, Foley, Miller, Yao
Absent: Commissioner Ebrahimian
Staff: Henry Abrari, Principal Electrical Engineer
Ramon Abueg, Assistant General Manager – Electric
Dan Askenaizer, Sr. Environmental Program Specialist
Ned Bassin, Assistant General Manager – Customer Services and Support Services
William (Bill) Fox, Assistant General Manager – Utility Financial Planning & Risk Management
Christine Godinez, Sr. Assistant City Attorney
Lana Haddad, Administrative Analyst
Peter Kavounas, Assistant General Manager - Water
Sheila Martinez, Office Services Supervisor/Steno
Dorine Martirosian, Deputy City Attorney
Erik Olsen, Electrical Engineer II
Tami Vallier, Customer Services Administrator

The meeting was called by Commission President Yao at 4:08 p.m.

2. CONSENT ITEMS (INCLUDING MINUTES)

The following are routine and may be acted upon by one motion. Any member of the Commission or the audience requesting separate consideration may do so by making such request before motion is proposed.

a. Consideration of the minutes of the August 3, 2009 meeting were approved as submitted – Moved to approve minutes

Moved: Miller Seconded: Chan

Vote:	Ayes:	Chan, Miller, Yao
	Noes:	None
	Absent:	Ebrahimian
	Abstain:	Foley

3. ORAL COMMUNICATIONS - None

Discussion is limited to items NOT a part of this agenda. Each speaker is allowed five (5) minutes – timer bell will sound indicating 1 minute left to speak. Commission may question or respond to the speaker, but there will be no debate or decision. The General Manager may refer the matter to appropriate staff for investigation and report.

4. REPORTS – INFORMATION

4.a. Glenn Steiger, General Manager

1. Introduction of New AGM of Utility Finance and Risk Management, William (Bill) Fox

Commissioner Foley interjected that those items carried over from the August 3rd meeting - #6, Old Business, #7, New Business and #8, Agenda Forecast, will be incorporated into this agenda.

Glenn Steiger introduced William “Bill” Fox, who recently joined GWP as the Assistant General Manager – Utility Financial Planning & Risk Management. Mr. Fox said he has been with the City since the beginning of 2000 and prior to that worked for Southern California Edison Company for 20 years. He held different positions within the accounting department and worked in the budget group and was involved in doing financial reporting for SoCal Edison, as well as holding different positions within the internal auditing department.

4b. Legislation

1. Update on AB32, AB64 and SB14

Lana Haddad was also introduced. Ms. Haddad came to GWP from Management Services as a Legislative Analyst. A brief summary on the following legislative activities was provided: AB32 – California Global Warming, the California Air Regional Board is currently in the process of working through its administrative deregulations and GWP has been working with them. For AB 64 and SB 14 - these bills are related to the renewable portfolio and are expected to be vetoed by the Governor.

Commissioner Chan requested an update on cap and trade issues. Ms. Haddad answered that she would provide this information in the quarterly report in October.

4c. Electric

1. Electric Reliability Indices

Henry Abrari stated there were no major primary outages during the month of August and this is the second time in the past five years where there were no reported primary outages. Slides were viewed and discussed that showed the targeted indices for CAIDI, SAIDI and SAIFI.

Commissioner Chan commended Staff regarding the voice message sent out to customers to curtail load. Mr. Steiger said customers reacted very well. It was also mentioned that reliability was impacted by the station fire because the Wilson transmission line, while not in Glendale but closer to Acton, affected GWP's ability to import power.

2. Update on Glorietta Substation Project

Erik Nelson said GWP presented this to City Council to recommend the contract be awarded to Beta Engineering, LLC to do the reconstruction project of the Glorietta Substation. The contract price is \$11,944.00 and a 10% contingency. Pictures of the current and proposed Glorietta Substation were provided. The project is scheduled for completion on May 1, 2011.

4d. Water

1. Water Supply Report

Peter Kavounas said for the month of July, water production was the lowest it has been in the last seven years. The preliminary numbers are showing that mandatory conservation is being taken very seriously. A new report was added that shows a tracking sheet of the City's conservation levels.

Commissioner Foley asked at what point does GWP start getting penalized by the Metropolitan Water District (MWD) and Peter Kavounas answered at the point where GWP purchases from MWD exceed 90% of GWP purchases from the average 2004-2005-2006 years.

In response to Commissioner Yao's question regarding neighbors calling and reporting water wasters, Mr. Kavounas said that GWP has received a number of calls and complaints from people who observe violations from the ordinance. There are procedures established in-house and the system is activated when a complaint is initiated, then it is recorded in the system and the system generates a letter pertinent to that complaint and staff will follow up. GWP has an in-house review committee that will ultimately include the Neighborhood Services Code Enforcement. No fines have been issued at this time.

2. Chevy Chase Update

The project continues to remain on schedule and under budget. The contractor will start laying the irrigation pipe. The reservoir and pump station are completely built and have been in operation for a month. The top of the reservoir will soon be landscaped and returned to its original appearance. GWP is working with the California Regional Board to address permitting issues pertaining to covering the storm drain that runs at the north end of the reservoir.

3. Gray Water Report

Dan Askenaizer provided information on gray water regulations and said there have been some significant changes. Gray water is water that has been used in the house like sinks, showers, and bathtubs and used again for outside irrigation purposes. It is not water from toilets, dishwashers, or kitchen sinks. There have been gray water regulations in California in the plumbing code since 1992 that contain very stringent requirements for design, permitting, construction, and inspections. There are very few permitted gray water systems in California. Gray water regulations were to be in place by January 2011, The Housing and Community Development Departments, through legislation, were to look at gray water regulations to review and update, however with drought conditions in California during the last few years, the Governor declared a drought emergency earlier this year. Housing and Community Development, thru an emergency rule making process, held informal meetings with stakeholders, interested parties and the Department of Public Health and developed the revised groundwater regulations that were adopted and filed with the Secretary of State. The process is not complete, as this was an emergency regulation that requires a public notification process, this should occur in September/October.

In response to Commissioner Miller's question regarding imported water supplies, Peter Kavounas said the challenge with gray water is that it is a waste water issue and GWP is a potable water supplier. GWP is a public health organization first and foremost and wants to get the permit process streamlined. Another update will be furnished within the next six months.

4. Chromium 6 Update

It was explained that potable water regulations for public utilities are upheld to a maximum containment level (MCL). There is no explicit MCL for Chromium 6 - the regulatory limit for an MCL for total chromium including Chromium 3 and 6 is 50 ppb. For Chromium 6 the state legislated that a new MCL must be issued that would regulate Chromium 6 only – when MCL is established, GWP will have to adhere to that regulatory limit. Additional information detailing the MCL process in the state of California was provided. Also explained was the Public Health Goal (PHG) standard that is based on some health risks. The State of California is moving forward with developing a public health goal and will issue a draft of PHG for Chromium 6. GWP has taken the lead over the last six years and near completion. GWP developed technologies to be tested using grants funded primarily by the federal government. The EPA has been very cooperative and helpful with that research as well as the state of California, who provided a \$2.5 million grant to complete the construction and offer these facilities for a year's time. When the PHG is finalized then the State can proceed in creating an MCL. A brief discussion followed regarding funding, regulations, etc.

5. Water Conservation Update

Mr. Kavounas commented that the ordinance has worked very well, and customers have responded in a positive way to the days of the week watering. GWP plans to return to City Council with a clean up version with relatively minor changes that should address concerns that have been expressed from customers.

Member(s) of the Public Who Spoke: Herbert Molano

Mr. Molano touched upon GWP communications, performance outcomes, water measures and water conservation.

4e. Customer Service and Support Services

1. Citizen's Notification System Report

Tami Vallier reported that on April 29th, GWP contracted these services with Everbridge, Inc., utilizing its InstaCom GIS Solution product as part of the Community High-Speed Notification System. Everbridge, Inc., provides a mass notification system that is capable of rapidly communicating with residents, businesses, and City employee groups over telephones (cellular and landline), email, and wireless devices with Everbridge, Inc. A description of the different components (InstaCom, GIS and GEO) and their uses for the system was provided. Although the system is not fully implemented, it was used during the recent brush fire to evacuate 220 residents by using utility information and using a live operator at Everbridge, Inc. A brief discussion followed regarding training, confirmation of emergency message notifications and updating customer information.

2. Customer Service – Effect of Economy on Service Levels

A line by line review was given by Tami Vallier on the PowerPoint slide presentation that covered graphs and charts highlighting Customer Telephone Calls, Local Office Counter Service, Service Level, Bankruptcies, Write-offs, Bill, Notices & Disconnects, and Payment Extensions Granted.

Commissioner Chan asked for the number of low-income customers, to which Mrs. Vallier responded she would return with that information. In response to Commissioner Yao's question, the Collection Agency continues to collect for four years.

5. **OLD BUSINESS**

1. Response to Commission Regarding the Average Age of GWP Workforce

In response to a question raised regarding the average age of GWP's workforce, related specifically to the strategic plan goals regarding vacancy rates and the ability to hire qualified employees, the average age is 43.9 years. There is a fairly specific plan that takes into consideration the time needed to educate and train people, and part of that plan refers to hiring prior needed to allow for training time. For example, there are 4-5 year apprentice programs wherein GWP may overhire in the apprentice ranks so that by the time people retire there will be qualified replacements.

6. **NEW BUSINESS - None**

7. **AGENDA FORECAST**

Commissioner Foley requested monthly status reports on legislative actions for AB32, AB65 an SB14.

8. **ADJOURNMENT**

Meeting adjourned at 5:22 p.m.

Secretary