

City of Glendale

Citizen Task Force on Water and Sewer

Detail Notes from Facilitated Sessions

5/1/12

What do you want us to focus on as we go forward?

Group A

- A) Understanding how the department works/ Org chart
- B) How our rate structure and cost compare to other cities
- C) Cost of service to the Glendale residents
- D) Cost to produce 1 gallon vs. cost to customer
- E) Determining rate of water usage vs. rate of sewer usage
- F) Plan of action for infrastructure repair/ building
- G) Why does my water bill increase in summer when annual usage remains consistent?
- H) Irrigation System – Integrity of infrastructure
- I) Economy's effect on current Utility rates
- J) Sources of water

Group B

- A) Long-term sustainability
- B) Senior citizen water rates
- C) Short-mind and long-range system plans to include infrastructure maintenance and replacement
- D) Conservation culture out reach
- E) Projected costs per water usage {Current vs. Future
- F) Explore more options for use of effluent water
- G) Educate community/youth on usage of water
- H) Financial planning for future infrastructure
- I) Higher standards of benchmarking (i.e. -Tucson)

Group C

- A) Infrastructure
- B) Water Supply – Do we have enough?
- C) Cost Analyst – WW/SW/DW
- D) Wells – healthy number, amount of water
- E) Containing wst while maintaining quality

- F) Safety of our water
- G) Treatment facilities – Do we have enough?
 - a. Growth of Glendale
 - b. How much can we sustain?
 - c. Location of Utilities? – Appropriate?
- H) Customer Service – move into 20th Century
- I) Uniform rate structure
- J) Conservation
- K) Options for reuse
- L) Code compliance for those who waste water – accountability?
- M) Revitalization for all water services
- N) Ear marked funding for Water/Sewer
- O) Accuracy of our water meters
- P) Technology in our water meters
- Q) Explanation of Billing process

Group D

- A) Infrastructure Maintenance
 - a. Inspection
 - b. Cost
- B) Impact of current budget situation on sustainability of enterprise fund
- C) Why is the sewage rate higher than water – Explanation of Adjustments
- D) HOA's vs. Municipalities bearing the costs – different rate structures?
- E) Irrigation Issue – What is Glendale's role vs. / SRP, etc.
- F) Security, Protection
- G) Tiered Rates
 - a. Are they Available
- H) Rate Establishments
 - a. Differences in rates inside vs. outside home
- I) Where does effluent go?
- J) Better Public Education better evaluation of homes conservation incentives for conservation devices not penalties.

Group E

- A) Economic – How will we afford overall system maintenance and delivery?
- B) Infrastructure replacement/rehabilitation
- C) Afford EPA promo new standards
- D) What are we doing re: water conservation
- E) Putting cost of water in perspective vs. other bills/expenses
- F) Will people pay more money when they think they have a right to water
- G) What can we do to ensure a long term safe supply and replenish system

- H) Is destination an option?
- I) Toilet to tap
- J) Incentive for using grey water – passive green water
- K) How do we compensate for water supply – growth
- L) Safeguarding/Security of water supply

Group F

- A) What does water department hope to gain from us?
- B) What infrastructure needs over next 20 to 30 years Construction/Maintenance
- C) Planning for effluent/Grey water use
- D) What creates the rates
- E) What's the revenue – What do they take in where get capital
- F) Current master plan review
- G) How do we impact master plan
- H) Commitments/Reliability of surface/ground water for next 20 – 30 years
- I) Water value 20 years from now – projected costs
- J) Will new casino infrastructure affect our supply
- K) What system/ programs in place to decrease water usage
- L) Pollutants in water? (Meds etc.)
- M) History of Enterprise fund spending/ revenue etc.
- N) Payments/Cost for permits
- O) Outstanding bond payments
- P) Liabilities
- Q) Storm water procedures – old vs. new process
- R) Outreach/ education for citizens
- S) What's our end product
- T) Good definition of our output – Task force/staff strategic plan
- U) Anything to not touch/deal with hidden agenda
- V) How can we address the hidden agendas – find them out
- W) Urban irrigation
- X) Open discussion on site for new questions
- Y) Security measures – system security