

**San Francisco Public Utilities Commission (SFPUC)  
Citizens' Advisory Committee (CAC)**

**MEETING MINUTES**

**Tuesday, September 17, 2019  
5:30 p.m. – 7:00 p.m.  
525 Golden Gate Ave., 3<sup>rd</sup> Floor Tuolumne Conference Room**

**Mission:** The purpose of the SFPUC CAC is to provide recommendations to the SFPUC General Manager, the SFPUC Commission, and the Board of Supervisors regarding the agency's long-term strategic, financial, and capital improvement plans (Admin Code 5.140-142).

**Members:**

|                             |                      |  |
|-----------------------------|----------------------|--|
| <b>Amy Zock, Chair (D6)</b> | VACANT (D7)          | Nicole Sandkulla (M-Reg'l Water Customers) |
| Wendy Aragon (D1)           | Amy Nagengast (D8)   | Mark Tang (M-Eng./Financial)               |
| Suki Kott (D2)              | Moisés García (D9)   | Nathaniel Kinsey (M-Lg Water User)         |
| Steven Kight (D3)           | Anietie Ekanem (D10) | VACANT (B-Small Business)                  |
| Jim McHugh (D4)             | Jennifer Clary (D11) | Misty McKinney (B-Env Justice)             |
| Ted Loewenberg (D5)         | VACANT (M-Env.Group) |  |

M = Mayoral appointment, B = Board President Appointment

Staff Liaisons: Tracy Zhu and Edgar Barraza  
Staff Email for Public Comment: [cac@sewater.org](mailto:cac@sewater.org)

**ORDER OF BUSINESS**

- Call to order and roll call:** The meeting was called to order at 5:34pm

**Members present at roll call:** (10) Aragon, Kight, McHugh, Loewenberg, Nagengast, García, Ekanem, Sandkulla, Kinsey, McKinney

**Members Absent:** (4) Zock, Kott, Clary, Tang

**Members of the public:** Monica Collins, Harry Bernstein

- Approve August 20, 2019 Minutes**

Motion was made (Loewenberg) and seconded (McHugh) to approve August 20, 2019 minutes.

AYES: (10) Aragon, Kight, McHugh, Loewenberg, Nagengast, García, Ekanem, Sandkulla, Kinsey, McKinney

NOES: (0)

ABSENT: (4) Zock, Kott, Clary, Tang

**London N. Breed**  
Mayor

**Ann Moller Caen**  
President

**Francesca Vietor**  
Vice President

**Anson Moran**  
Commissioner

**Sophie Maxwell**  
Commissioner

**Tim Paulson**  
Commissioner

**Harlan L. Kelly, Jr.**  
General Manager



3. **Report from the Chair** – Amy Nagengast, CAC Secretary, chaired the meeting on behalf of Amy Zock

- Welcome members of the public and staff

4. **Public Comment:**

- *Monica Collins* (Sunnyside Neighborhood Association), raised the issues of parking and the redevelopment at the Balboa Reservoir. She mentioned the parking there, which is next to City College of San Francisco (CCSF), is a crucial amenity for students and faculty.
- *Harry Bernstein* (CCSF Instructor/ Sunnyside Neighborhood Association), also raised the issues of the redevelopment of the Balboa Reservoir and the Environmental Impact report (EIR). Bernstein mentioned that the EIR is intended to mitigate the impacts of adverse effects on existing conditions; however, it fails to mention mitigation measures on noise pollution, air pollution, and additional traffic. He concluded that the EIR describes the existing conditions as a plot of land and leaves out that for 8 years the site was the West Campus of City College. He submitted documents as a part of his public comment to the Full CAC.

5. **Presentation and Discussion:** SFWater.org Redesign Project Status Update, Teresa Young, Communications Manager, External Affairs

**Presentation Topics:**

- Best Practices
- Business Need
- Research
- Project Approach and Framework
- Site Vision- Future State
- Project Status- Future State Map
- Project Status
- Next Steps
- Discussion

**Discussion Topics:**

- *Member Ekanem* asked if the personas that were developed included elderly folks and individuals who are low-income. *Staff Teresa Young* replied yes, they can be any mix of the personas they have identified.
- *Member Ekanem* recommended that the elderly and low-income individuals should be initial personas to identify the barriers they may have when accessing the website link and functions.
- *Member Aragon* commented that language access should also be included in the redevelopment of the website. She mentioned that the current website does include Spanish, Tagalog, and Cantonese. The new website should also expand to other languages that are spoken such as Thai, Russian, and Vietnamese. *Staff Teresa Young* agreed on increasing language access and is looking for various forms of multi-cultural engagement.
- *Staff Teresa Young* emphasized that CAC members can support the website redevelopment by testing the website link and providing input.
- *Member Aragon* recommends that the website redevelopment should shorten its heavy written content and provide hyperlinks for folks who want to read more detailed information.
- *Staff Teresa Young* replied that they are currently working on reorganizing reports and materials together to increase accessibility.

- *Member Sandkulla* commented that the wholesale customer web page is about 9 years old and asked if the webpage will be updated. *Staff Teresa Young* responded that she will be leading the effort in redeveloping the web site.
- *Member Loewenberg* mentioned that in 2015, they passed a resolution to develop an app to make SFPUC data and information more accessible to the community. Loewenberg stated that the response given to them was no. *Staff Teresa Young* replied that the decision of the projects they embark on is data-driven. The SFPUC will continue to develop surveys to hear from folks about needs for future apps. No apps are currently being developed.
- *Member Garcia* mentioned that the web link is still SFwater.org and asked if there are plans to change it to include wastewater and power. *Staff Teresa Young* stated the SFPUC is considering many domain names.
- *Member Kinsey* asked if the water and power My Account page were going to be merged, or were they going to live separately. *Staff Teresa Young* responded that the accounts are going to remain separate for the moment, however, there have been discussions on redesigning the page.
- *Member Ekanem* commented that the search functions in Sfwater.org can be improved to help find the most recent information for customers navigating the website.
- *Member Nagengast* asked if there is an SFPUC intranet to store information intended for SFPUC staff instead of the existing sfwater.org website. *Staff Teresa Young* responded yes, there is a staff intranet that is on a SharePoint environment.

6. **Presentation and Discussion:** [CAC Leadership Retreat Recap](#), Amy Nagengast, Full CAC Chair

**Presentation Topics:**

- Purpose of Annual CAC Leadership Retreat
- Agenda
- Water CAC Priorities for FY 19-20
- Power CAC Priorities for FY 19-20
- Wastewater CAC Priorities for FY 19-20
- Full CAC Priorities for FY 19-20
- Capacity Building for Membership

**Discussion Topics:**

- *Member Aragon* asked why Commissioner Paulson was not targeted to be invited to meet with the CAC as the newest commission member. *Member Garcia* mentioned that they have identified Maxwell and Vietor because they thought they would be interested in engaging with the CAC and chose Vietor based on the likeliness of becoming the new chair.
- *Member Aragon* commented that the CAC should also invite Commissioner Paulson because they represent labor.

**Pubic Comment:**

- *Staff Danny Palmer* introduces herself to CAC members. She is a new member of the Community Benefits Division, managing the College Hill Learning Garden education programs and operations.

7. **Staff Report**

- Former CAC member Alex Lantsberg requested that the CAC distribute flier: [Introduction to Electrical Trades Union Workshop](#)
- [PureWaterSF](#) tour is confirmed for October 15 at 5pm (meet in the lobby before the next Full CAC meeting). Please let Edgar Barraza know if you plan on attending.

## 8. Future Agenda Items and Resolutions

- PureWaterSF tour (confirmed for October)
- Response to the CAC Workforce Resolution and the Hiring Process (confirmed for October)
- Air pollution monitoring
- General Manager Address
- Interagency Working Group on Sea Level Rise
- Agency-wide Planning on Climate Change & Adaptation Planning
- Southeast Community Facility
- SSIP Phase 2
- Human Resources
- Contracting Process
- Education Resolution
- PUC Properties and City Department Partnerships
- Water Equity and Water Access for Homeless
- Workforce Programs
- Water Rights and Raker Act
- Water Use and Parks
- Flooding Protection
- Water Quality Report
- Green New Deal
- Micro Hydroelectric Power
- Prop A Bond Funding

## 9. Announcements/Comments – The next meeting for the Full CAC will be on October 15, 2019. Check [www.sfwater.org/cac](http://www.sfwater.org/cac) for confirmation of the final meeting date for the next scheduled meeting.

- *Member Ekanem* announced that the Bay View will have a new Co-Op funded through the sugar tax fund.
- *Member Ekanem* announced that November 9<sup>th</sup> is this year's Health & Harvest Fair.

## 10. Adjournment

Motion was made (*Ekanem*) and seconded (*Kight*) to adjourn the meeting.

Meeting was adjourned at 6:48pm.