

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

MEETING AGENDA

**Tuesday, June 16, 2020
5:30 p.m. - 7:00 p.m.**

PARTICIPATE VIA BLUEJEANS VIRTUAL CONFERENCE SOFTWARE

<https://primetime.bluejeans.com/a2m/register/gcxfuaac>

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).

This meeting is being held by Teleconference Pursuant to the Governor's Executive Order N-29-20 and the Sixteenth Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency Dated February 25, 2020

During the Coronavirus Disease (COVID-19) emergency, the San Francisco Public Utilities Citizens Advisory Committee's (SFPUC CAC) regular meeting room, 525 Golden Gate Ave., 3rd Floor Tuolumne Conference Room, is closed. CAC Members and SFPUC staff will convene CAC meetings remotely by teleconference. Members of the public are encouraged to submit their public comment on agenda items in advance of the teleconference meeting by emailing comments to icarpenter@sfgwater.org. Comments submitted no later than 5 PM the Monday before the meeting will be read into the record by SFPUC CAC Staffing Team members during the teleconference meeting and will be treated as a substitute to providing public comment during the meeting. Persons who submit written public comment in advance on an agenda item or items will not be permitted to also provide public comment on the same agenda item(s) during the meeting.

Members:

Anietie Ekanem, Chair (D10)

Wendy Aragon (D1)

Suki Kott (D2)

Steven Kight (D3) X

Jim McHugh (D4)

Ted Loewenberg (D5)

Amy Zock, (D6)

VACANT (D7)

Amy Nagengast (D8)

Moisés García (D9)

Jennifer Clary (D11) X

VACANT (M-Env.Group)

Nicole Sandkulla (M-Reg'l Water Customers)

Mark Tang (M-Eng./Financial)

Eliahu Perszyk (M-Lg Water User)

VACANT (B-Small Business)

Misty McKinney (B-Env Justice)

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

M = Mayoral appointment, B = Board President Appointment

Staff Liaisons: Tracy Zhu and Letitia Carpenter

Staff Email for Public Comment: icarpenter@sfgwater.org

ORDER OF BUSINESS

1. **Call to order and roll call:** The meeting was called to order at 5:32 PM

OUR MISSION: To provide our customers with high-quality, efficient and reliable water, power and sewer services in a manner that values environmental and community interests and sustains the resources entrusted to our care.



Members present at roll call: (13) Ekanem, Aragon, Kott, McHugh, Lowenberg, Zock, Nagengast, Garcia, Clary, Sandkulla, Tang, Perszyy, McKinney

Members Absent: (1) Kight

2. **Approve January 21, 2020 Minutes**

Motion was made (Suki) and seconded (Sandkulla) to approve January 21, 2020 Minutes contingent upon making the following corrections:

- Mark Tang and Suki Kott were present at the January meeting.

AYES: (13) Ekanem, Aragon, Kott, McHugh, Lowenberg, Zock, Nagengast, Garcia, Clary, Sandkulla, Tang, Perszyy, McKinney

NOES: (0)

ABSENT: (1) Kight

Public Comment: None

3. **Report from the Chair – Anietie Ekanem**

- *Chair Ekanem* shared that the executive team has been working with *Staff Carpenter* and *Staff Zhu* to continue the work of the CAC during this time, regardless of large meetings.
- *Chair Ekanem* asked *Member Nagengast* to share updates on Air Quality Monitoring at Southeast Treatment Plant.
- *Member Nagengast* shared that SFPUC staff developed a draft version of an Air Quality Factsheet that details the SFPUC commitments to air quality through an environmental justice lens. The CAC will continue to engage staff on air quality monitoring and opportunities for sharing this data in a way that is accessible to the public.
- *Chair Ekanem* asked *Member Tang* to share updates on the Balboa Reservoir.
- *Member Tang* shared that they are progressing towards approving the Development Agreement, the Special Use District documents, the Design Standards and Guidelines, and a Master Infrastructure Plan. The EIR was approved by the Planning Commission. The next steps include requesting approval from the SFPUC Commission. *Member Tang* also offered to meet with any CAC members who have additional questions.
- *Chair Ekanem* asked *Member Clary* to share updates on state policies and programs.
- *Member Clary* shared that on April 2, 2020 the Governor of California issued an Executive Order placing a moratorium on water shutoffs and ordering all shutoffs that happened after March 2020 to be reconnected. Also, at the state level there is a diverse coalition of folks that are trying to pass affordability funding in a future stimulus package.
- *Chair Ekanem* requested that CAC Members reach out to him if they would like to share an important issue or highlight anything related to the work that they do or the communities that they serve in future meetings.

Public Comment: None

4. **Public Comment:** Members of the public may address the Committee on matters that are within the Committee's jurisdiction and are not on today's agenda

- None.

5. **Briefing and Discussion:** [SFPUC Business Continuity Plan: Respond, Recover, Reimagine](#), Tricia Yang, Director of Strategy, Innovation, and Change, Business Services

Presentation Topics:

- Activating the DOC
- Responding to the Crisis Together
- Examples of Response Programs
- Business Continuity Plan Framework
- Business Continuity Plan Cross-Functional Team

Discussion Topics:

- *Member Loewenberg* asked for clarification on the date that the SFPUC began planning to respond to COVID-19 impacts.
- *Staff Yang* responded that the SFPUC has one of the strongest emergency response teams in the City. *Staff Yang* added that many SFPUC staff members were called in to the Citywide EOC before the March 16th Shelter in Place ordinance was mandated and that the SFPUC DOC was officially activated on March 16th.
- *Chair Ekanem* asked how many SFPUC workers tested positive for COVID-19.
- *Staff Yang* responded that she did not have access to this information, but from what she knows it has been a minimal amount.
- *Member Sandkulla* commented that she has been impressed by the response of the SFPUC and wanted to recognize the work of staff members.
- *Member Aragon* commented that she is also impressed by the SFPUC response and that she has gotten more regular communication from SFPUC than most other Departments.
- *Member Nagengast* stated that although COVID-19 is devastating, it does also present opportunities. *Member Nagengast* asked how the SFPUC is working to build back better than they were before.
- *Staff Yang* responded that this is built into the framework and goals of the Business Continuity Plan (BCP). The BCP team has already seen increases in productivity and in response to this they are asking managers to share best practices for areas where they have seen increased productivity across enterprises. This will help staff maintain these practices moving forward. *Staff Yang* also shared that they are assessing strengths and weaknesses of remote work so that it can inform the continued development of the BCP and the telecommuting policy.
- *Chair Ekanem* asked if front line workers at SFPUC have been able to be fairly compensated for the work they are doing through things like overtime pay.
- *Staff Yang* responded that she will get back to the CAC with more details, but that there is a Citywide commitment to ensuring that this is happening.
- *Member Kott* asked for clarity on when the timeline started for the BCP.
- *Staff Yang* responded that the first timeline was created mid-May and has been updated as Shelter in Place has continued to be extended.

- *Member Loewenberg* asked for any key metrics being tracked for the BCP.
- *Staff Yang* responded that they have been tracking regular level of service performance metrics to ensure that the SFPUC is continuously able to provide the same level of service as before.

Public Comment: None

6. **Presentation and Discussion: [SFPUC Emergency Customer Assistance Program](#)**, Ronak Okoye, Community Benefits Director, External Affairs

- [Emergency Residential Assistance Website](#)
- [Outreach Materials](#)
- [FAQs](#)
- [Online Applications](#)
- *All of the above information is available on the website or in the linked folder in English, Chinese, Spanish, Filipino, Vietnamese, and Russian*

Presentation Topics:

- Problem Statement
- SFPUC Emergency Response Measures
- Single Family Residential Program
- The Need for Innovation
- COVID-19 Emergency Customer Assistance Program Innovations
- COVID-19 Emergency Program Parameters
- Applications Over Time
- Average Applicant Statistics
- Applicant Geographical Distribution
- Applicant Income Profile
- Communications & Outreach
- Greater Affordability Effort

Discussion Topics:

- *Member Loewenberg* asked about the ability for small property landlords to qualify for the Emergency CAP program.
- *Staff Okoye* responded that this program does not apply to multi-family customers. Reasons for this include, uncertainty around whether or not the bill payer is a landlord or a tenant and where the responsibilities lies in paying these bills.
- *Member Clary* asked if the affordability team has thought through implementing the Angel Fund - where customers can donate to the fund to supplement other customers' bills – over online applications.
- *Staff Okoye* responded that there is a broader revamp of the Angel Fund currently underway and that they have flagged this as a challenge to address moving forward. *Staff Okoye* also added that this is a long-term project.
- *Member Clary* asked for additional information on recipients of the CARE program as it relates to auto enrolling customers in to the CAP program based on their enrollment in CARE.
- *Staff Okoye* responded that the executive team is interested in moving towards auto enrollment. *Staff Okoye* added that there are a lot of data needs to make this happen.
- *Member Kott* asked if the Angel Fund is tax deductible.
- *Staff Okoye* responded that it is not tax deductible because it is managed through a public entity. This issue is one of the reasons they are exploring options to have the Angel Fund hosted outside of the SFPUC.

- *Chair Ekanem* thanked Staff Okoye for this presentation, highlighted the importance of SFPUC's ability to continue construction and provide jobs for the community, and highlighted the importance of utilizing the lens of equity in this process. *Member Ekanem* also added that the Resilient Bayview group would love to have an update on the Emergency CAP and the Angel Fund.
- *Staff Okoye* responded that she would love to take *Chair Ekanem* up on this request.
- *Member Kott* stated that she would like to emphasize the need for outreach to non-English speaking communities. *Member Kott* also requested an update on the Emergency CAP specifically as it relates to outreach to non-English speakers during the next Full CAC meeting.
- *Staff Zhu* asked all CAC Members to reach out if they would like presentations to their respective communities.

7. Staff Report

- Time of Upcoming Meetings will remain the same, 5:30pm – 7:00pm.
- Tentative July CAC Schedule
- Subcommittee Planning Sessions will begin shortly.
- Budget Process extended to September 31, 2020
- The Water CAC will be meeting next Tuesday, June 23rd.

Public Comment: None

8. Future Agenda Items and Resolutions

- CleanPowerSF Update – *presenting at July 7th Power Meeting*
- PG&E Update – *presenting at July 7th Power Meeting*
- Budget Update – *tentatively July*
- SSIP and Biosolids Update – *tentatively July*
- Human Resources Hiring Process – *tentatively August*
- General Manager Address – *tentatively August*
- Bay Delta Updates
- Resolution in Support of Ongoing Affordability Work
- Commissioner Visits
- Agency-wide Planning & Policy on Climate Change & Adaptation
- Interagency Working Group on Sea Level Rise
- 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

Public Comment: None

9. **Announcements/Comments** – The next meeting for the Full CAC will be on July 21, 2020. Check www.sfwater.org/cac for confirmation of the meeting date for the next scheduled meeting.

10. Adjournment

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

Meeting was adjourned at 7:06 PM

MINUTES