

Member Advisory Committee Meeting January 28th, 2020
Agenda (5:00 PM – 7:00 PM)

Rich Formisano	Joyce Hibma	Ted Stonebridge (GM)
Shawn McKone	Andy Neff	Daylin Baker (Board VP)

Discussed removing a member who hasn't attended meetings with an invitation to come back (through reapplying) when this person is available again. Ted will write the e-mail.

1. New members to MAC (5 min)
Elmer Sams has been unavailable. Joyce will check back with him in a few months.
2. Finish reviewing confidentiality section of the Charter (15 min)
The committee voted to approve the confidentiality section as written by Dick. That completed the draft and it is now ready to go to the board for a vote.
3. Data project discussion on dividing data by region within service area (Rich) (15 min)
 - Joyce continues to work on analysis of what portion of our members are located in Rural King County, City of North Bend and the UGA outside of North Bend City limits. She'll then pass it over to Rich who will create a chart to display the results. Joyce is working to complete this task prior to the next MAC meeting.
 - The current (2009) WSP was reviewed and portions redacted for security purposes. At the next BOT meeting, Feb 2020, we will ask to have this redacted version posted on the Sallal website.
 - Still need to change billing software to show 2 things: 1) average usage of the member vs. membership average; 2) Monthly member usage showing the last 13 months (like Tanner). Ted reported that the current software cannot do this, but new software will be able to do it. We are in early stages of shifting to upgraded software, about 3-6 months out. Ted has the action to add these two data items to the new billing software.
 - Andy expressed concern about outsourcing and requested an analysis of what needs to be accomplished so he can show Ted software that is freely available rather than paying for a subscription/license. Ted explained that first we have a process of cleaning up the data, we don't need 15 years of data and corrections. He gave example of what happens when a member moves and a new member takes over that account, a letter or number is added to the account, but not consistently. This cleanup is taking place in house. Andy would like to help find the right solution after the cleanup.
 - Waitlist for water availability – tracking of how many folks have submitted applications. Rich had an example of a table that could be used for that.

- Rich explained that the primary goal of this data project is to provide more visibility & transparency of key information such as water production & usage, growth, water conservation used by staff and BOT. Another goal is to make this information available to our members so they can be informed and engage.

4. Member survey update (Joyce & Andy) (15 min)

- Lengthy discussion on risks, costs, and benefits of going back to untreated. Also other uses of the survey such as communication (forms, more/less, what works/doesn't).
- Need to incentivize survey participation.
- Shawn questioned if survey is the best format to get member input since there seemed to be a significant member education component to the effort. There was discussion about the education part of this effort, including sharing ideas of how to accomplish this.
- Rich supports a member survey but is concerned that there is no project plan that is being used to determine if & when the association will return to untreated water. It appears there are a random number of things to consider but a lack of focus. A project plan is needed to establish the steps required to define the project objectives, clarify the scope of what needs to be done and develop the task list to do it.
- Andy and Joyce will lead this effort.
- Next steps: Andy will finalize and send out skeleton outline of survey and work with Joyce on list of questions for Warren.

5. Review ideas for more ways the MAC can help the BOT (Rich) (15 min)

- Postponed until next meeting.

6. Review WUE goals (15 min)

- Ted explained background and DOH requirement for WUE chapter in WSP.
- Andy expressed objection to goal #2 based on conserving in order to allow for more growth. Andy wants to find a way to pursue these objections at a higher level.
- Rich questioned how we know the goals are reasonable and obtainable. Each goal should have one or more objectives needed to achieve the goal, a method & measures for tracking progress and includes a cost estimate to perform the objectives. Until that level of detail is developed, he doesn't support any of these goals.
- Andy advocates zero for #2, is okay with 1 and 4, and probably #3 if a need is demonstrated. Recommends replacing #2 with a different goal that doesn't reduce usage per household.
- Joyce says if we don't make 4 goals, we won't be compliance with DOH. Doesn't find any requirement to decrease usage. Joyce recommended that we ask members to set personal goals.

- Discussion on raising costs of higher tiers to reduce summer irrigation/usage. Andy said that he is in support of changes that protect the environment “at current population”.

7. 2020 Master Rate Schedule 8% rate increase (10 min)
Deferred because it’s in the newsletter going out this week.

8. BOT retreat summary (Daylin) (10 min)
Postponed until next meeting.

9. MAC member editorial for monthly newsletter (5 min)
Postponed until next meeting.

10. Roundtable (15 min)
Ted shared that he pulled the pump from Well #2 and TV’d it, didn’t find any causes for the contamination.
Rich suggested buying an overhead projector – Ted agreed and said he has been working on it.
Joyce asked about posting newsletter on social media with no comments allowed. Ask Board.

- MAC minutes will need to be approved by BOT before being added to website
- Next meeting February 11th 5:00 pm

*These notes were sent out to meeting participants for review and edits during the week following the meeting and any responses were incorporated into this final version.