

0:0:0.0 --> 0:0:1.610

Ron Burke

OK, moving on to the next slide please.

0:0:4.440 --> 0:0:7.30

Ron Burke

So, well, we wanna go around the room.

0:0:7.140 --> 0:0:12.210

Ron Burke

The virtual room here in just a moment and and our now, I should say, and introduce ourselves.

0:0:12.220 --> 0:0:14.510

Ron Burke

We'll just start with the Alliance for water efficiency.

0:0:14.520 --> 0:0:35.400

Ron Burke

I think most folks on the call know who we are, so I'm not going to spend a lot of time in this slide, but we are really the only nonprofit in North America that's laser focused on advancing water efficiency and conservation through networking research, various collaborative initiatives like this symposium that we're holding next week.

0:0:37.40 --> 0:0:44.880

Ron Burke

And we're very excited to be a part of this project, which we'll describe in a little more detail in just a moment next.

0:0:44.930 --> 0:0:46.430

Ron Burke

And and I'm Ron Burke.

0:0:46.440 --> 0:0:50.0

Ron Burke

Let me just go around the room and introduce the staff with the Alliance for Water Efficiency.

0:0:50.10 --> 0:0:53.210

Ron Burke

Who were here and the CEO here at AWE?

0:0:53.220 --> 0:0:56.260

Ron Burke

Let's introduce Andrew next.

0:0:57.470 --> 0:0:58.0

Andrew Morris

Everyone.

0:0:58.10 --> 0:1:4.290

Andrew Morris

Andrew Morris, senior manager for policy and programs here at AWE, looking forward to working with you all and thanks for your time.

0:1:5.330 --> 0:1:6.90

Ron Burke

Yeah, Jeffrey.

0:1:9.120 --> 0:1:9.970

Jeffrey Hughes

Hi, everybody.

0:1:9.980 --> 0:1:11.950

Jeffrey Hughes

Jeffrey Hughes, director of operations.

0:1:12.800 --> 0:1:14.150

Jeffrey Hughes

I'm here serving in the support role.

0:1:14.650 --> 0:1:15.340

Jeffrey Hughes

Thanks for joining.

0:1:15.0 --> 0:1:15.380

Ron Burke

All right.

0:1:16.500 --> 0:1:16.980

Ron Burke

Yeah.

0:1:17.60 --> 0:1:17.830

Ron Burke

Thanks a lot.

0:1:17.210 --> 0:1:17.340

Holly Rosenthal

Yeah.

0:1:18.220 --> 0:1:28.170

Ron Burke

OK, let's move on to the next slide and we'll let Pacific Institute introduce themselves and then we'll move on and have the individual working group members do the same. Heather.

0:1:29.250 --> 0:1:30.320

Heather Cooley

Thank you, Ron.

0:1:30.830 --> 0:1:32.760

Heather Cooley

So great to to meet you.

0:1:32.770 --> 0:1:38.0

Heather Cooley

A couple of new faces, so a Pacific Institute is a nonprofit organization.

0:1:38.150 --> 0:1:48.760

Heather Cooley

We were founded in 1987, originally sort of based in California, but now in this sort of virtual world, have staff all over the world.

0:1:49.10 --> 0:1:58.740

Heather Cooley

Our mission is to create an advanced solutions to the world's most pressing water challenges and our core areas are around water efficiency and reuse.

0:1:58.970 --> 0:2:3.90

Heather Cooley

Water equity, nature based solutions and corporate water stewardship.

0:2:3.460 --> 0:2:4.430

Heather Cooley

I'm Heather Cooley.

0:2:4.440 --> 0:2:6.770

Heather Cooley

I'm director of research at Pacific Institute.

0:2:7.810 --> 0:2:20.70

Heather Cooley

And have been with the organization for 20 years and calling from you to talking to you today and calling in from Oakland, CA and and joined by my colleague Brooke Berhanu.

0:2:20.80 --> 0:2:21.260

Heather Cooley

Brooke, do you want to introduce yourself?

0:2:24.120 --> 0:2:24.500

Brook Berhanu

Sure.

0:2:24.510 --> 0:2:25.200

Brook Berhanu

Thanks, Heather.

0:2:25.370 --> 0:2:26.140

Brook Berhanu

Hi everyone.

0:2:27.190 --> 0:2:31.640

Brook Berhanu

Nice to meet folks who I haven't met and nice to see folks who I have met.

0:2:31.840 --> 0:2:33.20

Brook Berhanu

My name is Brooke Berhanu.

0:2:33.70 --> 0:2:47.40

Brook Berhanu

I'm a senior researcher in at the Pacific Institute, based out of Portland, OR, and I'm mostly work on water efficiency and reuse related research projects. Thanks.

0:2:48.280 --> 0:2:51.900

Ron Burke

All right, let's move on to the next slide.

0:2:52.80 --> 0:2:59.230

Ron Burke

So let's go ahead and it's, uh, start with introductions from the the other working group members.

0:2:59.240 --> 0:3:5.910

Ron Burke

I'm just gonna work down this list, if that's OK with you, and just if you don't mind, just tell us who you are.

0:3:5.920 --> 0:3:6.170

Ron Burke

What?

0:3:6.240 --> 0:3:10.210

Ron Burke

Where you work, what your role is, maybe a little bit about your organization.

0:3:10.220 --> 0:3:17.450

Ron Burke

If that's not uh, you know, obvious for for some organizations, it may be a little more straightforward.

0:3:17.540 --> 0:3:22.760

Ron Burke

For others, those of us in the call may not know your your, YOUR company, or your organization.

0:3:22.770 --> 0:3:24.740

Ron Burke

So tell us a little bit about that as well.

0:3:24.750 --> 0:3:27.320

Ron Burke

We'll start with Jessica at AMWA.

0:3:28.270 --> 0:3:29.220

Jessica Evans

Hi everyone.

0:3:29.650 --> 0:3:32.340

Jessica Evans

Thank you for having us on this working group.

0:3:32.350 --> 0:3:33.330

Jessica Evans

I'm Jessica Evans.

0:3:33.340 --> 0:3:41.860

Jessica Evans

I'm our senior manager of Government Affairs and sustainability policy at the Association of Metropolitan Water agencies based in Washington, DC.

0:3:42.550 --> 0:3:53.480

Jessica Evans

AMWA represents large, publicly owned drinking water utilities, so those utilities that serve greater than 100,000 folks and then one of we have two main pillars.

0:3:53.490 --> 0:4:5.250

Jessica Evans

One is advocacy and then the other one is like best management utility practices, sharing knowledge between our members, we really focus on like the CEO level directors higher up in the their organizations.

0:4:6.70 --> 0:4:14.10

Jessica Evans

I oversee our Sustainability committee, which kind of shares best practices on a number of Sustainability topics everywhere from, like, sustainable financing.

0:4:14.20 --> 0:4:22.460

Jessica Evans

So this absolutely fits in to greenhouse gas mitigation and adaptation different scenario planning long term planning for water utility operations.

0:4:23.90 --> 0:4:25.400

Jessica Evans

Umm, yeah.

0:4:25.700 --> 0:4:36.430

Jessica Evans

Something else we do, I'm going to put links to my organization and then another part of my role is the water utility Climate alliance is really tightly tied to Amelia.

0:4:36.500 --> 0:4:47.930

Jessica Evans

So all twelve of their, their and alliance of 12 utilities that pull together their resources,

mostly from like staff working climate adaptation to do projects to then give to the sector for free.

0:4:48.180 --> 0:4:50.370

Jessica Evans

They have multiple committees.

0:4:50.520 --> 0:5:2.290

Jessica Evans

It's kind of like half bullet, mostly volunteer for them, but they have a working group on water demand forecasting that is turned to this question and I've already had some conversations with them and our members to inform this.

0:5:2.300 --> 0:5:5.680

Jessica Evans

We're really excited to like, see how more see how I can connect more with our members.

0:5:3.930 --> 0:5:6.630

Ron Burke

No, that's fantastic.

0:5:6.90 --> 0:5:6.570

Jessica Evans

Yeah.

0:5:6.680 --> 0:5:7.300

Ron Burke

OK, great.

0:5:6.750 --> 0:5:7.520

Jessica Evans

Yeah.

0:5:7.580 --> 0:5:9.600

Jessica Evans

And if you wanna connect with them, I'm happy.

0:5:9.650 --> 0:5:11.220

Jessica Evans

I they have an amazing lead.

0:5:10.160 --> 0:5:11.530

Ron Burke

Yeah, I'm sure we will.

0:5:11.230 --> 0:5:13.520

Jessica Evans

Who has been overseeing this for a while.

0:5:13.530 --> 0:5:14.850

Jessica Evans

So that's all I got.

0:5:14.540 --> 0:5:15.110

Ron Burke

Awesome.

0:5:15.640 --> 0:5:17.830

Ron Burke

Alright, that was super helpful.

0:5:18.740 --> 0:5:19.570

Ron Burke

Thank you, Jessica.

0:5:19.580 --> 0:5:21.490

Ron Burke

Let's move on to Jonathan Kleinman.

0:5:19.960 --> 0:5:20.130

Jessica Evans

Umm.

0:5:25.160 --> 0:5:26.270

Ron Burke

I believe Jonathan is here.

0:5:27.570 --> 0:5:27.920

Ron Burke

Let's see.

0:5:28.140 --> 0:5:30.560

Jonathan Kleinman

Yes, coming off of mute on I-35.



0:5:30.570 --> 0:5:31.240

Jonathan Kleinman  
Sorry about that.

0:5:31.250 --> 0:5:31.990

Jonathan Kleinman  
Well over buddy.

0:5:31.320 --> 0:5:31.940

Ron Burke  
Alright, be careful.

0:5:32.610 --> 0:5:32.770

Karen  
Yeah.

0:5:33.90 --> 0:5:46.350

Jonathan Kleinman  
I know Jonathan Kleinman with Brillion, which is the company that now includes AIQUEOUS, which is where I was the CEO and the Vice President of Utility Innovation and Policy.

0:5:46.820 --> 0:6:0.930

Jonathan Kleinman  
Brilliant as a company provides a software platform for customer engagement, customer education and Program fulfillment, especially water conservation, water efficiency and assessment and enforcement programs.

0:6:1.840 --> 0:6:18.200

Jonathan Kleinman  
I have a lot of experience in the energy sector as well and have participated in policy discussions as the energy utilities have try to figure out how to handle their business models, giving changes in demand, renewable energy production at the customer site, etcetera.

0:6:18.210 --> 0:6:29.760

Jonathan Kleinman  
So I'm hoping to bring that perspective and expertise into these conversations and also to help advance the conversation on how to both pursue demand management and revenue stabilization.

0:6:29.820 --> 0:6:30.340

Jonathan Kleinman

So thank you.

0:6:30.350 --> 0:6:30.850

Jonathan Kleinman

Glad to be here.

0:6:31.660 --> 0:6:32.240

Ron Burke

All right.

0:6:32.770 --> 0:6:33.40

Ron Burke

Yeah.

0:6:33.50 --> 0:6:57.600

Ron Burke

And we we made a we intentionally wanted to include some folks in this working group who had that energy efficiency and energy utility experience as well, just given that you know there are some similarities, obviously a lot of differences also, but some similarities and and some lessons learned in the in the energy sector that might be useful for our conversation.

0:6:57.610 --> 0:7:1.520

Ron Burke

So Jonathan is 1 member who exemplifies that.

0:7:1.530 --> 0:7:7.500

Ron Burke

He has experience with both energy and water utility work, so thank you for for being a part of the group.

0:7:7.510 --> 0:7:9.780

Ron Burke

Jonathan, let's move on, Holly.

0:7:11.590 --> 0:7:12.320

Holly Rosenthal

Very good morning.

0:7:12.330 --> 0:7:17.520

Holly Rosenthal

I'm Holly Rosenthal, an assistant water services director for the City of Phoenix Phoenix Water.

0:7:19.570 --> 0:7:28.260

Holly Rosenthal

I oversee finance and administration, which is pretty broad and includes a group called water economics rates and forecasting.

0:7:28.850 --> 0:7:36.10

Holly Rosenthal

It's a really bright group of people that works in the area of exactly that well.

0:7:36.290 --> 0:7:48.430

Holly Rosenthal

So how data analytics large data sets and analysis for a variety of purposes and then also it's our rate setting team that's part of that group as well.

0:7:48.560 --> 0:7:52.510

Holly Rosenthal

So this is something we're very interested in as we work.

0:7:54.910 --> 0:8:3.980

Holly Rosenthal

To really kind of build on the success that we've had in water conservation, I also have a little background in energy efficiency.

0:8:3.990 --> 0:8:8.180

Holly Rosenthal

So I'm I can participate from that perspective as well.

0:8:5.880 --> 0:8:6.180

Ron Burke

Awesome.

0:8:8.190 --> 0:8:27.560

Holly Rosenthal

But yeah, it said that conundrum that we deal with right, about how to encourage people to use less and still be able to fund our needs, maintain our systems and advance important projects for us, which is because it's interesting to hear the there's a connection to reuse.

0:8:20.50 --> 0:8:21.520

Ron Burke

Maybe yeah.

0:8:27.570 --> 0:8:42.550

Holly Rosenthal

So Phoenix is in the midst of launching a very large advanced water purification, or for those who know it otherwise is direct potable reuse program regional partnership for the valley of the Sun.

0:8:42.880 --> 0:8:48.260

Holly Rosenthal

And so we're working in that space as well and figuring out how to finance that and build that into our rate structure.

0:8:49.50 --> 0:8:50.620

Ron Burke

Hmm, interesting.

0:8:51.420 --> 0:8:52.940

Ron Burke

Thank you for joining us, Holly.

0:8:52.950 --> 0:8:53.830

Ron Burke

Really appreciate it.

0:8:54.590 --> 0:8:58.310

Ron Burke

Uh, alright, Stacy, do we have Stacey on the call?

0:8:59.220 --> 0:9:5.940

Abbott, Isabelle

I am sorry my teams link wasn't working in my office so I'm in here with Isabelle Abbott, Isabelle.

0:9:0.540 --> 0:9:1.110

Ron Burke

Thanks Stacy.

0:9:3.400 --> 0:9:3.840

Ron Burke

Ohh.

0:9:5.950 --> 0:9:10.390

Abbott, Isabelle

One of my policy advisor here, so I'm a Commissioner on the Illinois Commerce Commission.

0:9:10.600 --> 0:9:13.350

Abbott, Isabelle

I've been in this role almost a year and a half now.

0:9:13.940 --> 0:9:17.830

Abbott, Isabelle

Prior to that was one of those people that was involved heavily in energy efficiency.

0:9:17.840 --> 0:9:18.280

Abbott, Isabelle

I was.

0:9:18.290 --> 0:9:25.590

Abbott, Isabelle

I used to run the Midwest Energy Efficiency Alliance and then prior to that have a lot of government relations and public affairs background.

0:9:25.600 --> 0:9:31.50

Abbott, Isabelle

So I think I'm one of the people that Ron was talking to you about, the confluence between energy efficiency and the energy space.

0:9:31.660 --> 0:9:33.230

Ron Burke

Hmm, absolutely.

0:9:33.760 --> 0:9:34.730

Ron Burke

Thank you for joining us.

0:9:34.740 --> 0:9:36.40

Ron Burke

Stacy, really appreciate it.

0:9:37.340 --> 0:9:37.610

Holly Rosenthal

Yeah.

0:9:37.850 --> 0:9:40.820

Ron Burke

Stacy and I've worked off now with each other over the years.

0:9:40.830 --> 0:9:43.120

Ron Burke

I'm really glad to be working with her again.

0:9:43.640 --> 0:9:44.600

Ron Burke

Umm.

0:9:44.940 --> 0:9:46.510

Ron Burke

Is Anne on the call?

0:9:46.520 --> 0:9:48.480

Ron Burke

Let me get my view up here.

0:9:49.790 --> 0:9:51.820

Ron Burke

I know she was a maybe she's not on the call.

0:9:49.860 --> 0:9:50.110

Cohen, Sara (DCR)

No.

0:9:51.830 --> 0:9:52.80

Ron Burke

Right.

0:9:51.930 --> 0:9:53.290

Jeffrey Hughes

We have Sarah on the line instead.

0:9:52.90 --> 0:9:52.340

Ron Burke

OK.

0:9:52.460 --> 0:9:52.760

Cohen, Sara (DCR)

Right.

0:9:53.650 --> 0:9:54.660

Ron Burke

Ohh, is Sarah here?

0:9:54.740 --> 0:9:56.220

Ron Burke

Thought she declined this. OK.

0:9:54.850 --> 0:9:54.950

Cohen, Sara (DCR)

Yes.

0:9:56.290 --> 0:9:56.840

Ron Burke

Hey Sarah.

0:9:56.570 --> 0:9:58.220

Cohen, Sara (DCR)

No, I meant to accept it.

0:9:58.230 --> 0:9:59.810

Cohen, Sara (DCR)

I'm sorry if it looked like I denied it.

0:10:0.130 --> 0:10:1.370

Ron Burke

It's OK, go ahead.

0:10:3.230 --> 0:10:3.580

Cohen, Sara (DCR)

Hi.

0:10:3.620 --> 0:10:6.30

Cohen, Sara (DCR)

So I'm Sarah Cohen and I work closely with Ange.

0:10:6.40 --> 0:10:20.880

Cohen, Sara (DCR)

She is my supervisor at the Department of Conservation and Recreation and Massachusetts, and our little group called the Office of Water Resources Works a lot on water policy, including heavy emphasis on water conservation.

0:10:21.450 --> 0:10:39.820

Cohen, Sara (DCR)

I myself have kind of a sub specialty in water pricing and trying to think about a policy and standards around water pricing in Massachusetts that is responsible from a revenue perspective.

0:10:39.830 --> 0:10:49.720

Cohen, Sara (DCR)

But in Sensitizes water conservation and tries to have answers for all of our utilities who present us with the conservation conundrum.

0:10:50.170 --> 0:10:50.710

Ron Burke

Hmm.

0:10:50.640 --> 0:11:8.330

Cohen, Sara (DCR)

I also sit on the American Water works associations rates and charges committee and the rate Design Subcommittee of that committee, which hasn't met for a long time, and I can't figure out why, but I am officially on it.

0:11:0.840 --> 0:11:0.980

Ron Burke

Yeah.

0:11:9.50 --> 0:11:9.990

Ron Burke

OK.

0:11:10.640 --> 0:11:13.840

Ron Burke

Thank you for joining us, Sarah, really appreciate it.

0:11:14.190 --> 0:11:15.800

Ron Burke

Alright, I'm moving down.

0:11:15.810 --> 0:11:16.980

Ron Burke

The less Karen.



0:11:18.310 --> 0:11:20.160

Karen

Good afternoon. Karen guz.

0:11:20.170 --> 0:11:23.580

Karen

I'm the vice President of conservation with San Antonio Water system.

0:11:23.910 --> 0:11:27.440

Karen

We're a water wastewater utility in South Central Texas.

0:11:27.450 --> 0:11:31.670

Karen

We serve about 500,000 Accounts, about 2 million people.

0:11:32.390 --> 0:11:43.820

Karen

I've been there for 23 years, so I like it there and we have all of those years had a strong business case for conservation because we've always been one of the fastest growing large cities.

0:11:44.290 --> 0:11:50.710

Karen

We are extremely drought prone and we are highly regulated on what used to be our sole source of water.

0:11:52.60 --> 0:12:1.110

Karen

So that's been a big part of our business case over the years for water conservation being cost effective against comparisons of new supplies.

0:12:1.120 --> 0:12:8.750

Karen

We've also acquired another role I have is that I am the Chair of the Water Conservation Advisory Council in Texas.

0:12:9.100 --> 0:12:30.50

Karen

This is an appointed group of people from many stakeholder groups and our task primarily is to monitor progress against the state water plan for water conservation, and that plan

says that over time, Texas is going to get 30% of the water for new Texans from water conservation.

0:12:30.660 --> 0:12:36.270

Karen

So there's a compelling interest in monitoring how this goes across our state.

0:12:37.970 --> 0:12:40.620

Ron Burke

Absolutely alright Karen.

0:12:40.630 --> 0:12:41.250

Ron Burke

Thank you so much.

0:12:41.260 --> 0:12:44.480

Ron Burke

Karen's also chair of the Board of Alliance for Water.

0:12:44.490 --> 0:12:48.250

Ron Burke

If you're syncing, let's see Paula.

0:12:51.970 --> 0:12:52.430

Paula Kehoe

Hi.

0:12:52.530 --> 0:12:57.350

Paula Kehoe

I'm Paula Tee, helmet director of water resources at the San Francisco Public Utilities Commission.

0:12:57.410 --> 0:12:59.380

Paula Kehoe

Uh, we're municipal agency.

0:12:59.390 --> 0:13:2.560

Paula Kehoe

We provide three utility services, water, power and sewer.

0:13:3.210 --> 0:13:19.140

Paula Kehoe

My area of focus with the Water Resources Division is is water use efficiency as well as the

versifying our water supply portfolio and just as Carl mentioned, we certainly see water, you water conservation and water you sufficiency as extremely important.

0:13:19.150 --> 0:13:23.520

Paula Kehoe

We consider that to be one of our water supplies and that's our #1 water management strategy.

0:13:24.100 --> 0:13:28.830

Paula Kehoe

Uh, before we look to other supplies and happy to be part of the group. Thanks.

0:13:29.840 --> 0:13:30.430

Ron Burke

Awesome.

0:13:30.940 --> 0:13:32.920

Ron Burke

Thank you, Paula, Renee.

0:13:35.300 --> 0:13:35.930

Renee Willette

You, Ron.

0:13:35.980 --> 0:13:37.470

Renee Willette

Hi, Heather and hi everybody.

0:13:36.980 --> 0:13:37.290

Ron Burke

Hey.

0:13:37.480 --> 0:13:37.990

Renee Willette

It's.

0:13:38.400 --> 0:13:40.190

Renee Willette

I'm Renee Willette with the US water lines.

0:13:40.200 --> 0:13:41.390

Renee Willette

It's great to be here.

0:13:41.400 --> 0:13:42.770

Renee Willette

I know several of you.

0:13:43.280 --> 0:13:44.300

Renee Willette

Hi, Karen.

0:13:44.360 --> 0:13:45.490

Renee Willette

And several of you.

0:13:45.500 --> 0:13:46.490

Renee Willette

I'm meeting for the first time.

0:13:46.500 --> 0:13:50.50

Renee Willette

I think this group is fabulous and I'm excited to be a part of it.

0:13:50.360 --> 0:14:12.600

Renee Willette

For those of you that don't know, the US Water Alliance for a national membership based nonprofit, we have close to 200 members and partners that are water utilities of all sizes, not profit organizations, philanthropy, private sector partners, and we seek to advance A1 water vision, which is an integrative, inclusive and holistic way of managing our our water.

0:14:13.150 --> 0:14:16.470

Renee Willette

Umm, some areas of focus for us are, of course Water equity.

0:14:16.480 --> 0:14:18.280

Renee Willette

We run a national water equity network.

0:14:18.290 --> 0:14:31.320

Renee Willette

We have a growing climate action program and we have a strong focus on water investments over the next several years, both into capital programs as well as workforce development for our water systems, among other things.

0:14:31.330 --> 0:14:35.880

Renee Willette

But just very excited to be a part of the team and looking forward to seeing what we can uncover.

0:14:37.630 --> 0:14:38.630

Ron Burke

Fantastic.

0:14:39.260 --> 0:14:40.530

Ron Burke

Thank you, Renee.

0:14:40.540 --> 0:14:40.660

Ron Burke

Yeah.

0:14:42.580 --> 0:14:47.910

Ron Burke

So we really wonderful work coming out of US water lines, that's for sure and Sydney.

0:14:49.690 --> 0:14:51.330

Sydney Samples

Hi everyone, I'm Sydney Samples.

0:14:51.340 --> 0:14:54.270

Sydney Samples

I'm a research program manager at the Water Research Foundation.

0:14:54.540 --> 0:15:0.210

Sydney Samples

We are a nonprofit that funds and manages municipal water research across the really the one Water space.

0:15:0.600 --> 0:15:6.430

Sydney Samples

I myself have a smaller subset of that portfolio wise, but still a handful of different types.

0:15:7.30 --> 0:15:18.850

Sydney Samples

The two most relevant are going to be our kind of demand management space where we currently have a project on peak demand and then everyone's favorite residential end uses of water focusing on single family and multifamily.

0:15:18.920 --> 0:15:26.900

Sydney Samples

And then I also oversee our financial management portfolio right now with more of a focus on affordability and system development fees.

0:15:27.430 --> 0:15:30.580

Sydney Samples

But if you ask me in six months, we might have some new projects as well.

0:15:30.590 --> 0:15:33.770

Sydney Samples

So there's a kind of the focus is within these spaces right now.

0:15:35.420 --> 0:15:35.950

Ron Burke

Alright.

0:15:37.710 --> 0:15:38.860

Ron Burke

Did we miss anyone?

0:15:38.870 --> 0:15:39.810

Ron Burke

I don't think so.

0:15:41.350 --> 0:15:53.690

Ron Burke

All right, let's it's uh, just so excited about the the breadth of experience and expertise that this group represents, it's really, really impressive.

0:15:53.880 --> 0:15:57.590

Ron Burke

And I think we're gonna have some really good discussions.

0:15:57.660 --> 0:16:2.940

Ron Burke

I'm really excited about this process, so moving on to the next slide please.

0:16:3.720 --> 0:16:4.50

Ron Burke

All right.

0:16:4.60 --> 0:16:11.330

Ron Burke

Well, let's just give you a quick overview of what we're expecting of you as working group members and want to get your input on this as well.

0:16:11.340 --> 0:16:15.660

Ron Burke

If you feel like something needs to change or want to add something, we can certainly do that.

0:16:17.130 --> 0:16:24.500

Ron Burke

Obviously your role is is I advisory AWE and Pacific Institute are largely staffing in this project.

0:16:24.770 --> 0:16:33.340

Ron Burke

We're anticipating 6 online meetings if there's a real penchant for us to meet in person once, we could certainly explore that.

0:16:33.430 --> 0:16:59.830

Ron Burke

But in the interest of time, and also just recognizing to everyone's got budget restraints, some or you may have budget restraints, we're planning to have these online for now in a roughly 6 to 8 week cadence, which takes us into roughly springtime of next year approximately, maybe early summer depending on how how things line up, what we're gonna be asking you obviously to attend the meetings.

0:16:59.840 --> 0:17:3.250

Ron Burke

We recognize that there may be one or more meetings you can't meet.

0:17:3.400 --> 0:17:6.850

Ron Burke

Make I should say, and we'll be recording these meetings.

0:17:6.860 --> 0:17:8.210

Ron Burke

So you can review those later.

0:17:8.920 --> 0:17:12.670

Ron Burke

We'll be developing graph materials for you to review.

0:17:12.820 --> 0:17:36.960

Ron Burke

Often before the meetings take place, we're hoping to we're planning, I should say, to produce a white paper, and if all goes well and and Heather will describe this in more detail later, if we line up some additional funding, we wanna really blow up, if you will, that White paper and develop it into a much more robust guidebook that addresses some of the key issues that we're gonna be tackling here in this working group.

0:17:36.970 --> 0:17:38.490

Ron Burke

So we'll talk some more about that later.

0:17:38.650 --> 0:17:40.680

Ron Burke

And either way, we'd like you to review those.

0:17:40.690 --> 0:17:50.680

Ron Burke

Those those draft documents as well, we're asking that we keep the individual, the comments of individual Members confidential.

0:17:51.150 --> 0:18:19.70

Ron Burke

Obviously, we'll be sharing out kind of summaries and overviews of what the working group is discussed, without attribution to any one person, but we just asked you keep these conversations confidential otherwise, and if we at one point would like to attribute a particular recommendation or a quote to one of you, we would certainly seek your permission first before we did that.

0:18:19.440 --> 0:18:23.660

Ron Burke

Bottom line is we want you to feel comfortable and able to speak your minds.

0:18:23.850 --> 0:18:25.810

Ron Burke

You know, in this group speak freely.



0:18:26.430 --> 0:18:30.580

Ron Burke

Umm, so we'll try to put up those guide rails to help make that happen.

0:18:30.950 --> 0:18:38.30

Ron Burke

Make that more doable for you, I should say, and obviously feel free to contact myself or Heather.

0:18:38.170 --> 0:18:46.630

Ron Burke

Andrew Brooke, you know, anytime you would like, you know, if you wanna talk to us offline or shoot us an email, we can certainly communicate outside of these meetings as well.

0:18:47.850 --> 0:18:48.120

Ron Burke

Any.

0:18:48.130 --> 0:18:56.40

Ron Burke

So any comments, questions about how we're going to kind of manage communications within the group?

0:18:56.50 --> 0:18:57.200

Ron Burke

And then externally as well.

0:18:59.680 --> 0:19:2.800

Ron Burke

OK, next slide please.

0:19:5.160 --> 0:19:8.660

Ron Burke

And so we thought would be good just to share with you kind of our goals for this particular meeting.

0:19:9.310 --> 0:19:9.720

Ron Burke

Umm.

0:19:10.190 --> 0:19:11.900

Ron Burke

We wanna get to know each other, right?

0:19:11.910 --> 0:19:12.850

Ron Burke

So that's already started.

0:19:14.670 --> 0:19:16.550

Ron Burke

We want to level set on kind of.

0:19:16.560 --> 0:19:18.410

Ron Burke

What do we mean by conservation conundrum?

0:19:19.430 --> 0:19:25.120

Ron Burke

The challenges, the barriers and also opportunities to address that, that challenge, I think some of you have already.

0:19:25.930 --> 0:19:26.250

Ron Burke

Uh.

0:19:26.730 --> 0:19:27.990

Ron Burke

Touched on this, which is great.

0:19:28.960 --> 0:19:32.970

Ron Burke

Uh, we'll share with you some of the feedback we got from the stakeholder interviews.

0:19:33.410 --> 0:19:35.720

Ron Burke

Again, we'll review previous research in this space.

0:19:36.850 --> 0:19:47.910

Ron Burke

We also want to share with you kind of what our you know what our goals are and the focus areas for this particular project and get your feedback on those goals and focus areas and then also get your input on the agenda for meeting #2.

0:19:47.960 --> 0:19:50.130

Ron Burke

So that's what we're hoping to accomplish today.

0:19:50.400 --> 0:19:56.630

Ron Burke

We've got an hour and a half for this meeting and we're really planning for each of these meetings to be 90 minutes.

0:19:58.230 --> 0:20:1.180

Ron Burke

Alright, next slide please.

0:20:1.290 --> 0:20:6.340

Ron Burke

I'm going to turn it over to Heather now to provide you with a project overview.

0:20:7.910 --> 0:20:8.180

Heather Cooley

Great.

0:20:8.190 --> 0:20:12.200

Heather Cooley

Thank you, Ron, and thank you, Brooke for advancing that.

0:20:12.210 --> 0:20:23.940

Heather Cooley

So I'm just gonna start and talk about, I think some of the challenges as we were first kind of thinking about this group and this, this, these issues that we were thinking through, we'll open it up a little bit.

0:20:23.950 --> 0:20:28.990

Heather Cooley

I'll talk later about what we heard from, from stakeholders in terms of some of the challenges.

0:20:29.670 --> 0:20:42.210

Heather Cooley

But as we were thinking about this work, one of the things we were really looking at is the reductions in water demand that we're seeing in communities across the US I'm due to efficiency improvements.

0:20:42.460 --> 0:20:43.150

Heather Cooley

Uh.

0:20:43.160 --> 0:21:6.310

Heather Cooley

Due to stable or declining population in some areas and to changes in the economy, changes from let's say a water intensive, say individual company or and then towards something a little less water intensive and so the impacts of that on demand another challenge around the utility business model is climate change.

0:21:6.500 --> 0:21:19.930

Heather Cooley

We're seeing the impacts of climate change already and they are intensifying impacts both on water supply and on demand, an increasingly both of those are becoming very more variable and uncertain.

0:21:21.350 --> 0:21:25.760

Heather Cooley

Another challenge compounding this are the rising costs.

0:21:26.210 --> 0:21:30.460

Heather Cooley

Existing supplies are rising faster than inflation.

0:21:30.930 --> 0:21:35.880

Heather Cooley

We're seeing that we also and new supplies were available are expensive.

0:21:36.570 --> 0:21:44.830

Heather Cooley

We're seeing new challenges in and around and rising energy costs, new contaminants.

0:21:44.840 --> 0:21:50.100

Heather Cooley

Utilities are having to deal with, so this is putting an additional pressure on the on the business model.

0:21:50.110 --> 0:22:0.780

Heather Cooley

Again, at a time where we're seeing reductions in demand and climate creating that variability, another challenge utility as it relates to is limited state and federal funding.

0:22:1.410 --> 0:22:11.860

Heather Cooley

We've received a really incredible infusion of federal funding, but that's not something I think unfortunately, we're likely to see again soon.

0:22:12.230 --> 0:22:23.740

Heather Cooley

Maybe that'll change, but I think even with the limited funding in, it's been inconsistent as well and that's then coupled with this massive need to reinvest in our water system.

0:22:23.750 --> 0:22:26.130

Heather Cooley

So again, another pressure on the business model.

0:22:27.280 --> 0:22:44.500

Heather Cooley

And in some areas, too, there's this desire for greater environmental performance, so greater recognition of the environmental impacts of water withdrawals, the need to restore those ecosystems and reduce greenhouse gas emissions, again adding in another another bit of pressure on the system.

0:22:45.440 --> 0:22:45.920

Heather Cooley

Next slide.

0:22:48.270 --> 0:22:52.600

Heather Cooley

So the goal of this project is really to convene a working group.

0:22:52.610 --> 0:23:10.870

Heather Cooley

This group in evaluate some of the new and updated strategies for pricing and rate design for planning, looking at utility services and looking at those strategies as a way to better align revenue stability, supply reliability, water use efficiency and demand reduction.

0:23:12.610 --> 0:23:26.260

Heather Cooley

What are as Ron articulated, what we're planning now is to, you know, review literature, do interviews as we've done some, we'll talk a little bit about that and use that to produce a white paper.

0:23:26.870 --> 0:23:52.710

Heather Cooley

We are also seeking additional funding that will help us expand that to let enable us to do

more of a survey, additional interviews and develop a guidebook with recommendations and case studies and resources, and to then launch an outreach effort for that guidebook leveraging the networks of the Alliance for Water Efficiency, the Pacific Institute, and then working group members and experts that we've interviewed.

0:23:53.700 --> 0:23:55.630

Heather Cooley

So that's the the larger goal.

0:23:56.490 --> 0:24:1.410

Heather Cooley

Let's go to the next slide and I'll kind of walk through a little bit more of the components and the timeline.

0:24:2.150 --> 0:24:6.290

Heather Cooley

So with the existing funding, the vision is to convene this group.

0:24:7.180 --> 0:24:14.490

Heather Cooley

We've started that convening first, reaching out to you all, and thank you again for agreeing to participate.

0:24:14.640 --> 0:24:18.770

Heather Cooley

We anticipate the work group going through August 2025.

0:24:18.780 --> 0:24:22.310

Heather Cooley

Obviously we're not going to be Meeting consistently throughout that period.

0:24:22.410 --> 0:24:31.190

Heather Cooley

We'll have more of those meetings on the front end, the later fairly at times would be focused in and around the materials that we would produce and reviewing and providing comments on that.

0:24:32.370 --> 0:24:49.210

Heather Cooley

And we have also already started reviewing the literature that would then continue and through Q1 of 2025, interviewing then additional stakeholders and experts to augment the literature.

0:24:49.220 --> 0:25:1.570

Heather Cooley

Lots of great things in the literature, but there's a lot of great knowledge not captured in the literature that we really want to bring to the fore, especially when we get into the practical applications of some of the strategies that have been recommended.

0:25:1.970 --> 0:25:12.700

Heather Cooley

So we'll seek to bring that in as well, then developing a white paper and sharing those findings outward with additional funding, which we've recently submitted.

0:25:12.710 --> 0:25:29.30

Heather Cooley

A proposal, umm, we would be conducting, conducting initial expert interviews and a utility survey developing the guidebook with recommendations and then launching a much more comprehensive outreach campaign in the latter part of 2025.

0:25:30.600 --> 0:25:31.570

Heather Cooley

Next slide please.

0:25:34.560 --> 0:25:35.850

Heather Cooley

Let me pause there.

0:25:35.860 --> 0:25:49.800

Heather Cooley

I'm going to do a little bit of summary on the stakeholder interviews that we've already had, but let me take a breath and see if you all have any questions or comments on the objectives or the background that we've provided.

0:25:53.830 --> 0:26:2.0

Heather Cooley

That public knowledge that this is underway, I I don't we haven't made any real announcements about it.

0:26:2.840 --> 0:26:4.290

Heather Cooley

You know, we've talked to you all.

0:26:4.300 --> 0:26:16.360

Heather Cooley

We've talked to a few other stakeholders, so I don't think there's been any kind of trying to hide it, but we haven't done anything publicly, any social media, anything on our websites or newsletters around that.

0:26:17.970 --> 0:26:18.930

Heather Cooley

Karen, go ahead.

0:26:18.670 --> 0:26:32.10

Jonathan Kleinman

I think the question is more along the lines of you know, hey, should we, you know, should we or should we not mention to other people who might be interested that this is happening that this is happening or should we wait Ron, what do you think?

0:26:35.630 --> 0:26:36.350

Heather Cooley

Ron, you're on mute.

0:26:39.680 --> 0:26:40.720

Heather Cooley

Uh, Ron, you're on mute.

0:26:43.610 --> 0:26:48.180

Ron Burke

My thought is absolutely feel free to share with folks at your what do you, Heather?

0:26:46.170 --> 0:26:46.490

Jonathan Kleinman

OK.

0:26:47.370 --> 0:26:47.870

Jonathan Kleinman

Thank you.

0:26:48.190 --> 0:26:49.180

Ron Burke

Is that OK with you?

0:26:49.580 --> 0:26:50.850

Heather Cooley

Yeah, I'm fine with that.



0:26:49.660 --> 0:26:51.130

Ron Burke

I gotta admit, we haven't talked about this.

0:26:50.860 --> 0:26:51.230

Heather Cooley

I yeah.

0:26:51.240 --> 0:26:55.350

Heather Cooley

I just think, you know, recognizing not to share some of the comments.

0:26:55.360 --> 0:26:57.180

Heather Cooley

You know, folks may just reiterating that.

0:26:55.570 --> 0:26:55.770

Ron Burke

Yeah.

0:26:56.100 --> 0:26:57.920

Jonathan Kleinman

Yeah, absolutely.

0:26:57.570 --> 0:26:59.440

Ron Burke

Yeah, yeah, yeah.

0:26:59.450 --> 0:27:6.650

Ron Burke

But if you want to say, hey, by the way, I'm I'm participating in this working group, you know that Pacific and AWE pulled together, yada yada.

0:27:0.230 --> 0:27:0.490

Jonathan Kleinman

OK.

0:27:6.660 --> 0:27:13.320

Ron Burke

I think that's fine, and in fact we'll give a little more thought to to what extent we wanna socialize that this group has come together.

0:27:8.760 --> 0:27:9.40

Jonathan Kleinman

OK.

0:27:14.640 --> 0:27:25.880

Ron Burke

Honestly, we were so focused on getting you all together and being prepared for this first meeting that we haven't looked that far down the the road yet, but we will do that.

0:27:19.250 --> 0:27:19.470

Jonathan Kleinman

Yep.

0:27:25.890 --> 0:27:26.450

Ron Burke

It's a good question.

0:27:27.340 --> 0:27:27.890

Jonathan Kleinman

That makes sense.

0:27:27.900 --> 0:27:29.760

Jonathan Kleinman

I just making sure I'm staying in the lines.

0:27:29.860 --> 0:27:30.290

Jonathan Kleinman

Thank you.

0:27:30.120 --> 0:27:30.980

Ron Burke

Thank you for asking.

0:27:31.40 --> 0:27:31.320

Ron Burke

Yeah, yeah.

0:27:33.280 --> 0:27:34.130

Heather Cooley

Uh, Karen.

0:27:34.140 --> 0:27:35.190

Heather Cooley

And then we'll go to Isabel.

0:27:36.30 --> 0:28:0.170

Karen

So I'm happy to be the point person from sales on this, but I also think assuming eventually you would wanna talk to other folks like the CFO at the organization given the nature of this and folks who really oversee the the larger water management plan, which frankly would be our CEO who has to make the hard choices.

0:28:0.180 --> 0:28:27.80

Karen

And then the other entities that kind of strike me that could be relevant, maybe it's too far out of scope is folks who regulate rates in indirectly have a say really in whether, you know, if you're using conservation oriented rates, are those deemed reasonable and defensible or is it there a potential for those regulators to say no, you should have planned for summer peak demands.

0:28:28.730 --> 0:28:37.600

Karen

Umm, so it's a you know it becomes a complicated strategic issue about how far utilities can push this business case.

0:28:37.610 --> 0:28:39.740

Karen

So I'm just asking the question.

0:28:39.750 --> 0:28:44.680

Karen

I'm assuming eventually you're gonna pull in those other perspectives. Thanks.

0:28:46.560 --> 0:28:54.130

Heather Cooley

And I think that's some of what we can start to do as we expand the interviews, I think I'll, I'll talk a little bit of what we're hearing.

0:28:54.140 --> 0:29:1.10

Heather Cooley

But our intent is to expand that out and we've gotten a lot of great feedback through that process of other folks to talk to you.

0:29:1.240 --> 0:29:17.790

Heather Cooley

But those have certainly been are those things that come up in addition to those are regular rate thinking about those who rate Utilities, the rating agencies in terms of as another group, Moodys, et cetera, to kind of talk to have been some other advice we've gotten.

0:29:17.170 --> 0:29:27.600

Karen

I'm I'm told this issue demand management comes up with those rating agencies for my utility and they wanna know if we actually meet the goals we state when they rate US.

0:29:24.170 --> 0:29:24.850

Ron Burke

Umm yeah, yeah.

0:29:29.430 --> 0:29:29.590

Ron Burke

Yep.

0:29:31.300 --> 0:29:31.860

Heather Cooley

Isabel.

0:29:34.70 --> 0:29:35.300

Abbott, Isabelle

Hi, this is Stacy.

0:29:35.650 --> 0:29:37.700

Abbott, Isabelle

One of the things that ohh you're fine.

0:29:35.990 --> 0:29:36.430

Heather Cooley

I'm sorry.

0:29:37.790 --> 0:29:52.580

Abbott, Isabelle

One of the things that I kind of building on what Karen said, I think from a regulator perspective, one of the biggest things that we're talking about, we were actually just talking about it at Nehru 2 weeks ago was the growing acquisition of private utilities, of public systems.

0:29:52.590 --> 0:30:0.140

Abbott, Isabelle

And that's being driven by a lot of things, but obviously the new forever chemical guidance from EPA is going to drive that.

0:30:0.150 --> 0:30:2.480

Abbott, Isabelle

And then we have state ones that are driving that as well.

0:30:2.910 --> 0:30:7.280

Abbott, Isabelle

And so the question is, is yeah, so I think we need to think about how is all that going to come through.

0:30:7.290 --> 0:30:15.980

Abbott, Isabelle

And as it goes through the regulatory process that we have to go through for the private utilities which we regulate here in Illinois, what are those plans?

0:30:16.30 --> 0:30:21.830

Abbott, Isabelle

I think that's something that just needs to be kind of top of mind because that's the question I'm already getting from my chair and from other Commissioners.

0:30:21.840 --> 0:30:23.20

Abbott, Isabelle

As I talked to him around the Midwest.

0:30:36.100 --> 0:30:37.330

Abbott, Isabelle

Yeah, I think that would be great.

0:30:37.340 --> 0:30:41.490

Abbott, Isabelle

You know in the Midwest, we're in a little different situation when it comes to Conservation.

0:30:41.500 --> 0:30:48.140

Abbott, Isabelle

A lot of our stuff is going to focus more on costs and so this is the big issue that's having is these acquisitions go through.

0:30:48.180 --> 0:30:52.110

Abbott, Isabelle

Obviously there's been delayed investment and infrastructure, so they're talking about huge rate increases.

0:30:52.400 --> 0:30:57.590

Abbott, Isabelle

So I think at where this fits from an equity perspective too is gonna be important as well.

0:30:57.600 --> 0:31:1.890

Abbott, Isabelle

And we can just kind of talk about how a more efficient use of the system has those benefits as well.

0:31:4.560 --> 0:31:6.410

Ron Burke

It that's great feedback.

0:31:6.850 --> 0:31:7.230

Ron Burke

Thank you.

0:31:9.520 --> 0:31:10.430

Heather Cooley

All right.

0:31:10.500 --> 0:31:12.490

Heather Cooley

Umm, let's go ahead and move on.

0:31:12.500 --> 0:31:16.90

Heather Cooley

So here I'm going to do a sort of a summary of some of the stakeholder interviews.

0:31:16.100 --> 0:31:23.780

Heather Cooley

We've have recognized this is really just the beginning and these were I'm gonna focus in on some of the challenges.

0:31:23.790 --> 0:31:34.300

Heather Cooley

I'll go through all of them because you'll start to see sometimes folks talk about a challenge and then it comes up later as an opportunity anyway, it might might be helpful to just kind of walk through it.

0:31:34.470 --> 0:31:36.880

Heather Cooley

We'll then pause and have some discussion.

0:31:36.890 --> 0:31:41.630

Heather Cooley

Folks can add their perspectives as well, or any thoughts.

0:31:41.640 --> 0:31:44.400

Heather Cooley

They have kind of once they've heard what others might have said.

0:31:45.250 --> 0:31:52.390

Heather Cooley

So in terms of the challenges, I talked a little bit at the top about some of the things we were thinking about as we were developing it.

0:31:52.400 --> 0:32:3.130

Heather Cooley

And here are some of the things that we heard from from you all and and from others that we've interviewed in terms of challenges, Water traditionally was viewed as a commodity rather than as a service.

0:32:3.240 --> 0:32:14.850

Heather Cooley

And so that ideal or that assumption and way of working really conflicted with some of the resource management objectives, especially the need to conserve a scarce resource.

0:32:15.380 --> 0:32:26.440

Heather Cooley

It also has implications for how we think about pricing and that that interaction between fixed costs as a service versus the variable more, more commodity.

0:32:26.450 --> 0:32:53.700

Heather Cooley

So one of the challenges another and this was one we recognized ourselves, but we heard loud and clear around the fact that costs are rising and there's a massive bill coming due, especially as it relates to aging infrastructure was just an issue across the US and as we've already heard about some of the new contaminants that utilities are dealing with things we now know and things we don't yet know.

0:32:53.710 --> 0:32:57.940

Heather Cooley

And so a real challenge with respect to cost.

0:32:59.460 --> 0:33:3.210

Heather Cooley

There's a pressure to sell more water to secure sufficient revenue.

0:33:3.590 --> 0:33:18.10

Heather Cooley

This can be at odds with some of the resource constraints and affordability, especially given that some of these new supply sources of water are quite expensive and the demands can vary quite a bit.

0:33:18.120 --> 0:33:20.680

Heather Cooley

Water demand varies quite a bit within a community as well.

0:33:21.800 --> 0:33:22.200

Heather Cooley

Uh.

0:33:22.900 --> 0:33:39.350

Heather Cooley

Another challenge we heard was in and around outdoor water demand as really a large and growing component of the revenue stream and the challenge there is that outdoor demand is really subject to the vagaries of weather in wet years.

0:33:39.360 --> 0:33:41.950

Heather Cooley

For example, outdoor demand goes down.

0:33:41.960 --> 0:33:49.290

Heather Cooley

We also know when we see droughts, we tend to see asking people to cut back on their outdoor use.

0:33:49.300 --> 0:33:51.100

Heather Cooley

That's the most discretionary use.

0:33:51.720 --> 0:34:9.50

Heather Cooley



And so then what happens in terms of utility revenues, it's sort of a double whammy there by both what years and then in those very dry years and that issue is really intensified by climate change where we're seeing more and more of these extremes, they're more frequent and they're and they're more severe.

0:34:10.660 --> 0:34:20.820

Heather Cooley

And I think broadly, I think almost everyone said, hey, you know, the recognition that these challenges vary regionally and really context specific and not exclusively.

0:34:20.830 --> 0:34:29.210

Heather Cooley

I mean, there can be uh folks it dealing with scarcity and be fairly close to somebody dealing not with scarcity.

0:34:29.220 --> 0:34:35.750

Heather Cooley

So there can be quite a lot of variability in terms of that, but there are some some regional trends as well.

0:34:37.270 --> 0:34:38.140

Heather Cooley

Next slide, please.

0:34:38.150 --> 0:34:40.610

Heather Cooley

Brooke, a bit.

0:34:40.750 --> 0:34:44.0

Heather Cooley

There were a number of ideas folks put forward.

0:34:44.10 --> 0:34:46.420

Heather Cooley

I'll say that no one put forward everything.

0:34:46.430 --> 0:34:53.330

Heather Cooley

It was sort of a compilation of and that's, I think speaks to the perspectives that different people are bringing to this.

0:34:53.340 --> 0:34:58.620

Heather Cooley

And I think a good indication of what we can start to pull together.

0:34:58.630 --> 0:35:15.750

Heather Cooley

But one of the top things that came out was the need for more effective and robust pricing and rate structures, questions around fixed and variable charges and how we balance those umm suggestions around tiered pricing question around the role of budget based rates.

0:35:16.320 --> 0:35:18.530

Heather Cooley

Some have had good experiences with that.

0:35:18.540 --> 0:35:20.660

Heather Cooley

Some see it, he.

0:35:20.670 --> 0:35:41.860

Heather Cooley

But but things you can accomplish with other pricing structures as well, questions around peak versus non peak pricing, Karen, you just you just sort of brought that up as well, but also increasingly I think a recognition about the need to balance the the pricing and rate structures with affordability and equity objectives.

0:35:41.870 --> 0:35:57.980

Heather Cooley

And I think that's a issue that's really coming to the fore probably in the last five, five plus years and I'll continue to magnify as rates go up and this issue becomes even more a poignant, another opportunity for change.

0:35:57.990 --> 0:36:0.300

Heather Cooley

We're around financial policies and approaches.

0:36:0.310 --> 0:36:13.690

Heather Cooley

Things like uh, drought surcharges or other types of surcharges, debt financing is is a question folks have about how that might help, at least on the investment side and spread some of those costs out.

0:36:14.490 --> 0:36:19.250

Heather Cooley

Another idea was around new revenue generating services.

0:36:19.760 --> 0:36:33.670

Heather Cooley

Couple ideas were put forth, although several folks kind of mentioned there's there's some limits on, for example, the types of services water utilities can provide some instances Utility labor may be more expensive than some of the other labor.

0:36:33.680 --> 0:36:36.640

Heather Cooley

And so you have to sort of balance, I think some of that as well.

0:36:36.650 --> 0:36:55.500

Heather Cooley

We can unpack and explore that more, but those are some of the things we heard ideas for new non revenue funding sources, whether that be through property taxes, uh thinking about multi benefit projects and pulling in different funding partners to help cut some of those costs.

0:36:57.320 --> 0:37:13.310

Heather Cooley

In addition, some collaborative models that may be explored for reducing service costs, joint powers authority, for example, for spreading out some of the costs that utilities are doing individually and spreading them out among a larger group.

0:37:14.480 --> 0:37:23.720

Heather Cooley

Uh, improving some of the long range forecasting and and better aligning long range in near term forecasts and folks have mentioned some of the tensions.

0:37:25.260 --> 0:37:49.640

Heather Cooley

Between the financing side, for example, and the and the and the supply or the conservation side and elevating the organizational role of the water EFFICIENCY team and some instances, water efficiency is in customer service and other play and other organizations, it's it's elevated in in an integrated in with the planning department and resource development Partner Department as well.

0:37:51.180 --> 0:37:52.160

Heather Cooley  
Next slide please.

0:37:54.470 --> 0:37:57.130

Heather Cooley  
Umm, when asked around what are the barriers?

0:37:57.140 --> 0:38:2.340

Heather Cooley  
I'll say they're to just on some of those that we talked about those opportunities.

0:38:2.350 --> 0:38:11.980

Heather Cooley  
There are some of these have been really identified in the in the literature and various forms or have been talked about in various forms, but they're not all being implemented.

0:38:12.40 --> 0:38:13.380

Heather Cooley  
And So what?

0:38:13.390 --> 0:38:23.720

Heather Cooley  
I asked folks or and what Ron asked folks were what are some of the barriers to change and they're sort of limiting perhaps uptake and and you all had lots of great ideas on that.

0:38:23.950 --> 0:38:38.180

Heather Cooley  
Institutional was mentioned, so either silos within water utilities, there's sort of a in some instances not my problem where water, you know, water efficiency, that may be an issue of water efficiency, but but not in another department.

0:38:39.10 --> 0:38:51.190

Heather Cooley  
There's the idea that water efficiency is in customer service, and some instances there's sometimes it tension between finance and engineering, including with forecasting demand.

0:38:52.490 --> 0:38:59.460

Heather Cooley  
In some instance, government incentives are really focused in on encouraging new supply rather than efficiency.

0:38:59.840 --> 0:39:12.220

Heather Cooley

And while that can be really helpful in building some supply projects, it can lead communities to pay some of those ongoing O&M costs even as usage is declining.

0:39:12.230 --> 0:39:44.70

Heather Cooley

And so there's an A lot of incentives out there to build new supply and not as many on efficiency, other barriers or regulatory public utility commissions were referenced for those I talked to familiar in, in the California Proposition 218, which requires utilities to align the sort of cost of service with the price that's paid and the cost of water and that can create some challenges, political barriers.

0:39:44.80 --> 0:39:47.210

Heather Cooley

This was especially true for public agencies.

0:39:47.600 --> 0:39:58.880

Heather Cooley

The regulatory being, especially when yet for some of the private entities, also cultural barriers, some still see themselves as being in the business of selling water.

0:39:59.400 --> 0:40:1.810

Heather Cooley

There tends to be a bias towards new supply.

0:40:2.820 --> 0:40:8.30

Heather Cooley

Uh, you know, the idea that engineers build things they like to build big things.

0:40:8.90 --> 0:40:14.130

Heather Cooley

Uh, and so, so there's that's a cultural piece and then inertia and resistance to change.

0:40:8.490 --> 0:40:8.850

Ron Burke

This is.

0:40:14.630 --> 0:40:20.10

Heather Cooley

That is a powerful force, and sometimes change can be quite quite hard.

0:40:20.520 --> 0:40:27.830

Heather Cooley

And then two, you know, importantly, just as the challenges are context specific, the barriers can really be context specific as well.

0:40:29.70 --> 0:40:29.390

Ron Burke

Hey, Heather.

0:40:29.220 --> 0:40:32.670

Heather Cooley

Umm, yes, of course.

0:40:30.750 --> 0:40:31.660

Ron Burke

OK, jump in real quick.

0:40:31.670 --> 0:40:37.700

Ron Burke

I just a comment on your, you know the kind of bias towards supply side strategies.

0:40:37.710 --> 0:40:48.280

Ron Burke

I was just reading about some research that looked at kind of the history of reduce, reuse, recycle when it comes to waste management and there's some similarities there, right?

0:40:48.290 --> 0:40:57.700

Ron Burke

Because we're kind of on the reduce side of the equation, right when it comes to demand management and water EFFICIENCY, kind of the work that Pacific Institute and AWE really focus on anyway.

0:40:57.710 --> 0:41:3.650

Ron Burke

This particular research found that, uh, between reduce, reuse and recycle.

0:41:3.660 --> 0:41:8.220

Ron Burke

Which of those three do you think has got has gotten the most uptake?

0:41:8.310 --> 0:41:9.240

Ron Burke

And it's recycled.

0:41:9.590 --> 0:41:23.380

Ron Burke

Yeah, and reduces, you know by far trailing way behind and there's just kind of this, I'm not sure if it's human nature or there's a variety of factors at play, right that sometimes make things like demand management more difficult.

0:41:23.390 --> 0:41:26.540

Ron Burke

Sell where we reduce in the case of waste management.

0:41:26.550 --> 0:41:29.910

Ron Burke

So we're it's just an example of kind of the barriers we're facing.

0:41:31.680 --> 0:41:40.650

Ron Burke

Anyway, moving on, I didn't wanna get us off on too much of a tangent, but I found that research to be really fascinating and somewhat transferable.

0:41:34.460 --> 0:41:35.460

Heather Cooley

No, no, that's that's.

0:41:40.660 --> 0:41:40.980

Ron Burke

Do you know?

0:41:40.990 --> 0:41:42.650

Ron Burke

Kind of kind of to what we're dealing with.

0:41:42.660 --> 0:41:42.920

Ron Burke

Yeah, yeah.

0:41:43.580 --> 0:41:43.940

Heather Cooley

Yeah.

0:41:43.950 --> 0:42:4.70

Heather Cooley

And and really kind of, uh, there, there was an individual I spoke to that really did mention that and how there is this tendency to sort of not not that research in general, but the sort

of inertia, resistance to change, but also sort of technology to solve problems as opposed to changing some of the ways we do things or some of our behaviors as well.

0:41:49.300 --> 0:41:51.360

Ron Burke

Oh, is that right? Yeah.

0:41:53.390 --> 0:41:53.790

Ron Burke

OK.

0:41:56.290 --> 0:41:56.500

Ron Burke

Yeah.

0:41:58.900 --> 0:41:59.190

Ron Burke

Yes.

0:42:3.190 --> 0:42:4.590

Ron Burke

Yeah, yeah, yeah.

0:42:4.80 --> 0:42:6.640

Heather Cooley

I think we see that and lots of different places.

0:42:4.600 --> 0:42:8.20

Ron Burke

Yeah, exactly. Yeah.

0:42:7.180 --> 0:42:9.110

Heather Cooley

It's ohh.

0:42:9.120 --> 0:42:12.360

Heather Cooley

Next, set the slide and then we'll we'll open it up.

0:42:13.20 --> 0:42:21.530

Heather Cooley

Lots of great ideas for overcoming barriers, you know, highlighting internal champions is really being critical.



0:42:21.900 --> 0:42:30.270

Heather Cooley

The need for peer exchange and information sharing about what's works, what doesn't work, public education and board education.

0:42:30.760 --> 0:42:41.500

Heather Cooley

We want the people to understand and appreciate value of water and the board to understand the challenges and maybe some of the new solutions and ideas about how to address them.

0:42:42.250 --> 0:42:48.420

Heather Cooley

Really interesting comment about sort of marketing and branding of sort of changing the utility business model.

0:42:48.470 --> 0:42:52.630

Heather Cooley

Folks pointed to the one water model as being really, really effective.

0:42:52.970 --> 0:43:13.150

Heather Cooley

We might think about a, you know, some some branding around this business model shift as well aligning some of the the incentives to support water efficiency improvement, some coalition building and community partners to really bring folks in, bring in folks.

0:43:13.160 --> 0:43:20.900

Heather Cooley

So there is less resistance to some of the change and some of the renert inertia, but also some excitement and energy around this.

0:43:21.110 --> 0:43:27.220

Heather Cooley

And then finally a need for some case studies and examples of alternatives, structures and business models.

0:43:27.970 --> 0:43:29.920

Heather Cooley

So lots of fantastic ideas.

0:43:29.930 --> 0:43:35.850

Heather Cooley

I wanna thank you all for taking time to talk with us and I will stop now and open it up.

0:43:33.510 --> 0:43:33.760

Ron Burke

Mm-hmm.

0:43:35.860 --> 0:43:43.310

Heather Cooley

There were a couple of comments I I have a hard time reading and talking at the same time, so I'll take a second to pop over and look at your comments.

0:43:43.440 --> 0:43:47.770

Heather Cooley

But if others wanna make any verbal comments or share that now would be a great time.

0:43:52.700 --> 0:43:53.270

Ron Burke

Yeah, really.

0:43:53.280 --> 0:44:8.730

Ron Burke

In the context of barriers, challenges, barriers and opportunities to overcome those challenges, E they did a really nice job of summarizing, at least I know what I heard Heather, and more so this is this has been really, really great.

0:44:10.770 --> 0:44:11.210

Heather Cooley

OK.

0:44:11.220 --> 0:44:15.710

Heather Cooley

Well, let's go ahead and move on to the next.

0:44:15.720 --> 0:44:22.660

Heather Cooley

So we're gonna do a little bit and run through some previous work and thank you folks shared with us too some other resources.

0:44:22.670 --> 0:44:24.520

Heather Cooley

We didn't get a chance to pull them in yet.

0:44:24.810 --> 0:44:29.90

Heather Cooley

Haven't reviewed all of them, but let let's kind of start with that.

0:44:30.940 --> 0:44:33.70

Heather Cooley

Ron, I think I'm handing it over to you.

0:44:33.80 --> 0:44:34.0

Heather Cooley

If I remember correctly.

0:44:34.910 --> 0:44:35.380

Ron Burke

Yeah.

0:44:35.430 --> 0:44:35.660

Ron Burke

Yeah.

0:44:35.670 --> 0:44:47.40

Ron Burke

For this one, and I know Sydney, who's with WRF, is familiar with this particular uh report defining a resilient business model for water utilities that came out and 2014.

0:44:47.50 --> 0:44:52.580

Ron Burke

There was some webinars and other related products that came out around that same time.

0:44:52.590 --> 0:44:56.670

Ron Burke

2014, 2015 I put some links there.

0:44:56.700 --> 0:45:1.10

Ron Burke

We sent a a document with the agenda and also some resource links to you.

0:45:1.570 --> 0:45:2.450

Ron Burke

A few days ago?

0:45:2.460 --> 0:45:3.950

Ron Burke

I think so.

0:45:4.500 --> 0:45:14.350

Ron Burke

You'll for example be able to access webinars and a short video related to this particular research project, which I found really helpful.

0:45:15.100 --> 0:45:21.650

Ron Burke

There's like a 9 minute video essentially explaining the Conservation cannon drum and I think for the most part it stands up.

0:45:21.660 --> 0:45:30.200

Ron Burke

I don't think that's changed much, but then also the webinars dive into what the process for this particular research project and also their findings.

0:45:30.560 --> 0:45:36.650

Ron Burke

And this is a very high level summary of what what they did and what they recommended.

0:45:37.440 --> 0:45:53.320

Ron Burke

But in a nutshell, 1012 years ago, you know, things were fairly similar in terms of the conservation conundrum being a real issue, this recognition that water utilities expenses are largely fixed.

0:45:53.930 --> 0:46:7.200

Ron Burke

And so when when there were relying on water sales as the primary revenue stream, which is was the case back then and part of what we want to get a handle on, I think with this particular project is is that still the case?

0:46:7.450 --> 0:46:16.850

Ron Burke

I think it probably is umm, but so when water sales go down, you know expenses do not go down commensurately, right?

0:46:16.860 --> 0:46:21.470

Ron Burke

So, and that's a real problem and it's part of the conservation conundrum.

0:46:21.480 --> 0:46:25.730

Ron Burke

So you know, they obviously they, they documented that at the time.

0:46:25.740 --> 0:46:37.150

Ron Burke

They also were documenting the trend that we're has continued, which is Water, the cost of water services has been increasing faster than inflation and faster than other consumer services and that's continued.

0:46:37.200 --> 0:46:47.470

Ron Burke

You know, since 2014, they concluded that the the business and pricing models that most water utilities are using have become less resilient at the time.

0:46:47.480 --> 0:46:48.730

Ron Burke

They didn't characterize it as.

0:46:50.720 --> 0:46:58.70

Ron Burke

For most utilities, being a dire or, you know, really on the brink of collapse or anything like that.

0:46:58.130 --> 0:46:58.810

Ron Burke

For the most part.

0:46:58.820 --> 0:47:6.690

Ron Burke

But umm, 10 years ago we were already seeing some of the challenges right that that Heather summarized earlier.

0:47:6.700 --> 0:47:20.380

Ron Burke

You know the variability in weather and water use patterns, for example, and the rising cost and the need to deal with, you know, a minimal contaminants that have emerged and things like that.

0:47:20.390 --> 0:47:27.370

Ron Burke

Now we're seeing that even more so, and they had a variety of recommendations around new pricing models and financial policies.

0:47:27.380 --> 0:47:34.480

Ron Burke

This particular uh Research project really did focus on pricing and financing policies.

0:47:34.490 --> 0:47:47.10

Ron Burke

For the most part, one of the unique aspects we think of this particular project is well, we'll be looking at those components as well as opportunities to really help address the conservation conundrum.

0:47:47.320 --> 0:47:54.310

Ron Burke

We wanna look at some of the other yeah approaches also, you know planning and services and things like that.

0:47:55.240 --> 0:47:57.880

Ron Burke

That may also help utilities be more resilient.

0:47:58.280 --> 0:48:9.590

Ron Burke

While while they're demand goes down, they also encourage utilities to reexamine how they project demand and sales.

0:48:9.740 --> 0:48:10.250

Ron Burke

Right.

0:48:10.610 --> 0:48:20.360

Ron Burke

And to talk about as, as Heather was getting it, to talk about water is more of a service and less less so in the context of selling water, right, the commodity approach.

0:48:20.370 --> 0:48:22.620

Ron Burke

So this is a real high level summary.

0:48:22.630 --> 0:48:34.340

Ron Burke

If you get a chance to listen to in particular the second of the two webinars from this reflecting on this report, I found it to be really, really nice primer on what we're going to be discussing.

0:48:34.350 --> 0:49:3.730

Ron Burke

And in fact, especially if we're able to secure additional funding for this project, one of the things we'd like to do is kind of benchmark against what they found ten years ago and what they recommended and circle back and talk to some of the utility partners that worked on this project with them to see if they attempted to implement some of the recommendations that are included in this report and if so, how did it go right?

0:49:3.740 --> 0:49:15.690

Ron Burke

Because some of the recommendations, pricing and otherwise, that came out of this report were new, or if not completely new, they were maybe just one or two Utilities trying them around the country.

0:49:15.700 --> 0:49:21.170

Ron Burke

So we want to get a handle on, OK, a lot of good thought and effort went into this particular report.

0:49:22.780 --> 0:49:25.660

Ron Burke

To what extent did folks follow through on some of the recommendations?

0:49:25.670 --> 0:49:27.50

Ron Burke

So that's something we hope to work on.

0:49:27.600 --> 0:49:32.880

Ron Burke

I'll if there's any questions about this particular report, we're gonna go.

0:49:32.890 --> 0:49:36.70

Ron Burke

We're gonna talk about some other resources here in just a moment, but I'll.

0:49:36.80 --> 0:49:36.500

Ron Burke  
I'll pause.

0:49:38.420 --> 0:49:38.720

Ron Burke  
OK.

0:49:40.210 --> 0:49:41.70

Ron Burke  
Heather, back to you.

0:49:43.80 --> 0:49:44.970

Ron Burke  
Ohh no, it's me again. Sorry.

0:49:45.80 --> 0:50:14.550

Ron Burke  
So, uh, as as some of you know, uh, lines for water EFFICIENCY for many years now has had a financing sustainable water website and or component of our AWE website with a variety of resources that really are all about tackling this particular conundrum right and really looking at it in particular through the lens of hey, how can you invest in water efficiency and still cover your cost in a sustainable way, right?

0:50:14.660 --> 0:50:29.490

Ron Burke  
So I encourage you to check out that the web link that's included in this slide some of the key outputs you know from our particular our work in this space was a report called building better rates.

0:50:29.880 --> 0:50:40.730

Ron Burke  
We also have a sales and forecasting rate model that's available to our Members and there's some communications tools in there as well as including including videos for how to communicate with customers.

0:50:40.740 --> 0:50:47.290

Ron Burke  
So, but I'll say this most of those resources were also compiled roughly 8 to 10 years ago.

0:50:47.620 --> 0:51:3.250

Ron Burke



They had been updated a bit since then, but a lot of what we're gonna be discussing as in terms of the that resources in this space are roughly 10 years old and it's one of the reasons we thought it was a good time to take a fresh look at this.

0:51:3.260 --> 0:51:8.730

Ron Burke

So it's been a decade really, since anyone's looked at this in a comprehensive deep dive sort of way.

0:51:9.260 --> 0:51:12.0

Ron Burke

OK, now I think I'm back to you, Heather. OK.

0:51:11.900 --> 0:51:20.460

Heather Cooley

Alright thanks try Ohh so another uh resource with some again work we did 1010 eleven years ago now.

0:51:19.830 --> 0:51:20.640

Ron Burke

Are you muted?

0:51:20.650 --> 0:51:21.100

Ron Burke

Can I?

0:51:21.350 --> 0:51:22.160

Ron Burke

Can you guys hear her?

0:51:21.860 --> 0:51:24.380

Heather Cooley

I'm not muted, can you?

0:51:24.390 --> 0:51:25.70

Heather Cooley

OK, good.

0:51:24.680 --> 0:51:25.730

Ron Burke

OK, alright.

0:51:25.880 --> 0:51:36.510

Heather Cooley

Umm, I was looking at uh and this was focused in on California, but what lessons it was called energizing water efficiency in California sort of acute Sky name.

0:51:36.520 --> 0:51:48.250

Heather Cooley

But we were looking at some of the major drivers of energy efficiency and in California and whether and to what degree some of those drivers could be used or relevant in the water sector.

0:51:48.770 --> 0:52:3.200

Heather Cooley

And in fact, we found there were some things I think as Ron noted at the outset, there's some, there's some key differences as well, but some of the things that we sort of recommended were around continuously updating standards and codes.

0:52:3.670 --> 0:52:9.700

Heather Cooley

That's something the energy sector does every several years, the water sector now does this, but it what?

0:52:9.710 --> 0:52:16.380

Heather Cooley

Didn't at the time when this came out thinking about a loading order for water really is a guidepost.

0:52:16.390 --> 0:52:28.280

Heather Cooley

For example, for state investments, as I mentioned earlier, the investments that are in into supply and especially Storage are orders of magnitude higher than we see.

0:52:28.820 --> 0:52:38.610

Heather Cooley

And for EFFICIENCY, even though the cost of efficiency is really, UM, uh cost effective, umm, improving some of the efficiency targets?

0:52:38.620 --> 0:52:40.700

Heather Cooley

Uh, those and then California.

0:52:40.790 --> 0:53:4.790

Heather Cooley

Probably pretty familiar with these, but using sort of reforming those, transforming those to be more reflective of the EFFICIENCY potential, than simple percent reductions, increasing efficiency investments at the at the time the energy sector was was investing in the order of about a billion dollars a year in California on energy and EFFICIENCY.

0:53:5.120 --> 0:53:9.10

Heather Cooley

And so the water sector, not not nearly at that level.

0:53:9.20 --> 0:53:25.920

Heather Cooley

So an opportunity increased that, but also to partner with some of the energy utilities because of the water and energy saving connections looking at various pricing policies to your rates and surcharges that could better promote efficiency and promote the revenue resiliency.

0:53:25.930 --> 0:53:30.820

Heather Cooley

And then the need to collect more and better data on investments and their values.

0:53:30.830 --> 0:53:48.550

Heather Cooley

So some of this was is a little bit broader than some of the discussion today, but there are I think some key pieces and I think the idea of pulling in lessons from the energy sector is a theme we want to explore and expand on for this.

0:53:48.930 --> 0:53:49.640

Heather Cooley

Yes.

0:53:49.770 --> 0:53:53.210

Heather Cooley

Question from is a Valentine.

0:53:52.70 --> 0:53:54.460

Abbott, Isabelle

Yeah, just, just just one question.

0:53:54.470 --> 0:54:0.990

Abbott, Isabelle

UM, were were the water efficiency standards, were those included within the electric or the natural gas standards?

0:54:1.860 --> 0:54:2.540

Abbott, Isabelle

I'm just curious.

0:54:2.470 --> 0:54:4.540

Heather Cooley

They no, they were not.

0:54:4.720 --> 0:54:4.940

Abbott, Isabelle

OK.

0:54:4.830 --> 0:54:23.940

Heather Cooley

They were separate, but at the time what was happening on the energy side, we could we could talk to separately, but they were setting some efficiency targets for individual energy utilities based on the their EFFICIENCY potential and and water was taking a bit more of a top down percent reduction regardless of usage.

0:54:18.270 --> 0:54:18.570

Abbott, Isabelle

OK.

0:54:24.510 --> 0:54:28.600

Heather Cooley

So an opportunity to maybe take a more sophisticated approach there.

0:54:27.920 --> 0:54:28.320

Abbott, Isabelle

Yeah.

0:54:28.330 --> 0:54:38.900

Abbott, Isabelle

Maybe we could talk about that separately because for something in the Midwest where the Conservation angle doesn't quite get as much traction just because of all the water that we have, that angle might actually be something that might work.

0:54:39.880 --> 0:54:40.700

Heather Cooley

OK, great.

0:54:40.20 --> 0:54:41.10

Abbott, Isabelle

But we can talk about that later.

0:54:41.830 --> 0:54:42.460

Heather Cooley

That sounds great.

0:54:44.490 --> 0:54:54.320

Heather Cooley

Uh, so that's in terms and and again as as was mentioned, other resources if if you have all things in your mind right now, feel free to drop them in to chat.

0:54:54.400 --> 0:54:54.680

Ron Burke

Umm.

0:54:54.470 --> 0:55:7.870

Heather Cooley

I did pull resources from the various interviews as well, and if you think of something after today's call, feel free to just message us as we start and launch the in-depth literature review on this.

0:55:8.930 --> 0:55:10.530

Heather Cooley

So Ron, back over to you.

0:55:11.610 --> 0:55:18.30

Ron Burke

All right, next slide, I think it's gonna, yeah, we continue with you here, Heather. OK.

0:55:13.350 --> 0:55:15.90

Heather Cooley

Oh, actually, I'm sorry, that is still me.

0:55:16.910 --> 0:55:17.520

Heather Cooley

Yeah.

0:55:17.590 --> 0:55:18.220

Heather Cooley

Thank you.

0:55:18.230 --> 0:55:22.130

Heather Cooley

Are well orchestrated and also so.

0:55:22.170 --> 0:55:31.400

Heather Cooley

So I'm gonna then share with you our thinking around the focus areas for these discussions with love, your input reaction.

0:55:31.720 --> 0:55:36.420

Heather Cooley

Are we missing things might reframe things, et cetera.

0:55:36.430 --> 0:55:47.300

Heather Cooley

And then that's really well, I think feed nicely into a discussion about our next meeting, how we want to structure structure that whether we unpack some of these etcetera.

0:55:47.350 --> 0:55:49.320

Heather Cooley

So next slide, please, Brooke.

0:55:51.40 --> 0:55:56.760

Heather Cooley

So we're proposing sort of five focus areas for these discussions on pricing and rate design.

0:55:56.770 --> 0:56:2.390

Heather Cooley

That's probably the number one thing I've heard from folks in conversations, financial policies and practices.

0:56:2.400 --> 0:56:46.200

Heather Cooley

Things like surcharges, uh and and other sort of innovative approaches there planning and forecasting, particularly around demand forecasting, but also how we might develop supply perhaps in a more modular approach that's a enables us to be a little bit more responsive to demand that might be fluctuating and idea for new utility services and there's some innovative and interesting things happening that we could talk through and then importantly communications and outreach I think that was a theme we heard in all of this as we make some of these changes that need to communicate and be clear about.

0:56:46.390 --> 0:57:2.210

Heather Cooley

That I think now customers sometimes get some conflicting and sometimes confusing messaging around this issue and topic and a real need to communicate to customers internally within organizations, including with the with the board as well.

0:57:3.930 --> 0:57:8.330

Heather Cooley

So would love feedback on on the focus areas.

0:57:8.340 --> 0:57:13.600

Heather Cooley

If there's other areas, and again I realize some people may have an immediate thought, some wanna share it later on.

0:57:13.610 --> 0:57:19.910

Heather Cooley

So we'll we'll take things now, but please don't be shy about reaching out if you're on a walk and something comes to you.

0:57:20.440 --> 0:57:22.330

Ron Burke

Hey and and I see we have some hands up.

0:57:22.340 --> 0:57:31.560

Ron Burke

Heather, could I just add one more thing that that might be some useful context as about how we're thinking about this project currently.

0:57:25.150 --> 0:57:25.580

Heather Cooley

Absolutely.

0:57:32.430 --> 0:57:43.880

Ron Burke

So often when we talk about water efficiency and demand reduction, it's in the context of water supplied water scarcity.

0:57:43.940 --> 0:57:44.300

Ron Burke

Right.

0:57:44.740 --> 0:57:47.600

Ron Burke

And and that's makes perfect sense of course.

0:57:47.610 --> 0:57:49.990

Ron Burke

But there are all these other use cases right?

0:57:50.0 --> 0:57:50.200

Ron Burke

Where?

0:57:51.30 --> 0:57:56.640

Ron Burke

Uh, utilities are selling less water, especially in the Midwest and the East and the Northeast.

0:57:56.690 --> 0:58:31.30

Ron Burke

You know where population stagnation or even population loss combined with passive water efficiency from, you know, federal standards and water sense specifications and local codes and things like that is leading to less water sales and really even in back in 2014, the WRF report that I just mentioned earlier was finding that 60% of the utilities that they surveyed at that time were selling less water than they had a few years previously, even in communities that were growing, they were selling less water.

0:58:31.260 --> 0:58:33.110

Ron Burke

And that trend is largely continued.

0:58:33.680 --> 0:58:43.750

Ron Burke

So it's not my point is this conundrum that we're talking about is not solely in the context of, hey, we need to use less water because we have limits to our water supply, right?

0:58:43.760 --> 0:58:47.30

Ron Burke

It's also in the context of we're just selling less water.

0:58:47.40 --> 0:58:50.20

Ron Burke

You know, we have our population is not growing much.



0:58:50.30 --> 0:58:58.360

Ron Burke

We got passive, so I wanted to make sure that that's also something I think somewhat unique about this particular project is that we do want to think about those use cases as well.

0:58:58.610 --> 0:59:1.310

Ron Burke

So when you think about these focus areas, just keep that in mind.

0:59:1.320 --> 0:59:7.390

Ron Burke

It's not just about the Southwest, you know, dealing with water scarcity, it's also about the Northeast and the Midwest.

0:59:7.400 --> 0:59:11.520

Ron Burke

There's communities that are just selling less water for these other reasons, OK.

0:59:11.860 --> 0:59:13.100

Ron Burke

And we have a lot of hands up.

0:59:13.110 --> 0:59:14.170

Ron Burke

So I have their all turn it back to you.

0:59:15.340 --> 0:59:16.90

Heather Cooley

Thank you, Ron.

0:59:16.100 --> 0:59:16.910

Heather Cooley

Really helpful.

0:59:16.920 --> 0:59:18.950

Heather Cooley

Umm, so I'm gonna just go in the order.

0:59:18.960 --> 0:59:23.260

Heather Cooley

They're numbered, so should be 3 fairly easy for me, but let's start with Paula.

0:59:25.70 --> 0:59:25.720

Paula Kehoe

Great. Thanks.

0:59:25.730 --> 0:59:28.920

Paula Kehoe

I was curious on the approach with the planning and forecasting.

0:59:28.930 --> 0:59:53.160

Paula Kehoe

In particular, is it, are we think, don't you think about wastewater as well in terms of how waste water is either planning their infrastructure or certainly we just heard about recycling, you know, there are utilities that want to maximize water recycling and and that sometimes creates some tension with water conservation and bought always.

0:59:51.300 --> 0:59:51.600

Ron Burke

Oh yeah.

0:59:53.170 --> 1:0:1.100

Paula Kehoe

I think there's a great linkage between water forecasting and planning and wastewater, so I just curious your thoughts. Thanks.

1:0:2.440 --> 1:0:3.990

Heather Cooley

Yeah, great question.

1:0:4.680 --> 1:0:21.940

Heather Cooley

And I do think that is I was thinking in Karen, your comment in the chat here around the, the issue around overestimating future demand and sort of building and planning for a future that doesn't really materialize.

1:0:22.120 --> 1:0:24.930

Heather Cooley

And then the implications there.

1:0:24.940 --> 1:0:30.220

Heather Cooley

If we're building then, and I'm sure many have heard it, Demand doesn't materialize as we thought.

1:0:30.230 --> 1:0:31.520

Heather Cooley

It's lower than projected.

1:0:31.570 --> 1:0:40.790

Heather Cooley

Or building the supply and then all of a sudden it's the fault of conservation that we're not able to meet that and there's a lot of impacts cost and affordability.

1:0:40.800 --> 1:0:58.730

Heather Cooley

And so one of the things I think we can look at and I've done some work on this kind of limited in California, but there's been some other work and other geographies on this issue and topic and the need to improve that forecasting and think about alternatives including one where demand is declining.

1:0:58.740 --> 1:1:1.510

Heather Cooley

So I think that's one of the things we wanna look at.

1:1:2.140 --> 1:1:9.70

Heather Cooley

I do think bringing in a waste water and thinking about recycled water is certainly in in my Ron.

1:1:9.130 --> 1:1:11.190

Heather Cooley

I can't kick me under the table right now.

1:1:11.300 --> 1:1:13.470

Heather Cooley

No, but I think that's what they're scope.

1:1:13.480 --> 1:1:16.560

Heather Cooley

I'll let you walk that back if we need to.

1:1:15.260 --> 1:1:17.150

Ron Burke

No, I agree completely.

1:1:16.990 --> 1:1:17.390

Heather Cooley

Uh, yeah.

1:1:17.540 --> 1:1:20.20

Ron Burke

100 percent, 100% agree absolutely.

1:1:22.600 --> 1:1:22.810

Heather Cooley

Right.

1:1:23.810 --> 1:1:30.300

Heather Cooley

And and two, I think for many you know, Karen, I think Paula you as well, you're you're utility provides both.

1:1:30.310 --> 1:1:33.20

Heather Cooley

And so I think that's part of the tension there too.

1:1:34.260 --> 1:1:36.230

Ron Burke

Yeah, be some other hands up there, Heather.

1:1:37.60 --> 1:1:37.340

Heather Cooley

Holly.

1:1:38.940 --> 1:1:42.810

Holly Rosenthal

You have perfect perfect segue the conversation.

1:1:42.820 --> 1:1:46.750

Holly Rosenthal

So a Phoenix water services is both water and wastewater as well.

1:1:47.180 --> 1:1:52.450

Holly Rosenthal

We are launching a multibillion dollar advanced water purification program.

1:1:53.120 --> 1:2:6.550

Holly Rosenthal

It it seems like the right time to be considering one water, but I think as I start to have those conversations, I think people's heads explode with everything else that we're trying to do to move the program forward.

1:2:6.620 --> 1:2:12.930

Holly Rosenthal

But for us, I think the one water integration of 1 water in this consideration would be really helpful.

1:2:15.280 --> 1:2:15.420

Ron Burke

Yeah.

1:2:18.200 --> 1:2:18.750

Heather Cooley

Us.

1:2:18.800 --> 1:2:19.230

Heather Cooley

Thank you.

1:2:19.240 --> 1:2:20.880

Heather Cooley

That the great great point.

1:2:20.890 --> 1:2:22.770

Heather Cooley

Appreciate that Sarah.

1:2:22.860 --> 1:2:24.160

Heather Cooley

And then and then we'll go to Karen.

1:2:25.750 --> 1:2:28.280

Cohen, Sara (DCR)

Thought was a lovely subway and to my thought.

1:2:28.380 --> 1:2:41.880

Cohen, Sara (DCR)

Umm, because one water is kind of its own paradigm shift and we're kind of I think facing what you know, the need for a paradigm shift around water pricing and this conundrum.

1:2:42.920 --> 1:2:50.690

Cohen, Sara (DCR)

And there's another paradigm shift happening around the affordability issue of water, for sure.

1:2:50.700 --> 1:2:56.890

Cohen, Sara (DCR)

And you know, I I participated in a really interesting conversation.

1:2:56.900 --> 1:3:22.560

Cohen, Sara (DCR)

Not too long ago about, you know, not only rethinking about the idea that your water is a service and not a commodity, but starting to think of it as a public good that may even go far beyond the customers of that Utility and all of the reasons that businesses rely on a community having good water and fire safety effects, everybody.

1:3:22.570 --> 1:3:32.730

Cohen, Sara (DCR)

And therefore, you know reasons and justifications for spreading the cost out at a larger societal level, not just having it all fall.

1:3:31.210 --> 1:3:31.460

Ron Burke

Umm.

1:3:32.860 --> 1:4:0.570

Cohen, Sara (DCR)

And customers, my point though is that as as we think about this topic here, I think it would be helpful if we recognize that there's a few different places people are trying to think about paradigm shifts around water and pricing and that we wanna stay In Sync with them and it, you know, it seems a little beyond our capacity to unify all of that.

1:4:0.580 --> 1:4:21.400

Cohen, Sara (DCR)

But but it it does seem useful to keep our finger on the pulse of all the other things that touch on water pricing, where people are also being like we have to do this totally differently for this reason or that reason or this reason and and see if we can be relevant in all of those context set.

1:4:13.900 --> 1:4:14.80

Ron Burke

Please.

1:4:21.410 --> 1:4:25.370

Cohen, Sara (DCR)

Once, not just the conservation conundrum piece of it.

1:4:27.390 --> 1:4:27.760

Heather Cooley

Great.

1:4:27.930 --> 1:4:28.920

Heather Cooley

Great points.

1:4:28.930 --> 1:4:30.800

Heather Cooley

Thank you, Sarah.

1:4:29.350 --> 1:4:30.320

Ron Burke

Yeah, yeah.

1:4:30.810 --> 1:4:33.980

Heather Cooley

I love love that bringing in the public good element too.

1:4:33.990 --> 1:4:35.550

Heather Cooley

I think that's really, really important.

1:4:38.120 --> 1:4:39.340

Heather Cooley

Karen, over to you.

1:4:40.860 --> 1:4:50.990

Karen

So I I put some things in the chat that could be confusing, but actually have the unusual circumstance of underestimating the number of new accounts that we thought we would get.

1:4:51.500 --> 1:4:53.550

Karen

We update our water plan.

1:4:53.560 --> 1:5:11.70

Karen

The overall big picture water plan, not just conservation plan every five years and five years ago, we had a pretty aggressive growth forecast we thought and it turned out to be significantly higher than what anybody in our region had forecast, not just SAWS.

1:5:11.420 --> 1:5:29.280

Karen

And The upshot is that that's one of the things that when we started rerunning our models as to when do we need new supplies, it was like ohh crap, it's really soon because not just one issue, but one of the issues was not getting that it.

1:5:29.290 --> 1:5:38.280

Karen

And I don't know how we could have done anticipated whatever the heck happened that caused more people to move to the San Antonio area in our service area.

1:5:38.830 --> 1:5:50.940

Karen

But in The upshot of it, we all know the fastest response when things are looking tight on water is water efficiency, demand management.

1:5:51.670 --> 1:5:59.230

Karen

So that was very quickly the how do we stretch this back out so it doesn't look like we have a problem in two years.

1:6:2.740 --> 1:6:2.990

Ron Burke

Yep.

1:6:5.420 --> 1:6:8.420

Heather Cooley

8 point Renee over to you.

1:6:11.340 --> 1:6:11.710

Renee Willette

Thanks.

1:6:11.720 --> 1:6:24.800

Renee Willette

I just wanted to, you know, plus one to everything Sarah was saying about kind of the the



multiple realms that we could operate in here and and of course being very attached to 1  
Water US water alliance.

1:6:25.470 --> 1:6:27.500

Renee Willette

Umm, part of me.

1:6:27.560 --> 1:6:33.40

Renee Willette

You know, when we have we have a little bit of a tiny framing paper out there around water  
as a public good.

1:6:33.50 --> 1:6:59.930

Renee Willette

That love to I can throw in the chat a little bit later, but also thinking about what kind of  
extended me about this group was also thinking about biting up something that we could  
chew about kind of the it's really thinking about a business model and I'll turn the business  
model for utilities and grounding in some kind of modern and updated best practices and  
research about what, what, what are the the case the case examples we can pull from  
across the country.

1:6:59.940 --> 1:7:9.350

Renee Willette

I think Paula's idea of integrating and wastewater is also brilliant and thinking if we could  
get innovative there, I think that that would be absolutely wonderful.

1:7:9.360 --> 1:7:11.170

Renee Willette

But it's it's a lot.

1:7:12.220 --> 1:7:13.230

Renee Willette

It's all linked.

1:7:13.920 --> 1:7:22.480

Renee Willette

So I guess I just, I guess I just want to double up on on supporting Sarah and also you know  
the resources you guys cited were about 10 years old.

1:7:22.530 --> 1:7:40.490

Renee Willette

And I know in my interview with you, Heather, I was like, I know there's a utility doing this

here, and I know there's one person in Wisconsin doing this, but if there could be, like, an updated, you know, authoritative kind of shared understanding of where we're at now, I think that that could do a lot to move the needle.

1:7:27.920 --> 1:7:28.420

Ron Burke

Right.

1:7:32.650 --> 1:7:32.830

Ron Burke

Yeah.

1:7:42.80 --> 1:7:52.760

Ron Burke

And certainly one of our goals with the guidebook, Renee, is I'm doing that outreach in do that, you know, documenting those case studies, right.

1:7:54.280 --> 1:7:56.950

Ron Burke

That's one of our goals for sure, yeah.

1:8:0.440 --> 1:8:0.750

Heather Cooley

Right.

1:8:3.200 --> 1:8:6.370

Heather Cooley

Any other comments at hand go up while I was.

1:8:7.850 --> 1:8:27.480

Ron Burke

Can I ask the question to the group here, Heather, I I was again listening to the webinar from 10 years ago and it mentioned that WRF at sometime before 2014 had also funded a A look at a project that looked at utility services for the water utility sector.

1:8:10.740 --> 1:8:11.390

Heather Cooley

Yes, of course.

1:8:27.670 --> 1:8:29.240

Ron Burke

So that's something we should take a look at.

1:8:29.250 --> 1:8:42.790

Ron Burke

I wasn't familiar with that report, Heather and anyone else on the call is please let us know, Sydney, we can touch base with you, but the at that time they decided not to delve too far into this utility services.

1:8:43.860 --> 1:8:45.800

Ron Burke

Lock it in.

1:8:45.810 --> 1:8:51.430

Ron Burke

The rationale was they didn't see how it was, at least at that time, going to contribute much revenue.

1:8:51.500 --> 1:8:54.160

Ron Burke

You know, like just a small percentage of revenue.

1:8:55.460 --> 1:8:55.950

Ron Burke

I don't know.

1:8:55.960 --> 1:8:58.690

Ron Burke

Do folks have opinions on that at this time?

1:8:58.700 --> 1:9:10.730

Ron Burke

Because I know in the energy utility space and looking at energy efficiency programs and related services, it's, you know it's become fairly significant in some parts of the country, right.

1:9:10.740 --> 1:9:13.910

Ron Burke

Obviously there's a lot of differences between energy and water.

1:9:13.920 --> 1:9:27.530

Ron Burke

We know that, but Long story short is is anyone have reason for us not to look into the utility services focus area or or do you have opinions on that?

1:9:27.540 --> 1:9:29.950

Ron Burke

I just wanted to ask that specifically.

1:9:37.200 --> 1:9:40.890

Ron Burke

OK, hearing no objections, we'll.

1:9:41.80 --> 1:9:44.590

Ron Burke

We'll keep it in there, but ten years ago they decided not to go down.

1:9:44.600 --> 1:9:55.730

Ron Burke

That road is what I'm getting at, but I think that was ten years ago and a lot's changed and we've seen a lot of examples emerge, especially on the energy side, that that might be illustrative of something we could do on the water side.

1:9:46.540 --> 1:9:46.700

Heather Cooley

Yeah.

1:9:55.740 --> 1:9:56.140

Ron Burke

So we'll see.

1:9:57.760 --> 1:10:0.610

Heather Cooley

And if you do have any examples, let us know.

1:10:0.620 --> 1:10:4.630

Heather Cooley

I've had a couple of folks have shared things with me in this.

1:10:1.220 --> 1:10:1.410

Ron Burke

Yeah.

1:10:4.800 --> 1:10:16.570

Heather Cooley

In this zone for us to consider some wholesalers providing customers to retailers, but then also some retailers providing services to their correct customers.

1:10:17.360 --> 1:10:25.870

Heather Cooley

So we we could kind of look at this and couple of different ways, but if some things come to mind for you, please do send them over.

1:10:20.630 --> 1:10:20.830

Ron Burke

Yeah.

1:10:26.480 --> 1:10:27.210

Ron Burke

Yeah, let us know.

1:10:27.220 --> 1:10:29.320

Ron Burke

Blind line protection, Fire Protection.

1:10:29.330 --> 1:10:32.110

Ron Burke

And there's a number of services that seem to be the more common ones.

1:10:32.170 --> 1:10:32.290

Ron Burke

This.

1:10:32.520 --> 1:10:35.200

Ron Burke

Umm to date? Yep.

1:10:39.280 --> 1:10:41.480

Ron Burke

Right. Well.

1:10:42.710 --> 1:10:44.870

Heather Cooley

Alright, Ron, do you wanna start queuing up?

1:10:44.830 --> 1:10:45.90

Ron Burke

Sure.

1:10:44.880 --> 1:10:46.630

Heather Cooley

Maybe the next call and.

1:10:46.870 --> 1:10:47.700

Ron Burke

Absolutely.

1:10:47.710 --> 1:10:47.830

Ron Burke

Yeah.

1:10:49.220 --> 1:11:1.690

Ron Burke

So we wanted to get your input on the agenda for the next meeting and I think, alrighty, I'm thinking some of the input we got today, Heather has any thinking, let's go to the next slide please.

1:11:1.700 --> 1:11:3.290

Ron Burke

Brok uh that we might wanna.

1:11:3.880 --> 1:11:5.150

Ron Burke

And the next one, there we go.

1:11:5.840 --> 1:11:8.150

Ron Burke

We might wanna change this, but let's see what you all think.

1:11:8.160 --> 1:11:19.110

Ron Burke

So we thought the next meeting could really let me just take a step back and say there will be a time for us to dive into the weeds more.

1:11:19.120 --> 1:11:30.10

Ron Burke

So right, I I know Heather and Brooke and Andrew and I were chatting just a couple days ago and we we felt like we were already starting to write the guidebook.

1:11:30.20 --> 1:11:31.0

Ron Burke

We were like, oh, what about this?

1:11:31.10 --> 1:11:31.570

Ron Burke

What about that?

1:11:31.580 --> 1:11:33.750

Ron Burke

You know, like they were like, hold on.

1:11:33.760 --> 1:11:36.110

Ron Burke

You know, we need to take a step wise approach to this.

1:11:36.120 --> 1:11:37.370

Ron Burke

Just don't get ahead of ourselves.

1:11:37.380 --> 1:11:44.30

Ron Burke

So I'm having said that please send along your examples of innovative strategies that are being used.

1:11:44.40 --> 1:11:47.610

Ron Burke

You know, we want to start to document those as part of the literature review that's already begun.

1:11:47.670 --> 1:11:55.180

Ron Burke

Bring example, but for the next meeting meeting #2 out of 6, we're proposing these three kind of main agenda items.

1:11:55.190 --> 1:11:59.640

Ron Burke

One is to discuss and align of in priority objectives for the project's recommendations.

1:11:59.650 --> 1:12:11.830

Ron Burke

So at a high level, we've already talked about the importance of aligning right supply reliability and revenues and and Water efficiency and demand management or demand reduction and so forth.

1:12:11.840 --> 1:12:14.850

Ron Burke

But there are other criteria, right?

1:12:14.860 --> 1:12:20.10

Ron Burke

If you will that we I think we want to consider like affordability that's come up a couple times.

1:12:20.290 --> 1:12:26.290

Ron Burke

Umm Sarah was mentioning these paradigm shifts around, you know, pricing and affordability and so forth.

1:12:26.300 --> 1:12:29.60

Ron Burke

So we wanna talk about about that.

1:12:29.70 --> 1:12:40.940

Ron Burke

So as we're discussing, because we start to get into recommendations for how utilities can be more resilient with their business model, we're keeping those objectives and criteria in mind.

1:12:40.950 --> 1:12:42.20

Ron Burke

So that was one in Gen 9.

1:12:42.30 --> 1:12:47.200

Ron Burke

We wanted to discuss with you the second was getting into what I mentioned a little bit earlier.

1:12:47.210 --> 1:13:1.40

Ron Burke

The different use cases for demand reduction and we're seeing play out across the country and get your observations on how that those how, how you different strategies might align with different use cases right.

1:13:1.160 --> 1:13:2.660

Ron Burke

There may be some variability there.



1:13:2.670 --> 1:13:10.10

Ron Burke

Obviously there's going to be variability across the board when it comes to, you know, what works for this Utility versus that.

1:13:10.120 --> 1:13:16.290

Ron Burke

We know that there's reasonable differences, for example, that an even local differences that Heather flagged earlier.

1:13:16.360 --> 1:13:23.820

Ron Burke

Having said that, you know a utility that's seeing Water sills drop because of population stagnation.

1:13:24.420 --> 1:13:26.820

Ron Burke

You know, a town in the northeast, for example.

1:13:26.830 --> 1:13:28.570

Ron Burke

It's very so.

1:13:28.580 --> 1:13:32.320

Ron Burke

It's really different than, you know what Phoenix is grappling with, right?

1:13:32.330 --> 1:13:40.380

Ron Burke

So we wanted to chat with you about those different use cases and how our recommendations might vary depending on those use cases.

1:13:41.930 --> 1:13:42.720

Ron Burke

And then lastly.

1:13:44.800 --> 1:13:49.820

Ron Burke

And then we wanted to dive a little deeper into the focus areas and really get your input on.

1:13:52.600 --> 1:14:3.10

Ron Burke

How we start to integrate those focus areas into our recommendations and in particular

dive a little deeper into why we're not just looking at rates few folks have asked us about this.

1:14:3.20 --> 1:14:8.270

Ron Burke

Oh, so you're going to going to develop some new rate design recommendations?

1:14:8.280 --> 1:14:10.0

Ron Burke

We're like, well, we're looking at that.

1:14:10.10 --> 1:14:10.840

Ron Burke

But it's not just that.

1:14:13.370 --> 1:14:20.240

Ron Burke

And so, you know, I I sort of started that conversation just a few minutes ago when I asked you about new utility services.

1:14:20.250 --> 1:14:20.490

Ron Burke

Right.

1:14:20.500 --> 1:14:23.620

Ron Burke

Is that something that you feel is is worth discussing?

1:14:23.630 --> 1:14:26.420

Ron Burke

So we wanna go deeper into the weeds on those focus areas.

1:14:28.530 --> 1:14:32.980

Ron Burke

And and then we can actually I think at that time start to also have a conversation around.

1:14:32.990 --> 1:14:44.690

Ron Burke

Here are some examples that we've seen in the field like Renee, you were Renee and a number of folks that we've talked to were like, oh, yeah, I know that Utility X is doing something innovative in the space we want.

1:14:44.730 --> 1:14:49.460

Ron Burke

So we'll try one of our goals will be to run down at least a few examples for the next meeting.

1:14:49.470 --> 1:14:52.0

Ron Burke

That can be fodder for this conversation.

1:14:52.410 --> 1:14:54.850

Ron Burke

So we actually have some specific examples to bounce off of.

1:14:55.440 --> 1:15:0.430

Ron Burke

Umm, but those are the three main agent items that we contemplating for the next meeting.

1:15:1.390 --> 1:15:3.430

Ron Burke

Umm, anything that you wanna add?

1:15:4.530 --> 1:15:6.260

Ron Burke

Edit delete.

1:15:6.780 --> 1:15:8.640

Ron Burke

Uh, for our next conversation.

1:15:13.810 --> 1:15:14.820

Holly Rosenthal

This is Holly.

1:15:14.870 --> 1:15:27.250

Holly Rosenthal

UM, it whenever the time is right, I think Phoenix has a little bit different rate structure than a lot of other utilities and it might be interesting for others if we shared that and walked through that.

1:15:28.990 --> 1:15:29.600

Ron Burke

Interesting.

1:15:29.860 --> 1:15:31.50

Ron Burke

Thank you for volunteering.

1:15:31.60 --> 1:15:34.200

Ron Burke

We that that could be super useful.

1:15:35.840 --> 1:15:38.590

Ron Burke

We've also chatted about at a future meeting.

1:15:38.640 --> 1:15:55.680

Ron Burke

I don't think it would be this next one, but having a real, significant come focused conversation around the energy sector and to what extent some of those, some of what's happened in that space might be useful for our conversations.

1:15:56.590 --> 1:16:7.50

Ron Burke

Umm, but my point is, I think talking through examples, whether it's Phoenix, right or some other utility that's done something unique can be really helpful.

1:16:7.60 --> 1:16:9.110

Ron Burke

Or hey, what are they done in the energy sector?

1:16:9.230 --> 1:16:11.0

Ron Burke

Is could that work for us, you know?

1:16:13.170 --> 1:16:16.730

Ron Burke

Really leveraging off of those examples could be, I think he really useful.

1:16:17.440 --> 1:16:20.20

Ron Burke

Other thoughts on the agenda for our next meeting? Karen.

1:16:21.170 --> 1:16:22.380

Karen

So it's just a comment.

1:16:22.390 --> 1:16:32.220

Karen

One of the things that some utilities do incredibly successfully is set budget based rates, and I've heard really good results on those in some places.

1:16:32.570 --> 1:16:47.500

Karen

I have always been of the opinion that they would make no sense in San Antonio, where I am because of our we have so many people who don't water outside and other people who do tremendously so in a very socioeconomically diverse community.

1:16:47.510 --> 1:17:3.630

Karen

It would be very weird to, but it might be interesting to discuss that in the context of where are people finding really good success with that versus why would a place like San Antonio kind of go?

1:16:51.260 --> 1:16:51.520

Ron Burke

Hmm.

1:17:3.640 --> 1:17:5.240

Karen

Oh, that would be a mess for us.

1:17:6.800 --> 1:17:7.260

Ron Burke

OK.

1:17:9.140 --> 1:17:30.730

Ron Burke

Yeah, that sounds useful and and you know one of the other focus areas we've talked about is planning, right forecasting and planning and already in the chat here we we saw where uh, Andrew was saying that you know we we fairly regularly see water providers overestimating water demand.

1:17:30.740 --> 1:17:33.890

Ron Burke

And Karen was like, as she mentioned earlier, we actually underestimated.

1:17:33.900 --> 1:17:36.650

Ron Burke

So that's, that's another example.

1:17:35.740 --> 1:17:38.450

Karen

We we underestimated our growth, not so much.

1:17:38.420 --> 1:17:39.770

Ron Burke

Ohh, I'm sorry I've not been man.

1:17:38.460 --> 1:17:45.330

Karen

Demand the per capita demand we've we've been pretty good except for the most recent drought year.

1:17:39.780 --> 1:17:40.370

Ron Burke

OK, gotcha.

1:17:42.410 --> 1:17:43.120

Ron Burke

Even pretty good.

1:17:43.130 --> 1:17:43.750

Ron Burke

OK, good.

1:17:44.670 --> 1:17:45.30

Ron Burke

Yeah. Yeah.

1:17:45.340 --> 1:17:54.730

Karen

But but on on number of customers we were off which makes it total demands just a different issue than per capita.

1:17:51.480 --> 1:17:55.250

Ron Burke

Yeah, got it.

1:17:56.210 --> 1:17:57.780

Ron Burke

But this is an example of what we were thinking.

1:17:57.790 --> 1:18:1.40

Ron Burke

We could dive a little deeper into with at the next meeting is so.

1:18:1.50 --> 1:18:4.770

Ron Burke

So why does planning and forecasting matter?

1:18:4.860 --> 1:18:18.210

Ron Burke

You know, in the context of resiliency and and and and when it comes to managing demand reduction, right, what, how does that, how does that work and what might that mean for the recommendations?

1:18:18.220 --> 1:18:20.990

Ron Burke

It ultimately come out of this room, this process, right?

1:18:21.0 --> 1:18:22.90

Ron Burke

So that's just an example.

1:18:22.580 --> 1:18:27.570

Ron Burke

Item number three are there on the proposed agenda, how we would dive a little deeper into the focus areas.

1:18:28.100 --> 1:18:28.290

Ron Burke

Yeah.

1:18:29.600 --> 1:18:32.810

Ron Burke

Any other thoughts on the agenda for the next meeting?

1:18:32.820 --> 1:18:36.160

Ron Burke

We have a few more minutes here before we before we need to wrap up.

1:18:39.750 --> 1:18:42.530

Paula Kehoe

I just have a question on the presentation.

1:18:42.540 --> 1:18:43.900

Paula Kehoe

You might have mentioned it earlier.

1:18:43.910 --> 1:18:45.910

Paula Kehoe

Are you are you able to share the slides?

1:18:48.740 --> 1:18:51.10

Ron Burke

Uh, will we share the slides from today's meeting?

1:18:48.850 --> 1:18:49.790

Heather Cooley

Yes, happy to.

1:18:52.180 --> 1:18:52.320

Paula Kehoe

Yes.

1:18:53.160 --> 1:18:54.300

Ron Burke

Ohh absolutely yes.

1:18:55.590 --> 1:18:56.10

Paula Kehoe

Thank you.

1:18:56.590 --> 1:18:58.720

Ron Burke

Yeah, absolutely.

1:19:0.80 --> 1:19:8.10

Ron Burke

It will also make this recording available again, just just to you, the working group Members, I know that I think Jonathan had to drop off a little bit early.



1:19:8.20 --> 1:19:10.960

Ron Burke

He was planning to listen to the rest of the meeting.

1:19:13.200 --> 1:19:13.440

Ron Burke

Yeah.

1:19:15.140 --> 1:19:22.10

Ron Burke

Well, if there are no other thoughts in the agenda for next meeting, I think we'll just go ahead and wrap up up a few minutes early.

1:19:22.20 --> 1:19:28.470

Ron Burke

But as, as we've discussed earlier, please send along any resources that you think might be useful.

1:19:29.140 --> 1:19:36.720

Ron Burke

If you know of utilities that are doing something innovative and in this space and please, please share those as well.

1:19:37.410 --> 1:19:40.850

Ron Burke

And we're we want to document those those use cases.

1:19:40.860 --> 1:19:51.600

Ron Burke

And part of this overall process is having conversations with some of those utilities that are really I'm doing unique things in the space.

1:19:51.610 --> 1:19:52.80

Ron Burke

I see.

1:19:52.90 --> 1:19:54.850

Ron Burke

Hands up from Sarah, go ahead.

1:19:57.710 --> 1:20:3.460

Cohen, Sara (DCR)

I may have an invitation that answers this question, but do we know when the next meeting is?

1:20:4.20 --> 1:20:8.330

Ron Burke

Ohh thank you for bringing up that logistic point logistics point.

1:20:8.420 --> 1:20:9.290

Ron Burke

We have not.

1:20:9.840 --> 1:20:15.980

Ron Burke

We will send around another doodle poll to get that scheduled, but we'll be looking roughly 6 to 8 weeks out.

1:20:18.530 --> 1:20:18.700

Ron Burke

Yeah.

1:20:22.850 --> 1:20:25.290

Ron Burke

Yeah, I was there.

1:20:25.300 --> 1:20:26.550

Ron Burke

Another hand up, I know.

1:20:28.490 --> 1:20:28.690

Ron Burke

OK.

1:20:29.800 --> 1:20:37.340

Ron Burke

Well, if there's no other thoughts or comments, we'll, we'll go ahead and wrap up and just, I'll just say here in conclusion.

1:20:37.400 --> 1:20:39.190

Ron Burke

Thank you again for agreeing to participate.

1:20:39.200 --> 1:20:42.390

Ron Burke

We're so excited to be working with you on this project.

1:20:42.740 --> 1:20:44.550

Ron Burke

Umm, I think.

1:20:44.940 --> 1:20:58.500

Ron Burke

I think we're all here in part because we recognize that on this particular conundrum is a real limitation to how water utilities can operate Sustainability sustainably, and how our nation could be more sustainable.

1:20:58.510 --> 1:21:5.240

Ron Burke

Broadly speaking, right, it's not just in the Water space, but also we're all very familiar with the water, energy, climate Nexus as well, right.

1:21:5.250 --> 1:21:13.680

Ron Burke

And all the other ways in which water supply management affects the resiliency of our environment and our economy.

1:21:14.510 --> 1:21:15.0

Ron Burke

Umm.

1:21:15.270 --> 1:21:18.580

Ron Burke

Or economics, or the equity of our communities.

1:21:18.590 --> 1:21:18.760

Ron Burke

Right.

1:21:18.770 --> 1:21:24.200

Ron Burke

There's just so many tentacles that kind of inter intersect, right when you talk about water.

1:21:24.270 --> 1:21:32.620

Ron Burke

And I think this particular project has the potential to really do a lot of good and we're looking forward to working with you over the next few months.

1:21:34.990 --> 1:21:35.220

Ron Burke

Alright.

1:21:35.230 --> 1:21:37.680

Ron Burke

Well, we'll just wrap it up there and again, thank you so much, folks.

1:21:37.690 --> 1:21:41.250

Ron Burke

We'll we'll be emailing you a doodle poll and get this next meeting scheduled.

1:21:43.170 --> 1:21:43.980

Heather Cooley

Thank you everyone.

1:21:43.380 --> 1:21:43.840

Holly Rosenthal

Thank you.

1:21:43.850 --> 1:21:44.520

Holly Rosenthal

Take care all.

1:21:44.80 --> 1:21:45.160

Ron Burke

Alright, thanks everyone.

1:21:44.340 --> 1:21:44.980

Karen

Thank you.

1:21:44.540 --> 1:21:44.890

Renee Willette

Thank you.

1:21:45.40 --> 1:21:45.250

Ron Burke

Have a.

1:21:45.290 --> 1:21:46.30

Ron Burke

Good day everyone.

1:21:45.340 --> 1:21:45.680

Holly Rosenthal

I've only.

1:21:45.930 --> 1:21:46.370

Jessica Evans

Thank you.

1:21:45.950 --> 1:21:46.240

Andrew Morris

Bye.

1:21:46.160 --> 1:21:47.930

Ron Burke

Take care, right?