



### Meeting minutes

Thursday, December 10, 2020

See Zoom invite for meeting access

\*\* Call Angelo Carrieri (303-961-3973) with questions about location or connection

1. Welcome and Introductions
  - a. Angelo Carrieri (Parker WSD), Lois Rellergert (Ft Collins), Jason O'Keefe (Arvada), Doug DeGroves (Ft Collins), Steve Harper (CRWA), Marena Lertch (Aurora), David Dani (CDPHE), Chris Brandewie (RCAC), Kaitlyn Beekman (CDPHE)
2. Discussion/ comments on previous meeting minutes
  - a. Lois requested that we post these on the website
3. Approval of September 19, 2020 meeting minutes
  - a. So approved
4. Recent activations
  - a. Rock Creek Mesa requested help with leak detection. Aurora Water responded. Sent 2 guys and 2 trucks, spent 18 hours, found two large leaks. Were able to fix the leaks, Rock Creek Mesa was very happy.
  - b. Town of Naturita: not an activation, but two operators both had COVID, continued working through it. CRWA circuit riders were standing by to help.
  - c. Any law enforcement problems in November or during elections? Nothing in Parker, nothing from CRWA.
    - i. Angelo reported that in the National WARN meeting, it was discussed that some east coast utilities had received threats. Douglas County Sheriffs/ Parker Police increased staffing during the week of the election, there were no credible threats made.
5. New members
  - a. High Valley Park, Three lakes WSD, Columbine Lake, North Shore WD, Town of Rye, Paradox Pipeline.
  - b. Per National WARN meeting, CO has the highest growth rate in the nation.
6. COVID updates/ effects on utilities
  - a. Angelo has meeting with EPA/AWWA tomorrow to discuss where operators rank with vaccine prioritization.
    - i. RCAC has national lobbying abilities. Chris will check into any update on their side.
    - ii. David Dani will look to see any movement on CDPHE's side
  - b. KMB asked if utilities were still holding on shutting off water to customers who don't pay.
    - i. Chris has heard complaints from small systems where customers aren't paying their bills, but the utility isn't comfortable shutting off water because of how important

hand washing is to COVID. Instead, they are installing flow reducers in the water lines that will allow them to wash their hands, but taking showers, running dishwashers, etc will be challenging.

- ii. Aurora Water stopped doing delinquent shutoffs / charging late fees in March, but has begun the practice again at the beginning of November. They did increase the threshold for shutoff from \$50 to \$200.
- iii. Ft Collins and Parker are following similar procedures.
- iv. Arvada is not charging fees or shutting off water, but they are still sending out notice that water will be shut off in 5 days. The letter seems to work. They are also offering payment plans.

#### Actions requiring follow up

1. KMB will feature EPA incident action checklist - wildfire to website
  - a. Done
2. KMB will distribute web improvements Google sheet
  - a. Done- this will be an ongoing process- if steering committee sees something they don't like on the website, they should email KMB or Kyra.
3. KMB will distribute newsletter
  - a. KMB and Kyra have developed format, several sample stories. Will send to Steering Committee for feedback and be ready to distribute by Jan 2021.
4. KMB and Angelo will discuss David's idea to survey Steering Committee re: participation
  - a. Not done- TBD
5. KMB will get CDPHE logo on website updated, add Kyra as contact on website.
  - a. Not done

#### New business

1. Website notification feature is still not working.
  - a. KMB has used MailChimp to get word out, Lois suggested we put a flag on the site to let people know the "activate" feature doesn't work. We don't want people putting requests in, thinking the notice has gone out when it hasn't.
  - b. KMB will coordinate with Kyra on this topic- hopefully she will be able to address the issue.
  - c. Steve brought up issue that MailChimps are going to people's spam folder. Given importance of this, we need to address the low open rates.
    - i. KMB, Kyra, Angelo will discuss
2. KMB is setting up a meeting with Kyra to discuss CoWARN needs, Steering Committee should email her with any concerns

