



**MINUTES
GLENDALE WATER & POWER COMMISSION**

**CITY HALL - COUNCIL CHAMBER
613 E. Broadway, 2nd Floor, Glendale, CA 91206**

Monday, August 5, 2024, 4:00 PM

1. ROLL CALL

The meeting was called to order at 4:03 p.m.

Present: President Fay, Commissioners Jazmadarian, Kedikian, Peterson and Lowery

2. CONSENT ITEMS

a. Approval of the minutes for the following meetings:

▪ **May 6, 2024**

Commissioner Kedikian abstained from the vote to approve the minutes for May 6th since he was not present for that meeting.

Moved by Commissioner Peterson, Seconded by Commissioner Jazmadarian.
The Commission unanimously approved the May 6, 2024 minutes as published.

▪ **June 26, 2024 (Special GWP Commission Meeting)**

Commissioner Peterson abstained from the vote to approve the minutes for June 26th since he was not present for that meeting.

Moved by Commissioner Jazmadarian, Seconded by Commissioner Kedikian.
The Commission unanimously approved the June 26, 2024 minutes as published.

3. GWP COMMISSION/STAFF COMMENTS

Mr. Chisom Obegolu, Assistant General Manager - Water, announced the retirement of Mr. Mark Young, General Manager of Glendale Water and Power, after 35 years of dedicated service to the City of Glendale. Mr. Obegolu welcomed Mr. Manuel "Manny" Robledo, the newly appointed Acting General Manager of Glendale Water and Power, and provided a summary of Mr. Robledo's experience.

Mr. Robledo provided a brief background of his work experience to the Commission, including his previous work for Glendale Water and Power (GWP) as an employee. The Commissioners welcomed Mr. Robledo. President Fay asked Mr. Robledo to provide input as to what projects he would like to accomplish during his tenure as Acting General Manager for GWP.

Mr. Obegolu presented the Water Conservation Art Contest for 2024, which is an annual

event open to all K-12th grade Glendale students, where students are invited to submit artwork portraying how to be water-wise, how they themselves are water-wise, along with a short message about water conservation. The entries were selected by GWP and submitted to Metropolitan Water District (MWD). Mr. Obegolu introduced Ms. Angineh Meserkhani, PBC Community Outreach Associate, who presented the winners of this year's contest:

1. Teo Kim, a 2nd grade student from Mark Keppel Elementary School, took first place!
2. Emin Abdian (not in attendance), a 7th grade student from Eleanor J. Toll Middle School, came in second place!
3. Daisy Aram Kim, a 5th grade student from Mountain Avenue Elementary School, came in third place!

An announcement was made that the 2024 winners' gallery was being showcased in the City Hall lobby, and could also be viewed on the City's website. President Fay invited the students to explain what specific art supplies were used to create their artwork; what their favorite way to conserve water is, and to tell the staff and commissioners about the inspiration for their drawings. President Fay presented the students with a certificate for their achievements and took pictures.

4. ORAL COMMUNICATIONS

None.

5. REPORTS – INFORMATION

a. The Journey from Source to Tap Video

Mr. Chisom Obegolu, Assistant General Manager - Water, introduced a video (first of several upcoming videos) with the intent to engage customers on the process of importing water and the delivering it to homes and businesses, with the goal to receive feedback from the community. Mr. Obegolu emphasized that one of the key items of focus for GWP is customer outreach and engagement by implementing critical projects (e.g., recycled water) and how to convey them to the community. Additionally, the videos will be available in several languages, specifically Spanish and Armenian. He commended the GTV team and Mr. Martin Manucharyan, Water Quality Manager, who did the voiceover for the video.

President Fay commended the GWP team for presenting the video, and suggested that GWP provide a link in the residents' digital bills to access and view the video, and/or a QR Code in the printed bills, and to continue providing follow-up videos to educate residents.

Mr. Obegolu responded to the commissioners' questions regarding the video (e.g., how long a drop of water takes to travel from Northern California to southern California, and how customers access the video presently).

b. Water Division Consumer Confidence Report

Mr. Chisom Obegolu, Assistant General Manager - Water, introduced Mr. Martin Manucharyan, Water Quality Manager, to present the 2023 Consumer Confidence Report. Mr. Manucharyan described the development of water quality regulations, and an overview of water quality legislation and standards that ensure the safety of residents' drinking water. He summarized Glendale's procedures and protocols to remain in compliance with all regulatory mandates and presented information relating to sources of water and water quality definitions, levels of detected contaminants - explaining that the

City's water continues to meet and exceed all state and federal regulatory standards and

continues to remain safe to drink – and other information contained in the Consumer Confidence Report.

He further explained that the Consumer Confidence Report is available by July 1st of each year and that GWP customers are notified of the report's availability via bill inserts, online at GlendaleCA.gov/WaterQualityReports, with customers also being able to request hard copies by calling (855) 550-4497.

Messrs. Obegolu and Manucharyan responded to Commissioners' questions regarding the Consumer Confidence Report relating to whether more tests equal higher water quality; the cost – benefits of frequent testing; the elevated Nitrate level at the Glorietta Well site; whether test samples are taken in a centralized location or various locations throughout the City; and PFAS not currently being included in the Consumer Confidence Report, and its inclusion in the future pursuant to a new mandate which will require to test and report PFAS findings effective the year 2027.

c. Customer Service Update

Mr. Chisom Obegolu, Assistant General Manager - Water, introduced Ms. Crystal Onate, Customer Service Operations, to provide the Customer Service update.

Ms. Onate presented an overview of GWP's key Customer Service areas: 1) Customer Service Statistics for Fiscal Year 2023-24 (e.g., call performance, web contacts, number of walk-in customers which approximate 78%, and total customer contacts by percentage with customer preference being telephone interaction); 2) MyGWP Online Enrollments with 49.2% of Glendale residents registered via GWP's online portal for the last fiscal year which proved to be beneficial in terms of submitting payments, viewing transaction history, account updates, and/or opting out of online billing); 3) Payment Methods offered by GWP for customers to make their payments through nine different options; and 5) Financials (e.g., payment timelines and payment assistance programs).

Ms. Onate highlighted three state funded financial assistance programs to aid customers, where customers can arrange a payment plan if they are having financial difficulties, and/or enroll in the City's Low-Income Home Energy Assistance Program (LIHEAP) which provides financial assistance to low-income electric customers whose accounts have been disconnected for non-payment, the Low-Income Household Water Assistance Program (LIHWAPP) which assisted residential water and wastewater customers until the program's closing on March 31, 2024, and the California Extended Water and Wastewater Arrearage Payment Program (CEWWAPP) which was initially offered to assist residential and commercial customers impacted during the COVID-19 pandemic and was later extended to cover arrearages from June 15, 2021 through December 31, 2022. Funds from these programs were received and applied to qualified accounts on May 1, 2024; GWP received over \$1.8 million with the three combined programs.

Ms. Onate responded to the commissioners' questions relating to the different bill payment methods and of the LIHWAPP program; GWP's practices and policies for shutting off utilities/water to customers for non-payment and the frequency of water service shut off. President Fay made a request to establish a goal for each of the five metrics, to track the progress against GWP's goals versus just compiling/reporting statistics and comparing them against previous years', and recommended that for the next Customer Service update to take the top five metrics that are most impactful and consider the goals to be established by GWP in 2025.

6. AGENDA FORECAST

The regular meeting on September 2nd will be cancelled due to the Labor Day Holiday. There is no special meeting planned. The Commissioners reviewed the Agenda Forecast for the October 7th Commission meeting and made the following suggestions:

- Commissioner Kedikian suggested that the Water Conservation/ Drought Update be moved from October 7th to the November 4th Commission Meeting in order for the Commission to concentrate on the Budget Presentation, and Water and Electric Capital Program Reports and issues at the October 7th meeting.
- President Fay suggested to add an end of the year update to look back on how the City survived the summer from a water and electric perspective, and steps needed to plan ahead for the upcoming summer.
- Commissioner Peterson suggested a strategic review and a look-ahead for 2025 (summary of challenges and long-term goals) to be scheduled for the December 2nd Commission meeting.

Before adjournment, Mr. Obegolu announced that an appreciation event will take place to honor Mr. Mark Young for his 35 years of service to the City of Glendale. The event will take place at the Police Community Room on Wednesday, August 28th, from 2:00 - 4:30 in the afternoon. Correspondence relative to the event will be sent out to the Commissioners.

Additionally, President Fay and Commissioner Kedikian conveyed their immense gratitude and commended Mr. Mark Young for his many years of dedicated and professional service to the City of Glendale, and wished him well.

7. ADJOURNMENT

Motion to Adjourn:

Moved by: Commissioner Kedikian

Seconded by: Commissioner Jazmadarian

Motion passed unanimously.

Meeting was adjourned at 5:03 p.m.