

**MINUTES
SPECIAL BOARD MEETING
OF THE SANTA FE IRRIGATION DISTRICT
BOARD OF DIRECTORS**

August 28, 2023
Santa Fe Irrigation District
5920 Linea del Cielo
Rancho Santa Fe, CA 92067

ROLL CALL - CALL MEETING TO ORDER

President Hogan called the meeting to order at 8:30 a.m.

BOARD MEMBERS PRESENT: President Michael Hogan, Vice President Frieauf, and Directors Sandra Johnson, Ron Magnaghi, and Andy Menshek were present.

STAFF AND OTHERS PRESENT: Director of Administrative Services Seth Gates, Board Secretary Celina McDowell, Public Communications Officer Teresa Penunuri, Water Conservation Technician Justin Harrod, and a member from the public were present.

PLEDGE OF ALLEGIANCE

President Magnaghi led the Pledge of Allegiance.

ORAL COMMUNICATIONS - None

ITEMS TO BE ADDED TO THE AGENDA – None

ACTIONS AND DISCUSSION ITEMS

1. Review of Updated Automated Meter Infrastructure (AMI) Portal Implementation

Board Secretary McDowell read a comment received from Ms. Marlene King of Fairbanks Ranch concurring with staff's previous memo and urge the Board to get more customers understand the many benefits of the current AMI portal.

Mr. Ken Westphal, a member of the public, shared his encouragement to the Board and emphasized the importance of harvesting meaningful data.

DAS Gates introduced and presented the item utilizing a PowerPoint presentation and responded to questions from the Board.

President Hogan inquired if it is possible to change the default the billing cycle usage and data to gallons instead of centrum cubic feet (ccf).

Vice President Frieauf and Director Johnson made a clarification that the product previously brought to the Administrative and Finance Committee was not user-friendly, complex, and lacking information.

Director Menshek agreed to all the comments from the rest of the Board members and expressed how critical it is to explore having a single sign-on.

Director Magnaghi would like have information on how many districts are using the same program, which portal has the biggest market share, and percentage of sign-up rates.

DAS Gates and PCO Penunuri informed the Board that currently, the District only have 30% of all customers' email addresses.

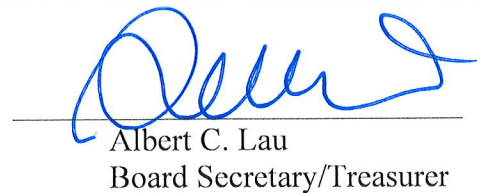
The Board concurred with staff's recommendation and in addition directed staff to do the following steps:

- Conduct a customer survey that will be distributed to those who are signed up to the District's portal via e-mail and a link will be posted on the District's website for all customers;
- Survey questions will be focus on customer benefits and available options;
- Provide the Board with a list of portals that other agencies are using including Orange and Los Angeles counties, summary of various portals available, comparison on functions, options, benefits, and capabilities, and link to each website; and,
- Feedback on customer survey questions from the Board will be discussed at the regular September Board meeting.

ADJOURNMENT

President Hogan adjourned the meeting at 9:54 a.m.


Michael T. Hogan
Board President


Albert C. Lau
Board Secretary/Treasurer