

**BOARD OF DIRECTORS
METROPOLITAN DOMESTIC WATER IMPROVEMENT DISTRICT
PIMA COUNTY, ARIZONA**

October 25, 2010

**** Board Room ****

**Metropolitan Domestic Water Improvement District
6265 N. La Cañada Drive
Tucson, AZ 85704**

MINUTES

Board Members Present: Jim Doyle, Chair
 James Tripp, Vice Chair
 Bryan Foulk, Member
 Reb Guillot, Member
 Dan M. Offret, Member

District Staff: Mark Stratton, General Manager
 Warren Tenney, Clerk of the Board
 Tullie Noltin, Recorder

Public Hearing

I. Call to Order and Roll Call

Jim Doyle, Chair of the Board of Directors of the Metropolitan Domestic Water Improvement District (District), called the Public Hearing to order at 6:00 p.m. Jim Doyle, James Tripp, Reb Guillot, Bryan Foulk, and Dan M. Offret were present.

II. Presentation about Proposed Adjustments to Rate Structure

Mike Land gave a PowerPoint presentation on the proposed adjustments to the rates.

III. Comments from the Public Regarding Proposed Adjustments to Rate Structure

Sulynda Evano, residing at 6741 North Morning Glory Drive, said she has never been truly happy with Metro Water. She used to have Tucson Water and never noticed her water bill until she moved into the Metro Water District. She said she realizes the rates are higher and there are differences in the service areas but her bills do not seem normal to her. She received a \$240 water bill this week, which was overwhelming to her because she has three children and is only

one working in her household. She called Customer Service and the first point of contact told her the water went through the meter. She was certain she did not use that much water, so Ms. Evano requested that Metro Water check the equipment. She was told Metro Water could not check for leaks but a technician was sent to her home to check the electronically read meter. She said the technician was not very nice when she came. Ms. Evano wanted to have her contractor look at the meter because compared with other meters on her street, her meter did not seem to be running right. She spoke with the Office Manager on Friday, who explained that her high bill was based on two months because the electronic meter had not responded the first month. She has spoken with a few other people from the office and she takes issue with Metro Water's claim in the rate adjustment brochure that it provides quality Customer Service. Christopher Hill, Deputy General Manager, said staff is aware of the situation and is looking into it. Mr. Doyle said he would like staff to let the Board know how the situation is resolved.

James Miller of 3045 W. Country Meadow had called to say he understood the need but is opposed to the increase. He believes there should be a rate increase or the RTA fee but not both.

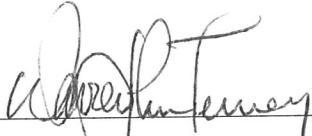
IV. Consideration and Possible Action Relating to Water Rates and Fees

Mr. Tripp motioned to approve and adopt Resolution 2010-2 to make adjustments to the established water rates and fees for the Metropolitan Domestic Water Improvement District effective November 1, 2010. Mr. Foulk seconded the motion.

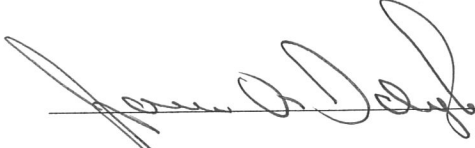
Motion passed unanimously.

V. Adjournment

Mr. Doyle made a motion to adjourn the public hearing. Mr. Foulk seconded the motion. The public hearing adjourned at 6:28 p.m.



Warren Tenney, Clerk of the Board



Jim Doyle, Chair of the Board