



CUSTOMER ADVISORY COMMITTEE



Kimberly Berg
CAC Member, Commercial



Julie Beyers
CAC Member, Residential



Ray Bohlke
CAC Member, Residential



Deborah Cartwright
CAC Member, Residential



Patti Catalano
CAC Member, Residential



Katherine Cooley
CAC Member, Institutional



Wes Ervin
CAC Member, Commercial



Michael Goble
CAC Member, Residential



Suzanne Guthrie
CAC Member, Residential



Andrew Johnson
CAC Member, Alternate



Doug MacTaggart
CAC Member, Residential



Bren Martinez
CAC Member, Residential



Dave Mitchell
CAC Member, Institutional



James Monteton
CAC Member, Residential



Richard Moore
CAC Member, Residential



Jenna Moser
CAC Member, Residential



Richard Moses
CAC Member, Residential



Mike Nishimura
CAC Member, Commercial



David Paige
CAC Member, Residential



Aimee Pfaff
CAC Member, Residential



Peg Pinard
CAC Member, Residential



Cyndi Price
CAC Member, Institutional



Chris Ralston
CAC Member, Institutional



Javed Siddiqui
CAC Member, Residential



Noe Villa
CAC Member, Institutional



Ray Riehle
CHWD Director

CHWD STAFF



Chris Castruita
CHWD Management Services Supervisor/ Chief Board Clerk



Tamar Dawson
CHWD Assistant Engineer



Paul Dietrich
CHWD Project Manager



David Gordon
CHWD Operations Manager



Madeline Henry
CHWD Management Services Specialist/ Deputy Board Clerk



Rex Meurer
CHWD Water Efficiency Supervisor



Joshua Nelson
CHWD Assistant General Counsel



Missy Pieri
CHWD Engineering Manager/District Engineer



Susan Sohal
CHWD Administrative Services Manager



Hilary Straus
CHWD General Manager



Bryan Godbe
Godbe Research



Habib Isaac
Raftelis Financial Consultants, Inc.



Roger Kohne
Harris & Associates



Andrew MacDonald
Harris & Associates



Laura Mason-Smith
Mason-Smith Success Strategies



Patti Ransdell
Circlepoint

CONSULTANTS

How to Get the Most out of the Customer Advisory Committee Experience

- Listen for understanding and show respect for all.
- Remember that everyone is going through this process to make our community a better place.
- Differences are to be understood and acknowledged rather than debated.
- Silence means only silence, not necessarily agreement, disagreement, or neutrality.
- Nothing is obvious until stated, so speak up and also surface assumptions.
- One speaker at a time -- no side conversations.
- Read the material and take some time to reflect upon it before meetings so that you are able to participate confidently and ensure that your perspectives are considered.
- Meeting or having a discussion with a majority of your fellow CAC members should be conducted during publicly advertised CAC meetings to allow members of the public to follow along with the CAC process. If, for some reason, you feel that you may need to have a verbal conversation with more than a handful of CAC members, please contact Chris and Missy to discuss how best to approach the issue.
- Please do not use your private email or mobile device to discuss CAC business with a fellow committee member. Email, text messages, and voicemail pertaining to CAC business may be considered public records that could be subpoenaed from you. If you have a question or concern, please contact Chris and Missy to discuss how best to approach the issue.
- If you feel that you cannot put your emotions aside on an issue, whether because it impacts you financially or personally, contact Chris and Missy to discuss how best to approach the issue.

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Chris' Phone: 916-735-7711

Missy's Phone: 916-735-7724

