

**CITIZENS' WATER ADVISORY COMMITTEE
(CWAC)**

Wednesday, May 6, 2026, 8:00 a.m.

Hybrid Meeting – Microsoft Teams

Legal Action Report and Meeting Minutes

1) Call to Order / Opening Statement:

CWAC Chair Steven Washburn called the meeting to order at 8:01 a.m.

2) Roll Call:

Those present and absent were:

Present:

Steven Washburn (Chair)

Representative, City Manager

William Ellett (V. Chair)

Representative, Ward 6

Hilari Varnadore

Representative, City Manager

Andrea Gerlak

Representative, City Manager

Claire Zucker

Representative, City Manager

Raul Ramirez

Representative, Ward 1

Lisa Shipek

Representative, Ward 3

Tom Prezelski

Representative, Ward 2

Robert Jaramillo

Representative, Ward 5

John Kniec

Ex-Officio (non-Voting) City of Tucson Water
Department Director

James Doyle

Ex-Officio (Non-Voting) Pima County Regional
Wastewater Reclamation Department

Absent:

Ed Hendel

Representative, Mayor

Melissa Lal

Representative, Ward 4

Alan Forrest

Representative, City Manager

- 3) Announcements** — Mrs. Rodriguez shared AZWater award winners, Reyna Woods won the Customer Service Professional award, and City Manager Tim Thomure won the Lifetime Achievement Award. Member Gerlak shared the upcoming PFAS conference at the University of Arizona in June. Additional information will be shared with the committee.

- 4) Review and approval of April 1, 2026, Legal Action Report and Meeting Minutes – Motion:** Member Zucker moved to approve the Legal Action Report & Meeting Minutes. Member Gerlak duly seconded the motion. **Discussion:** None. The motion passed on a voice vote, 9 – 0.

Member Shipek arrived at 08:07 a.m.

Member Varnadore left at 08:52 a.m.

Member Gerlak left at 09:45 a.m.

- 5) **Director's Report** - Tucson Water Director John Kmiec provided brief updates as follows:
- a) Mayor and Council items
 - b) Colorado River Update
 - c) Potable and Reclaimed Water Demands

Committee members asked questions throughout the presentation. No action was taken on this item.

- 6) **Public Affairs Update – Natalie DeRoock, Administrator**, City of Tucson Water, provided the Committee with an annual update on Tucson Water's Public Affairs Division. The presentation described the division's purpose as a strategic advisory and engagement function supporting governance, stakeholder alignment, public trust, and risk-informed communication across complex water issues. The division includes Public Information Office functions, such as strategic communications, community engagement, public education, media relations, crisis communications, as well as Intergovernmental Relations functions, including government and stakeholder engagement, legislative and policy coordination, regional partnerships, and alignment with Mayor and Council priorities.

Ms. DeRoock reviewed the division's 2026 public information campaigns, including Tucson Water's 125th Anniversary, the Sparkling Water Campaign, digital transformation, digital compliance, One Water 2100 implementation, and advanced water purification. Reporting more than 5 million touchpoints in 2025 across paid media, community engagement, customer service notifications, digital media, earned media, and owned media channels.

The presentation included a digital communications snapshot, noting strong engagement through Water Matters, websites, social media, and other public-facing communication platforms. She also reviewed top website pages, user traffic sources, and social media engagement, highlighting high-performing content related to conservation, community engagement, stormwater, Sweetwater Wetlands, the Girl Scout Takeover, and the Sparkling Water Campaign. Ms. DeRoock also summarized community engagement and outreach efforts. Customer communication efforts, Lead and Copper Rule Revisions, and annual notices.

The presentation concluded with 2026–2027 strategic priorities for both the Public Information Office and Intergovernmental Relations. Priorities include expanding proactive public education and digital engagement, modernizing customer communications and accessibility, supporting One Water 2100 and infrastructure communications, strengthening public trust through transparent communication, enhancing regional and interagency partnerships, supporting executive leadership on emerging policy issues, improving coordination with Mayor and Council offices and external stakeholders, and continuing legislative, regulatory, and governance engagement on long-term water policy matters. The committee held a lengthy discussion on drought and the utilities' outward communication and media engagement on the Colorado River negotiations. No formal action was taken.

- 7) **Subcommittee Reports** - Each subcommittee chair reviewed agenda items and discussions held at previous meetings and updated the committee on future subcommittee topics.
- 8) **Call to Audience** – Raye Winch, representative of Ward 5, inquired about the Large Quantity Water Users Ordinance and submetering at apartments and mobile home parks being added to the future agenda.
- 9) **Future Meeting / Agenda Items** – The committee was advised that the June meeting will be full with the Water Portfolio and Water Service Area Policy in addition to the Water Quality Report.
- 10) **Adjournment** – The meeting was adjourned at 9:50 a.m.

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Member Varnadore left at 08:52 a.m.
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