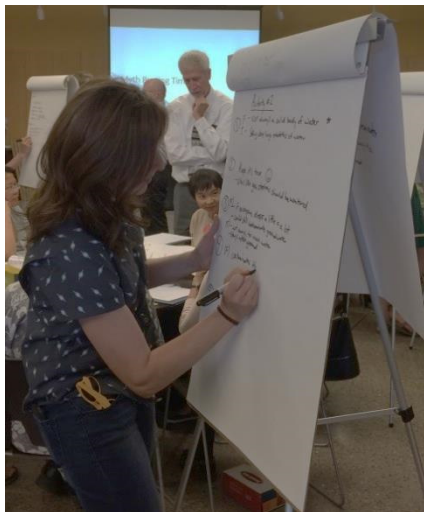




Albuquerque Bernalillo County Water Utility Authority

Fiscal Year 2018 Customer Conversations Final Report

Source Water Protection



Acknowledgements

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Thank you for an exceptional job in planning and organizing the meetings as well as preparing and training the sub-group facilitators, and leading the facilitation of the meetings.

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Executive Summary

The purpose of the Customer Conversations effort, begun in FY14, is to engage Water Authority customers through topic forums. The FY18 program focused on obtaining customer input on source water protection. There were three goals to achieve through these forums:

1. Educate participants regarding source water protection and the community's role in its success
2. Identification of focus areas for future public outreach and involvement
3. A new name for the Water Quality Protection Policy and Action Plan (WQPPAP)

Source water protection in the Water Authority's service area is a collaborative effort of three different agencies – the Water Authority, the City of Albuquerque, and Bernalillo County. The source water protection plan contains several policies to guide actions in surface water and groundwater. The 2018 Customer Conversations meetings are consistent with the plan, which states that the City, County, and Water Authority shall encourage, facilitate, and acknowledge public participation. This report will be included as an appendix to the updated plan.

98%

Customers feel that the watershed impacts their drinking water

75%

Customers are concerned about groundwater contamination affecting their drinking water supply

95%

Customers are confident that the Water Authority is appropriately addressing groundwater contamination

Customer Conversations participants, in a series of table-top exercises, explored Watershed Protection and Groundwater Contamination issues. Based on the four Customer Conversations meetings, the Water Authority now has a better understanding of the customer's views, concerns, and priorities around source water protection. The Water Authority and the collaborating agencies have been provided guidance on where to focus their outreach and education.

Water Authority customers expressed appreciation at being kept informed on source water protection matters. Based on the feedback received, they want the utility to continue with the customer outreach process. They recommend that the utility send out information several times per year, much as like the ongoing conservation messaging, as a reminder for customers to do their part in source water protection. Many customers commented that meetings were well organized, informative, and productive and felt that their input was truly welcomed.

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INTRODUCTION

The purpose of the Customer Conversations effort, begun in FY14, is to engage Water Authority customers through topic forums. Through the FY18 Goals and Objectives, the governing board directed staff to continue the initiative for a fifth year, this time as a means of obtaining customer input on source water protection.

Water Authority staff established a steering committee to oversee the development and implementation of four scheduled meetings following a format used in previous Customer Conversations forums. Staff utilized the 2011 guidance document “Assessing Customer Preferences and Willingness to Pay” from the Water Research Foundation on how to plan and conduct focus groups. The Water Authority was a participating utility in this research and was used as a case study. The Water Authority hired a facilitator to assist in the planning, organizing, and facilitating of the four Customer Conversations meetings.

All four of the planned Customer Conversations meetings were held in May 2018. Participants, all Water Authority customers, were recruited through email, the Water Authority website, the Consumer Confidence Report, and the NextDoor neighborhood social network. The two-hour meetings were held throughout the community at the following locations: 1) South Valley Senior Center; 2) Manzano Mesa Multigenerational Center; 3) Don Newton/Taylor Ranch Community Center; and 4) North Domingo Baca Multigenerational Center.

The utility’s Technical Customer Advisory Committee (TCAC) and the Water Protection Advisory Board (WPAB) hosted each meeting and members of the TCAC and WPAB attended these meetings to observe the process and listen to customer comments. The TCAC’s attendance is consistent with its mandate to assist and facilitate public review and discussion on Water Authority policies, plans and programs.

A total of 194 customers attended the four Customer Conversation meetings. Each participant received a \$20 credit on their water/sewer bill for attending. All attendees had to pre-register for the meeting online. A confirmation letter was sent to pre-registered customers a week before the meeting to confirm their registration and as a reminder to attend the event.

METHODOLOGY

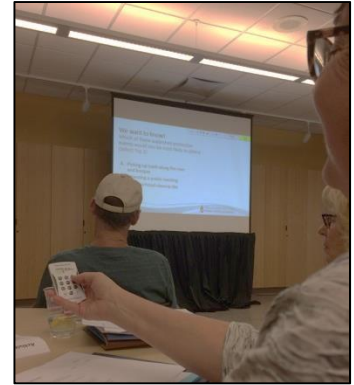
Meeting Format

Participants were assigned tables to ensure a balanced male-to-female ratio. Typically, there were two-thirds female to one-third male. At each meeting, there were seven to eight tables. Each table had a group facilitator and a recorder. The facilitator sat at the table to assist with the program, discussion and exercises. The recorder stood near the table with an easel pad to record comments or questions from the participants. About five staff members attended the meetings to answer questions during the discussion and exercises.

At the beginning of each meeting, staff provided an overview of source water protection and how this year's forums would be used to update the Water Quality Protection Policy and Action Plan (WQPPAP). There were three goals to achieve through these forums.

1. Educating participants regarding source water protection and the community's role in its success
2. Identification of focus areas for future public outreach and involvement
3. A new name for the WQPPAP

The forums focused on two main activities centered on Watershed Protection and Groundwater Contamination. Each activity utilized a combination of interactive polling and true/false statements. The first part of the activity included multiple-choice questions that were projected on a large screen. Staff utilized interactive polling that functioned through Microsoft PowerPoint, which allowed a live, real-time poll of audience members with questions embedded directly into the presentation. Participants were provided with a hand-held device that allowed them to answer the poll questions. The device communicates with a receiver plugged into the laptop that displays the presentation. The software allows staff to track poll results by the number of responses received. When the poll is closed, the results are projected in a graph for all participants to see the results of the poll. The second part of the activity utilized five True/False statements. Participants were asked to vote whether they believed the statements to be true or false and then discuss the results.



Customer utilizing interactive polling

After the activity, staff reviewed the statements with the participants, explaining why each statement was either true or false and providing examples of the Water Authority's involvement for each statement area. Excerpts from this presentation can be found in Appendix A.



Kate Mendoza, Water Authority staff, presenting information on the water protection statements.

After the two main activities, a seven-minute video was shown to the participants discussing the Water Authority's source water protection initiatives. The video is available online at: https://youtu.be/J5VR2_rMcw4. This was followed by an open table discussion.

Lastly, staff presented three options to rename the WQPPAP, the joint policy document guiding collaborative sourcewater protection efforts in Albuquerque and Bernalillo County. Participants used the interactive polling system to vote for their preferred name for the updated source water protection plan.

ACTIVITY RESULTS

Activity 1

Prior to Activity 1, staff asked an initial question associated with Watershed Protection. When asked if customers thought if the watershed impacts their drinking water, an overwhelming majority (90%) agreed with this statement.

For Activity 1, table facilitators led participants through an interactive polling activity using five true/false statements on Watershed Protection. Participants voted on each statement to indicate whether they believed the statement to be true or false. Facilitators asked for input in reviewing each statement while recorders captured the key points from the discussion. After the activity, staff reviewed the statements with the participants, explaining why each statement was either true or false and providing examples of the Water Authority's involvement for each statement area. Table 1 shows the results from the four meetings for each statement.

Table 1 – Watershed Protection True/False Statements

Statement	True	False
A watershed is only located in the mountains and does not include where I live.	3%	97%
Forests affect the quality and quantity of my drinking water.	98%	2%
Forests that have been thinned are more resilient to the impacts of catastrophic wildfires.	94%	6%
Stormwater runoff from arroyos and streets goes to a treatment plant before it reaches the river.	7%	93%
The Water Authority proactively stops diverting San Juan-Chama water during high stormwater runoff events in Albuquerque.	68%	32%

* Percentages in **RED** represent the correct answer

The majority of participants answered the statements correctly. However, there was some uncertainty regarding the statement on whether the Water Authority proactively stops the diversion of river water during high runoff events. Many customers felt that it made sense but could not explain the reasons why the Water Authority would stop the river diversion. Some

customers understood the connection between the impacts of high runoff events affecting the quality of water because of the large amounts of debris, sediment and silt coming from connected waterways. For those customers who felt that this statement was true, they wondered about the difficulty, the risk, or cost of stopping the diversion.

After the activity and staff presentation, the first question was re-pollled and the percentage increased to 98% agreement that the watershed impacts their drinking water. Three additional questions were asked via interactive polling. The purpose of these questions was to obtain a better understanding from the customers' point of view on this matter and obtain communication preferences on watershed protection information and events. Table 2 provides a summary of responses from the four meetings. Appendix B provides the detailed polling results. When asked which watershed protection event they would most likely attend, the majority preferred a neighborhood cleanup day followed by attending a public meeting or picking up trash in the bosque. In addition, a majority of customers expressed satisfaction with the information available to inform them of how to participate in watershed protection activities, with 29% very satisfied and 47% somewhat satisfied. Lastly, customers were interested in finding out about watershed protection events in their community from a variety of sources but primarily from the Water Authority newsletter.

Table 2 – Interactive Polling Questions on Watershed Protection

1. The watershed, and actions throughout, impact my drinking water	
Agree	90%
Disagree	3%
Don't Know	7%
Totals	100%
2. Repoll: The watershed, and actions throughout, impact my drinking water	
Agree	98%
Disagree	0%
Don't Know	2%
Totals	100%
3. Which of these watershed protection events would you be most likely to attend	
Picking up trash in the bosque	26%
Attending a public meeting	27%
Neighborhood cleanup day	43%
None	4%
Totals	100%
4. How satisfied are you with the information available to let you know how to participate in watershed protection?	
Very satisfied	29%
Somewhat satisfied	47%
Not satisfied	16%
Don't Know	8%
Totals	100%

5. We want to know! How would you like to find out about watershed protection events in your community?	
Water Authority Newsletter	37%
Websites	20%
Social Media	15%
Neighborhood Association	17%
Radio	11%
Totals	100%



Roundtable Discussion of at South Valley Meeting

Activity 2

Prior to Activity 2, staff asked a question regarding Groundwater Contamination. Participants were asked about their level of concern about current or future potential groundwater contamination affecting their drinking water supply. The majority (79%) were very concerned about this possibility.

For Activity 2, table facilitators led participants through the activity of five true/false statements on groundwater contamination. Participants voted on each statement whether they believed the statement to be true or false. Facilitators asked for input in reviewing each statement while recorders captured the key points from the discussion. After the activity, staff reviewed the statements with participants explaining why each statement was either true or false and providing examples of the Water Authority's involvement for each statement area. Table 3 shows the results from the four meetings for each statement.

Table 3 – Groundwater Contamination True/False Statements

Statement	True	False
Groundwater is an underground river or lake.	49%	51%
The Water Authority maintains an up-to-date list of known groundwater contamination sites in order to protect drinking water quality.	95%	5%
Pouring a small amount of waste on the ground will not cause a problem.	8%	92%
The best way to get rid of medication is to flush it down the toilet.	1%	99%
The Water Authority monitors its wells more frequently in areas where groundwater contamination is a concern.	92%	8%

* Percentages in **RED** represent the correct answer

The majority of participants answered the statements correctly. However, there was some uncertainty regarding the first statement on whether groundwater could be characterized as an underground river or lake. Many stated that they did not understand the connection between surface water and groundwater. One reason why participants had difficulty answering the question is they needed more clarification on defining groundwater. Is groundwater defined as the aquifer or water table? Some felt that even though groundwater and surface water are both fresh bodies of water, there are distinct differences in how water flows for both types. Overall, many felt that the question could have been worded differently or did not understand the intent of the question.

After the activity and staff presentation, the first question was re-pollled and the percentage decreased slightly to 75% about how concerned they are about groundwater contamination affecting their drinking water. Four additional questions were asked via interactive polling. The purpose of these questions was to obtain a better understanding from the customers’ point of view on this matter and obtain communication preferences on groundwater contamination information and events. Table 4 provides a summary of responses from the four meetings. Appendix B provides the detailed polling results. Almost half of customers were very confident that the Water Authority is appropriately addressing groundwater contamination. About half reported that they have never attended a public meeting addressing groundwater contamination. When asked how they would like to be informed on this matter, almost one-third preferred televised news, followed by websites, their neighborhood association, social media, or radio. When asked if they would participate in a Saturday household hazardous waste disposal event, about half stated that they would very likely participate in this type of event.

Table 4 – Interactive Polling Questions on Groundwater Contamination

6. How concerned are you about current or future potential groundwater contamination affecting your drinking water supply?	
Very concerned	79%
Somewhat concerned	20%
Not at all concerned	2%
Don't Know	0%
Totals	100%
7. Repoll: How concerned are you about current or future groundwater contamination affecting your drinking water supply?	
Very	75%
Somewhat	21%
Not at all	4%
Don't Know	0%
Totals	100%
8. Follow up: How confident are you that the Water Authority is appropriately addressing groundwater contamination?	
Very	47%
Somewhat	49%
Not at all	2%
Don't Know	2%
Totals	100%
9. We want to know! How often have you attended a public meeting addressing groundwater contamination?	
Frequently (4+ meetings per year)	3%
Often (2-4 meetings per year)	9%
Occasionally (about 1 meeting per year)	37%
Never	51%
Totals	100%
10. We want to know! How would you like to be informed about groundwater contamination sites in Albuquerque?	
Televised News	29%
Social Media	15%
Websites	23%
Neighborhood Association	18%
Radio	15%
Totals	100%
11. We want to know! How likely are you to participate in a Saturday household hazardous waste disposal event?	
Very likely	50%
Somewhat likely	39%
Not at all likely	8%
Don't Know	3%
Totals	100%



*Rick Shean,
Water Authority Staff,
responding to
customer questions
during open table
discussion*

Activity 3

Following the seven-minute video discussing the Water Authority's source water protection initiatives, the facilitators led an open discussion based on the two preceding activities and the video. Some of the questions asked during this discussion included:

- What had real meaning for you from what you've heard? What surprised you? What challenged you?
- What's missing from this picture so far? What is it we're not seeing? What do we need more clarity around?
- What else do you think the Water Authority can do to protect Source Water? What else do you think the Water Authority can do to minimize/monitor groundwater contamination?
- What do you think are the best ways for the Water Authority to educate/connect with its customers to protect Source Water?

Overall, customers expressed appreciation for the Water Authority's attention to water quality and its proactive efforts to protect and monitor source water quality. Many customers felt it is important to improve public outreach on source water protection and communicate how the utility is achieving its goals. These concerns, notwithstanding, customers noted how well the utility educates youth through its education program. Many customers did not know about the Rio Grande Water Fund but were pleased with the utility's involvement in this collaborative program. Several commented that they were impressed with the source water protection video and the award that the Water Authority received this year based on its accomplishments. Customers also appreciated the opportunity to discuss source water protection with fellow customers, hear different points of view, and the ability to voice their concerns on the topic.

Additional Comments and Recommendations:

- Education on proper medication disposal and improve availability of drop-off locations
- Develop customer outreach program on source water protection for adults and youth
- Keep public educated on the status of groundwater contamination sites including the Kirtland AFB fuel spill
- Coordinate with other agencies on communicating hazardous waste disposal drop-off days or events
- Change information on bill inserts seasonally regarding source water protection
- Provide independent information on the effects of herbicides and pesticides on utility newsletter
- Public needs to be informed regarding the chemicals used at parks and open space
- Public needs to be informed of oil and gas developments in the Middle Rio Grande Basin and the possible impacts from fracking
- Education on how water is cleaned, filtered, and purified and the source of water
- Create a simplified version of the water quality report to make it more understandable – need to know that some contaminants are naturally occurring
- Concern of farming non-point source pollution impacts to water quality
- Provide information to customers on lead in the water

Report Out

Group facilitators reported out on the outcome from the group activities. Facilitators summarized their table's discussions from the true/false statements and/or ideas or suggestions resulting from the open table discussion.



Group Facilitator reporting out results from activities and open discussion

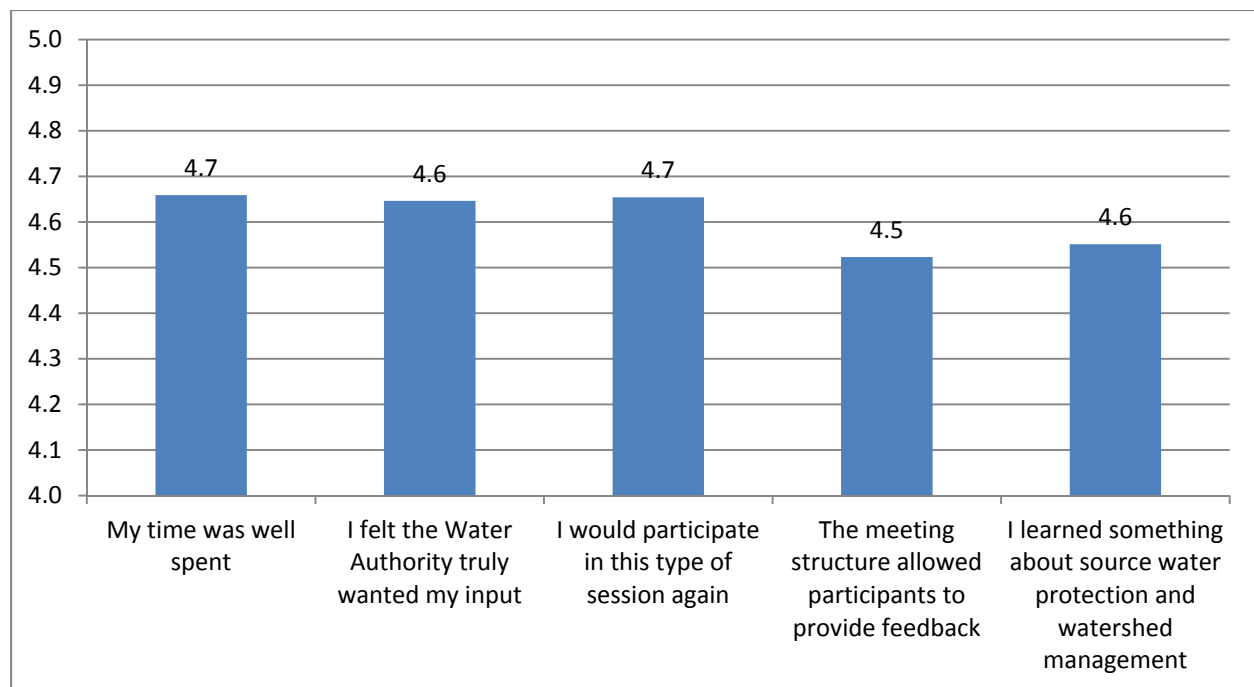
EVALUATIONS

At the end of the meeting, staff asked the participants to complete an evaluation form for feedback on the meeting and process. Participants were asked to rate five statements on a scale of 1-5 with 1 indicating no agreement and 5 indicating complete agreement. The five statements were:

- My time was well spent
- I felt the Water Authority truly wanted my input
- I would participate in this type of session again
- The meeting structure allowed participants to provide feedback
- I learned something about source water protection and watershed management

From the cumulative score of the four meetings, participants rated these five areas 4.5 or higher on a scale of 1 to 5 as shown in Figure 1. Participants were also invited to provide additional comments on their evaluation form that can be found in Appendix C.

Figure 1 – Meeting Evaluation Scores



CONCLUSIONS

Water Authority customers appreciated being kept informed on source water protection matters. Based on the feedback received, they want the utility to continue with the customer outreach process. They recommend that the utility send out information several times per year (like ongoing conservation messaging) as a reminder for customers to do their part in watershed protection and addressing groundwater contamination. Many customers commented that meetings were well organized, informative, and productive and felt that their input was truly welcomed.

From the forum activities, the Water Authority now has a better understanding of the customer's views, concerns and priorities around source water protection. The Water Authority and collaborating agencies have been provided guidance on where to focus their outreach and education. An overwhelming majority (98%) of customers feel that the watershed impacts their drinking water. They are also very concerned (75%) about current or future potential groundwater contamination affecting their drinking water supply. Notwithstanding, 47% are very confident and 49% somewhat confident that the Water Authority is appropriately addressing groundwater contamination.

Customers were able to weigh in on renaming the source water protection plan, currently called the Water Quality Protection Policy and Action Plan. Overwhelming, participants favored the new name – Rivers and Aquifers Protection Plan (RAPP). The RAPP represents the work of three different agencies – the Water Authority, the City of Albuquerque, and Bernalillo County. The RAPP contains policies to guide actions in surface water and groundwater. The 2018 Customer Conversations meetings are consistent with a RAPP policy that the Water Authority should encourage, facilitate, and acknowledge public participation. This report will be included as an appendix to the RAPP when it is adopted the Water Authority Governing Board in Fall 2018.

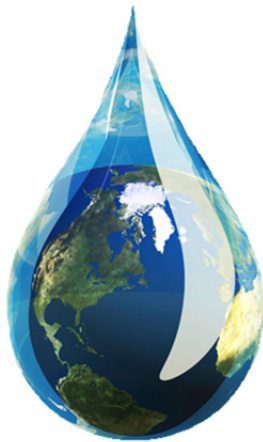
Appendix A – Presentation Slides

Customer Conversations *Source Water Protection*

2018 Update to the
Water Quality Protection Policy and Action Plan



Working together to protect our drinking water



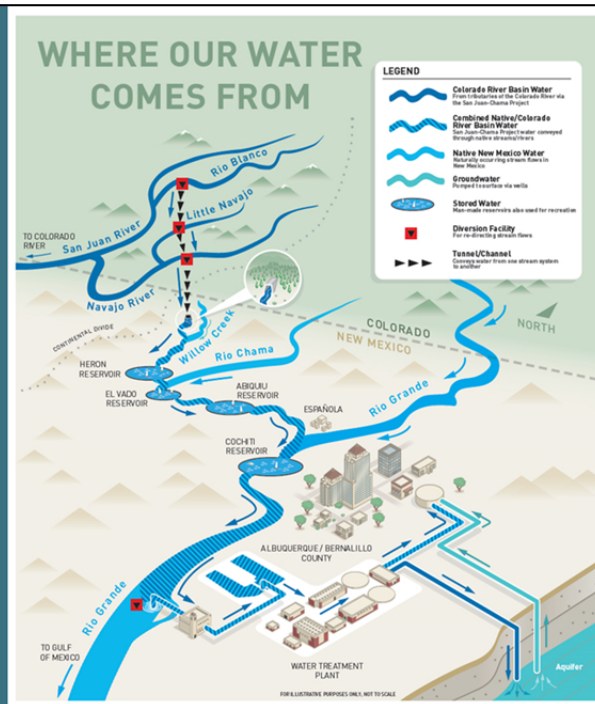
Goal: A better understanding of source water protection and your role in its success.

Goal: Identification of focus areas for future public outreach and involvement.

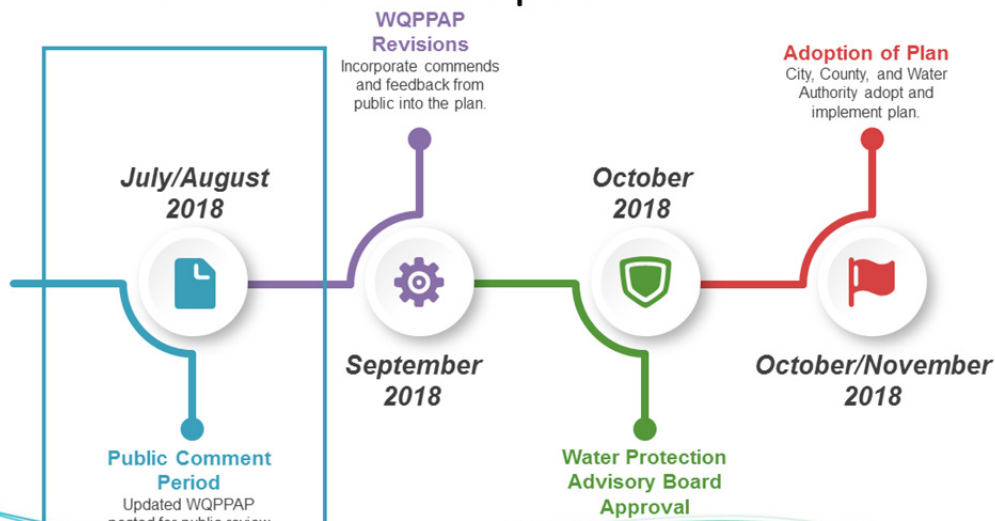
Goal: A new name for the WQPPAP.



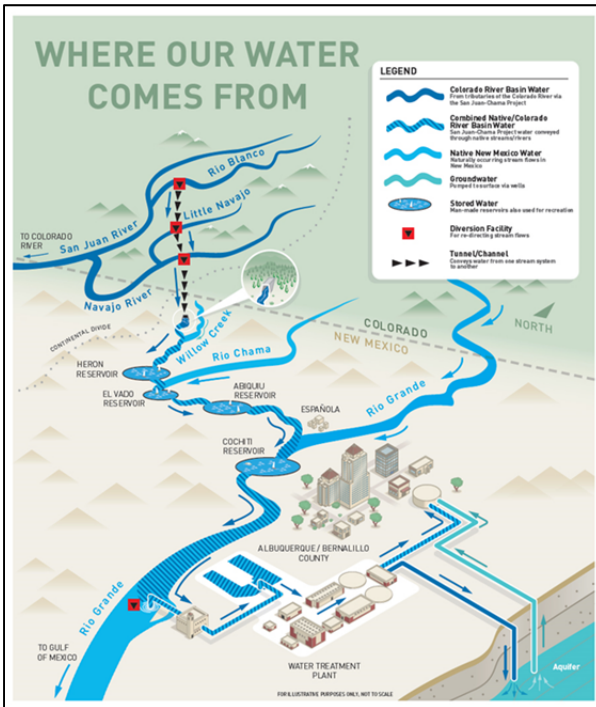
Where Our Water Comes From



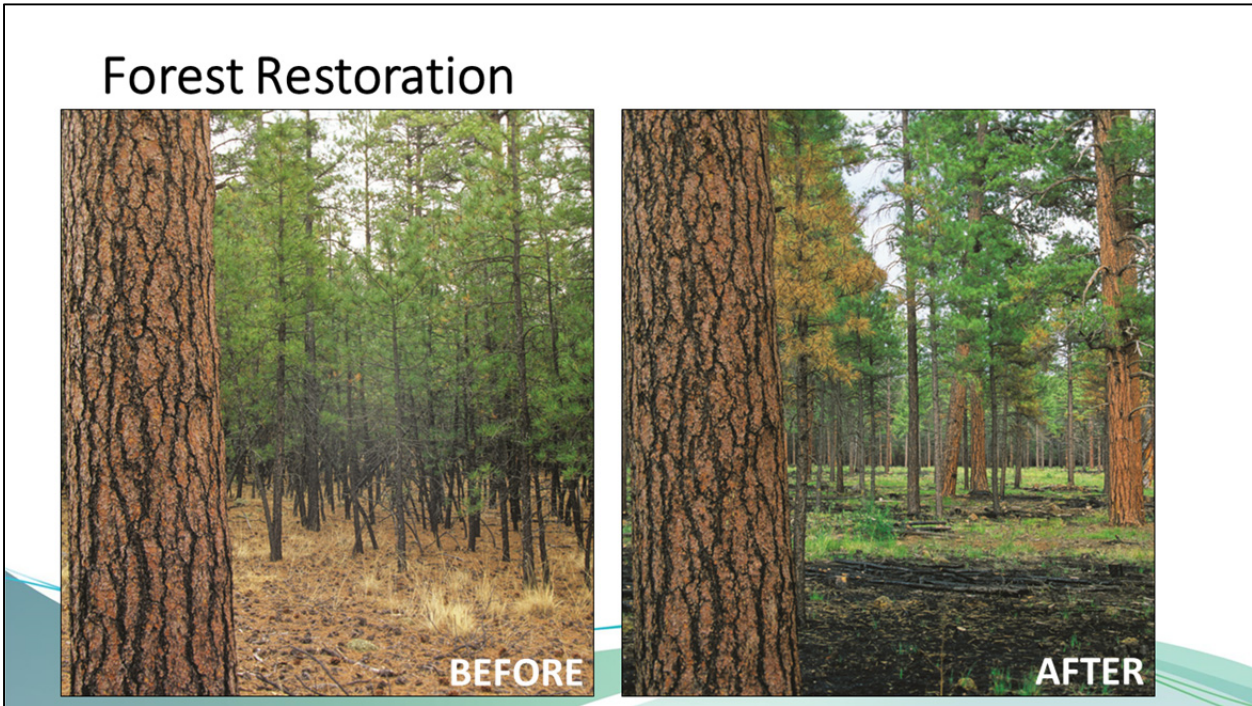
Timeline for the 2018 Update



Albuquerque Bernalillo County
Water Utility Authority



No matter where you stand, you're in a watershed



Unhealthy

Watersheds

Healthy



Watershed Protection Activity Answers

	TRUE	FALSE
A watershed is only located in the mountains and does not include where I live.		✘
Forests affect the quality and quantity of my drinking water.	✘	
Forests that have been thinned are more resilient to the impacts of catastrophic wildfires.	✘	
Stormwater runoff from arroyos and streets goes to a treatment plant before it reaches the river.		✘
The Water Authority proactively stops diverting San Juan-Chama water during high stormwater runoff events in Albuquerque.	✘	

Water Authority Actions

- Contributing \$200,000 a year over the next five years for forest restoration
 - The Nature Conservancy's Rio Grande Water Fund
 - Forest thinning in San Juan-Chama headwaters
- Education programs including the River Is Ours (RIO) field trips for all 4th graders



 Albuquerque Bernalillo County
Water Utility Authority

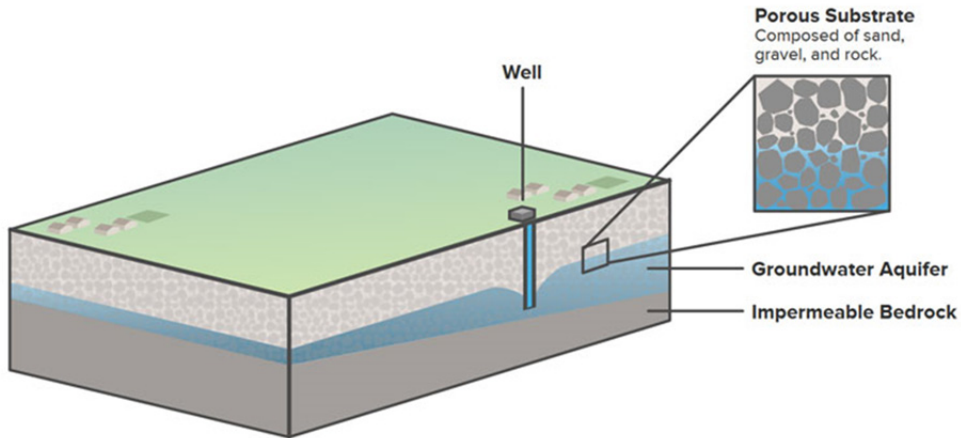
How you can get involved

- Plant a drought tolerant tree (there's a rebate for that!)
- Dispose of household chemicals and waste properly
- Drinking from a reusable water bottle
- Recycle yard waste
- Dispose of pet waste properly



 Albuquerque Bernalillo County
Water Utility Authority

What is Groundwater?



Albuquerque Bernalillo County
Water Utility Authority

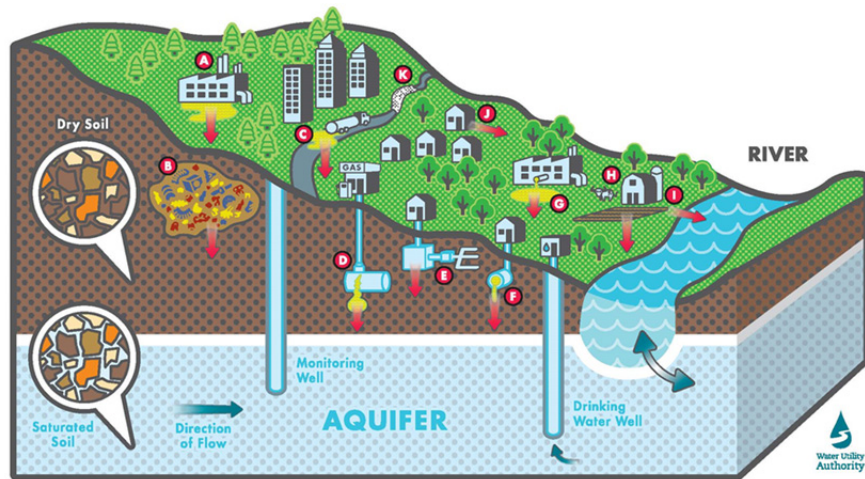
Groundwater Contamination Activity Answers

	TRUE	FALSE
Groundwater is an underground river or lake.		✘
The Water Authority maintains an up-to-date list of known groundwater contamination sites in order to protect drinking water quality.	✘	
Pouring a small amount of waste on the ground will not cause a problem.		✘
The best way to get rid of medication is to flush it down the toilet.		✘
The Water Authority monitors its wells more frequently in areas where groundwater contamination is a concern.	✘	

water utility Authority

POTENTIAL SOURCES OF GROUNDWATER CONTAMINATION

A Commercial and Industrial Leaks and Spills	E Septic Tank and Drain Field	I Agricultural Runoff
B Legacy Landfill	F Leaking Sewer	J Urban Runoff
C Accidental Spills	G Industrial Waste Lagoon	K Road Salt/De-icing Compounds
D Leaking Underground Storage Tank	H Pesticides and Fertilizers	



Water Authority Actions

- Continual update to the list of groundwater contamination sites
- Groundwater assessment will guide Water Authority actions
- Establish well head protection areas
- Holds responsible parties accountable for cleanup of contamination
- Increased monitoring of water supply wells

How you can get involved

- Attend public meeting for groundwater contamination sites
- Proper use and disposal of household waste
- Provide comment on the updated Water Authority source water protection plan (coming Summer 2018)
- Participate in outreach events



 Albuquerque Bernalillo County
Water Utility Authority

It takes a community

- Source water protection is a practice
- Our actions at home and throughout the watershed can affect our water
- Source protection involves each of us, individually, as well as at the local and state agency levels
- Public outreach and education can make a difference



Our path to
**CLEAN
WATER**



Appendix B – Interactive Polling Results

1. The watershed, and actions throughout, impact my drinking water										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Agree	80%	35	96%	51	96%	44	86%	42	90%	172
Disagree	9%	4	0%	0	2%	1	2%	1	3%	6
Don't Know	11%	5	4%	2	2%	1	12%	6	7%	14
Totals	100%	44	100%	53	100%	46	100%	49	100%	192
2. Bringing it back: The watershed, and actions throughout, impact my drinking water										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Agree	95%	39	100%	56	98%	45	100%	48	98%	188
Disagree	0%	0	0%	0	0%	0	0%	0	0%	0
Don't Know	5%	2	0%	0	2%	1	0%	0	2%	3
Totals	100%	41	100%	56	100%	46	100%	48	100%	191
3. Which of these watershed protection events would you be most likely to attend										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Picking up trash in the bosque	32%	23	25%	25	29%	24	21%	19	26%	91
Attending a public meeting	25%	18	26%	26	25%	21	30%	27	27%	92
Neighborhood cleanup day	38%	27	46%	46	42%	35	45%	40	43%	148
None	6%	4	4%	4	5%	4	3%	3	4%	15
Totals	100%	72	100%	101	100%	84	100%	89	100%	346
4. How satisfied are you with the information available to let you know how to participate in watershed protection?										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Very satisfied	31%	13	38%	20	15%	7	33%	16	29%	56
Somewhat satisfied	48%	20	45%	24	47%	22	47%	23	47%	89
Not satisfied	17%	7	9%	5	23%	11	16%	8	16%	31
Don't Know	5%	2	8%	4	15%	7	4%	2	8%	15
Totals	100%	42	100%	53	100%	47	100%	49	100%	191
5. We want to know! How would you like to find out about watershed protection events in your community?										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Water Authority Newsletter	42%	27	33%	33	39%	36	35%	32	37%	128
Websites	19%	12	21%	21	14%	13	25%	23	20%	69
Social Media	13%	8	15%	15	14%	13	17%	16	15%	52
Neighborhood Association	20%	13	19%	19	20%	19	9%	8	17%	59
Radio	6%	4	11%	11	13%	12	14%	13	11%	40
Totals	100%	64	100%	99	100%	93	100%	92	100%	348

6. How concerned are you about current or future potential groundwater contamination affecting your drinking water supply?										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Very concerned	85%	35	77%	40	69%	34	85%	39	79%	148
Somewhat concerned	10%	4	21%	11	31%	15	15%	7	20%	37
Not at all concerned	5%	2	2%	1	0%	0	0%	0	2%	3
Don't Know	0%	0	0%	0	0%	0	0%	0	0%	0
Totals	100%	41	100%	52	100%	49	100%	46	100%	188

7. Bringing it back: How concerned are you about current or future groundwater contamination affecting your drinking water supply?										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Very	78%	32	86%	48	61%	31	76%	35	75%	146
Somewhat	22%	9	9%	5	33%	17	22%	10	21%	41
Not at all	0%	0	5%	3	6%	3	2%	1	4%	7
Don't Know	0%	0	0%	0	0%	0	0%	0	0%	0
Totals	100%	41	100%	56	100%	51	100%	46	100%	194

8. Follow up: How confident are you that the Water Authority is appropriately addressing groundwater contamination?										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Very	36%	15	52%	31	55%	26	43%	20	47%	92
Somewhat	64%	27	42%	25	43%	20	52%	24	49%	96
Not at all	0%	0	2%	1	2%	1	2%	1	2%	3
Don't Know	0%	0	5%	3	0%	0	2%	1	2%	4
Totals	100%	42	100%	60	100%	47	100%	46	100%	195

9. We want to know! How often have you attended a public meeting addressing groundwater contamination?										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Frequently (4+ meetings per year)	2%	1	5%	2	2%	1	2%	1	3%	5
Often (2-4 meetings per year)	7%	3	7%	3	6%	3	15%	7	9%	16
Occasionally (about 1 meeting per year)	37%	15	34%	15	33%	16	44%	21	37%	67
Never	54%	22	55%	24	58%	28	40%	19	51%	93
Totals	100%	41	100%	44	100%	48	100%	48	100%	181

10. We want to know! How would you like to be informed about groundwater contamination sites in Albuquerque?										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Televised News	32%	24	24%	27	31%	30	29%	26	29%	107
Social Media	8%	6	17%	19	13%	13	19%	17	15%	55
Websites	23%	17	24%	27	21%	20	26%	23	23%	87
Neighborhood Association	19%	14	23%	26	22%	21	9%	8	18%	69
Radio	18%	13	12%	14	13%	13	17%	15	15%	55
Totals	100%	74	100%	113	100%	97	100%	89	100%	373

11. We want to know! How likely are you to participate in a Saturday household hazardous waste disposal event?										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Very likely	41%	17	51%	30	56%	28	50%	23	50%	98
Somewhat likely	46%	19	36%	21	38%	19	39%	18	39%	77
Not at all likely	7%	3	10%	6	4%	2	11%	5	8%	16
Don't Know	5%	2	3%	2	2%	1	0%	0	3%	5
Totals	100%	41	100%	59	100%	50	100%	46	100%	196

12. Naming the Plan: Vote for one of the three names below for the Water Authority's source water protection plan										
	May 1 Meeting		May 8 Meeting		May 16 Meeting		May 30 Meeting		All Meetings	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Pristine Waters	14%	6	24%	12	19%	9	20%	9	20%	36
Rivers and Aquifers Protection Plan (RAPP)	67%	28	71%	35	71%	34	76%	34	71%	131
Watershed Waters Integrated Source Protection (WWISP)	19%	8	4%	2	10%	5	4%	2	9%	17
Totals	100%	42	100%	49	100%	48	100%	45	100%	184

Appendix C – Customer Comments

Meeting Date: May 1, 2018

Recorder: K. Bicknell

Facilitator: S. Gonzalez-Alei

Table #: 1

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- Customers decided a watershed is anyplace where water exists.
- Water is circular in its nature, thus any form it is in (groundwater, river water, and lakes) is a part of a watershed, and many of these forms are not always in the mountains.
- Albuquerque may be built on some sort of body of water, and since a watershed is where any water exists, our city must be in a watershed
- Customers can see water flow as runoff during storm events and the water flows everywhere in the city, not just in the mountains.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Forests need nourishment i.e., they consume water.
- Forests help keep water from evaporating, filter air pollution, prevent erosion and filter water.
- Fires impact water quality (but don't understand why).
- The answer depends on the health of the forest.
- Trees protect the supply of water and stabilize the water table.

Additional Comments:

- What is a healthy forest?

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

Four customers voted that this statement is TRUE with the following comment:

- A customer recalled the Los Conchas fire, claiming it was so terrible because there was too much debris in the forest that caught fire. They then recalled this debris had an additional influence on our waterways.

Two customers voted that this statement is FALSE, or at least that they weren't sure if it is true, with the following comments:

- Yellowstone does not thin all of their forests, so they must believe leaving the forest as it is has some purpose. The customer was not sure why Yellowstone National Park operates this way,

but feels if they do not think thinning is always necessary it is because doing so does not always prevent catastrophic forest fires.

- Someone remarked this would be false if people did not exist, in that forests have a natural ability to thin themselves, but humans led to overcrowding of forests by trying to preserve them.
4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comment:

- Drains say “This goes directly to the river,” which is all they need to see in order to understand the runoff is not treated by our wastewater treatment plant
5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Four customers voted that this statement is TRUE, noting the following:

- The Water Authority doesn’t want to waste water.
- They stop diverting because we don’t need the water in this situation.
- Heron reservoir could store San Juan Chama water during high flood events so the Utility doesn’t have to let the Chama water enter the Rio Grande system; they can just store it in Heron until the storm passes.
- Some customers generally did not understand why this is true but felt it was nonetheless.

Two customers voted that this statement is FALSE with no noted comments.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All customers voted that this statement is TRUE with the following comments:

- There are pools of groundwater.
- One customer has seen water flow from the foothills, disappear into the sandy arroyos, and reappear at the river
- Groundwater doesn’t move (like a lake)

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted this statement is TRUE with the following comments:

- A list of superfund sites exists, so the Water Authority must have access to it.
- The Utility will act on sites that concern them to protect water.
- A customer discussed when the Utility pumped water into the aquifer to dilute high concentrations of arsenic in the South Valley.

Additional Comments:

- The customers expressed concern about sites might be unknown to the Utility or the EPA but known to the person or business that caused the contamination. Customers were concerned about the effectiveness of the Utility and EPA to monitor and keep up with all contaminated sites.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comments:

- If everyone thought this way, these spills would become a major problem.
- Customers noted, based on conversations they've had with people in the city who illegally dump waste, that there are people who believe that since oil came from the earth, it can go back to the earth without harm (which these customers know is incorrect).
- All spills go to groundwater, but it was noted that sediment can filter it. A question arose around this regarding how long it would take for sediment to filter a spill.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- Everyone overwhelming knew this was not a good thing to do.
- This information, as well as information on where/how to properly dispose of medication, needs to be very publicized

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

Five customers voted that this statement is TRUE with the following comments:

- If the utility did not monitor the well(s), then there would be an increased chance the contamination would enter our drinking water system because the utility was unaware of it. The customer was saying it is in the best interest of the utility to monitor any wells that may be at risk to protect their consumers

Two customers voted that this statement is FALSE with the following comments:

- How does the Water Authority know whether the groundwater is contaminated if there is not a well in place to extract the water to test for the contamination (kind of a chicken before the egg situation).
- Customers need to know more about contaminated sites.
- Generally don't know.

OPEN TABLE DISCUSSION

One customer was surprised at how much ABQ relies on surface water.

It also became clear from the discussion that:

- Customers want more clarity about how private well health is determined, and about how the Water Authority ensures good groundwater for private wells.
- Customers were happy with the Water Authority's attention to water quality.
- Proper medication disposal protocol should be posted at every pharmacy in the city.
- Customers are concerned about rate increasing due to drought
- Street drains should be in both Spanish and English (the ones that say "this water goes to the Rio Grande").

Meeting Date: 5/1/2018

Recorder: Christina Hoberg

Facilitator: Ed McCorkindale

Table #: 2

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted FALSE with the following comments:

- This isolates watershed to mountains, so not correct. They are all kinds of places.
- The aquifer under us stretches from Ohio
- Not sure, but they are not only in mountains. What if there are no mountains?
- Ogallala Aquifer stretches across many states and is the same aquifer.
- The watershed is not only in mountains.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- In general, everything affects everything else, so forests will affect the quality and quantity of water.
- Impurities are cleaned out of the water (affecting water quality). Where there are trees there are also clouds and rainfall (which affects quantity).
- Trees turn carbon dioxide into oxygen and this purifies the air; trees are also located where there is rain; when it rains the water purity is better where there are trees.
- Quality of rain is purified by the forest.
- Trees grow where there is water, so this must be a factor affecting the water. Not sure how though.
- Forests keep moisture in the soil, but not sure it increases quantity though it does prevent evaporation of soil moisture, which leads to more groundwater.
- The Amazon rainforest gets more rainfall than other places, as it creates its own rain. Rain falls where there are trees and this changes the amount (quantity) of water you will have.
- Where there is more shade, there will be less evaporation.

1. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers at voted that this statement is TRUE, with the following comments:

- The clearing of underbrush makes the forest more resilient.
- Environmental statements say taking out the stumps by grinding, then planting new trees, protects against wildfires.
- The Bosque is being cleared for wildlife when there is too much underbrush, which is another reason to thin the forest in addition to helping with wildfires.
- The Rio Grande is being cleared to prevent forest fires.
- Thinning refers to the clearing out of brush and removal of trees. Seeds left behind allow new growth and stabilize the soil.
- Whether or not a forest should be thinned depends on the forest – if there are too many trees then some should be removed; if there is too much brush, that should be removed (i.e., leaves and overgrowth).
- It's not clear whether big forests have ever been totally cleared, but they should be.
- Bark beetle is killing trees, and tree removal takes care of the forest.
- Helps with competition of resources between tree species. Unhealthy forests have trees too close together, which causes them to not grow as well.

ADDITIONAL COMMENTS:

Bark beetle is considered a big concern in our area, leading to 30% of trees being killed.

1. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comments:

- It should, but doesn't. North and South diversion channels directly to river.
 - Never heard on TV that it goes to treatment plant.
 - Signs say that it drains directly to the river.
 - Heard it goes to rivers so we need to be careful what goes in drains.
 - Too much garbage gets into the drains, a treatment plant can't get all of it.
2. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

One customer voted that this statement is TRUE, with the following comments:

- No idea; don't know if this is true.
- It seems smart to divert.

The remaining customers voted that this statement is FALSE with the following comments:

- What is considered diverting? Not distributing?
- Do they flush the system? It would be a clean system faster with high runoff events if the system was flushed.

- Water storms off the mountains and then the river is contaminated. So it makes sense to continue the water and not divert. Lake levels rise, the water feeds the reservoir so you need to push it down the river rather than hold on to it.
- The San Juan Chama mine spill caused contamination in the river; and the WA didn't stop or divert. They just let nature take its course.
- Navajo drinking water was affected by the contamination from the San Juan Chama and the water flow couldn't be stopped. It wasn't diverted. Fly fishing was affected as well.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Four customers voted that this statement is TRUE with the following comments:

- This statement sums it up.
- Don't picture it that way, but it is a river even though it's underground.
- The soil filters the water when we get rain and then it's underground.
- There may be an exception, but I believe that farmers wells which are tapping into groundwater are from these sources.
- I can't think of any other descriptors; the aquifer is like a lake.

One customer voted that this statement is FALSE with the following comment:

- This sounds like a trick question. You don't say you are standing on a river or lakes, it's groundwater. I don't think it's the same thing as a river or lake.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

The customers who voted that this statement was TRUE made the following comments:

- I hope so! All of us are in trouble if not.
- There was a report in the mail on what is in the water. They measure samples. I've seen reports on something in samples like *E. coli* in other places, therefore they are testing the water for contamination.
- The EPA is responsible to let us know
- I saw an article about bad drinking water and the residents had to use bottled water.

The customers who voted that this statement is FALSE made the following comments:

- If the Water Authority knew about contamination sites, why would we have them? Wouldn't they get cleaned up? How would a list help if there was nothing being done.
- The Water Authority doesn't always know where there is contamination.

Additional Comments:

One customer believes he knows where there is a contaminated site that the WA doesn't know about. He was directed to, and did, provide anonymous information to a WA representative present at the meeting.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

One customer voted that this statement was TRUE with the following comments:

- How small? What is waste? If your dog poops in far off in the wilderness, you don't put it in a bag and take it home with you. What about the bears that poop in the forest? Is that waste? A handful wouldn't cause a problem, but if a lot of people do it, it would ruin the water.

The remaining customers voted that this statement was FALSE with the following comments:

- Everything we do has an impact. Waste leads to air contamination, which leads to acid rain.
- An example is oil from a car. What matters is the quantity of people doing it that multiplies the effects of waste.
- New York City has so many people, if they all put a small amount it would cause a problem (The customer was indicating it would still be a problem here, it is just the multiplied amount of contaminated areas, not how big or small any amount of contamination is.)

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

The customers who voted that this statement was TRUE made the following comments:

- It would never go to the river – it goes to purification plant.
- This may not be a bad solution because it will be filtered.

The customers who voted that this statement is FALSE made the following comments:

- A sealed jar with litter or coffee grounds is the best way, and then into the trashcan.
- Fish on the other end would end up getting the meds.
- Turning it into the police department may be the best way. It depends. There are turn-in events for medications.
- This is the same problem as the issue raised by the statement about a small amount of waste; a lot of people doing it adds up.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comments:

- This would make sense – I hope so!
- Yes, the Water Authority needs to monitor movement of contamination more frequently. The more often they monitor a site (i.e., once a week vs. once a month), the more data they would have. More is better at contaminated sites.

OPEN TABLE DISCUSSION

- The customers learned the following as a results of questions directed to Water Authority experts:

- Regarding medications, treatment removes medication contamination from upstream. But the wastewater plant doesn't clean the water out for future users downstream.
- It's the responsibility of EPA to monitor/handle the San Juan contamination: Our water doesn't come from that source so we continued using because it was not a problem from the tributaries we use. Those were not contaminated. People who drank the water from that side of the river were affected. The EPA's responsibility is complicated.
- The NM Environmental Department, a State agency, handles contamination.
- One customer asked how to alert the Water Authority to a suspected contamination site. He was directed to WA personnel who were present.
- As to the Kirtland spill elimination timeline, it is a big source of contamination. The Water Authority is figuring where/what remedies are best, and it is being monitored. A well in the center of the spill is pulling up contamination. Oxygen is pumped in for microbial remediation. It will be a decades-long process. One customer was particularly surprised by the size of the contamination.
- In the event of an emergency, Albuquerque has 3 days of water in reservoir. They have back-up pumps. It would depend upon the time of day of a power shut off. There is some power for an emergency, but the electric pumps couldn't use gasoline. Some solar array to drinking water plant and methane would extend this time by 2-3 days.
- With regard to the Water Authority's position on the Supreme Court case with Mexico/Texas, and the effect it could have on our water supply if we need to give more, while we may lose some water, the dispute is with the Lower Rio Grande (below Elephant Butte) so it shouldn't affect us.
- The Aquifer level has been rising since 2008, as much as 40 ft. in some area. The AWA has underground water storage projects in winter when we have extra rainfall/snow to build up our water storage for extra capacity.
- With regard to large construction projects like Santolina that require additional water, the Water 2120 plan is a plan for all the people living in the area including projects like Santolina or other new building on the westside. We are not over-growing our water supply.

Meeting Date: 5/1/2018

Recorder: Maurice P. Cruz

Facilitator: Karen Kline

Table #: 3

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- The watershed includes mountains, trees, rivers, where we live, and everything in between.
- Includes our city and aquifer.
- This is false based on the slides that were shown before the activity.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Trees and plants within A forest absorb CO₂ and clean our environment.
- More healthy trees and plants lead to better quality water because they can act as filters for the water.
- Forests help increase water quantity by keeping water from just “running off” soil.
- Forests can actually diminish quality by introducing contamination through illegal dumping and campsites within forests.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement is TRUE with the following comments:

- Less brush means less intense wildfires that don’t burn the rest of the forest.
- Less intense wildfires mean better soil and healthier plants and trees.

ADDITIONAL COMMENTS:

- The table discussed what it means to “thin” a forest, and came up with the following definition: “Cleaning-up done through slash piles or cutting by the Forest Service and/or through the sale of wood-cutting permits”.
- The table discussed the meaning of the word “resilient”, and came up with the following definition: “Comes back or bounces back”.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

One customer was unsure and said the statement could be TRUE or FALSE, and that depended on run-off location.

The remaining customers voted that this statement is FALSE with the following comments:

- The treatment is just not there." ... These are just arroyos and diversion channels that have no way to filter or treat run-off.
- Signs say that the water runs straight to the river.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Half of the customers voted that this statement is TRUE with the following comments:

- The diversion of water from the San Juan-Chama project has nothing to do with run-off.
- Why would they need to stop? Need more information...
- Yes, I sure hope they do.

ADDITIONAL COMMENTS:

- “Diverting” was a confusing word choice, needed clarification.
- One customer was unsure and said maybe true or false, and felt that it depended on the run-off location.
- Both True and False responses were confused as to why or why not the Water Authority would need to stop the diversion.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All customers voted that this statement is FALSE, yet customers felt they did not have an exact definition of what “groundwater” was. Most had heard it referred to as an “aquifer” or “water table.”

They were aware that it might move through soil, and that pumping from the aquifer diminished the available groundwater.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- “Known” is the keyword.
- Table was concerned about the possibility of unknown water contamination sources and what the Water Authority was doing to plan and/or address them.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comments:

- If everybody does a little bit, it turns into a lot and then it really matters.
- This can be a big problem because it may go undetected.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- Waste water treatment doesn’t filter-out prescription drugs.
- Prescription take-backs are the best way to dispose of unwanted medications.
- The table wanted more information about how to properly dispose of medications.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

One customer at the table initially said, “No, because it is already known” before changing their answer. In the end, all customers voted that this statement is TRUE with the following comment:

- Yes, because it is already a concern and they want to monitor it.

OPEN TABLE DISCUSSION

Customers felt:

- That they learned the definition of “groundwater”.
- The Water Authority is doing a good job in its efforts to maintain source water quality, however it needs to improve its outreach to the public and informing customers on how exactly the water authority is working towards this goal.
- Protecting source water is important not only for current residents and customers, but for future generations like our children and grandchildren.

Customers were surprised by:

- How the Water Authority handles source protection and ensuring a safe, clean product for its customers.
- How many people actually care about protecting water sources.
- How much outreach the Water Authority is engaged in.

Customers noted that they would like to see better broadcasting of the outreach the Water Authority has actively going on. (Think radio advertising).

Regarding hazardous waste disposal, the table felt that:

- The Water Authority could give more/better information on hazardous waste disposal.
- There should be more programs and outreach for hazardous waste disposal such as:
 - Interagency cooperation and consistency in literature and available information.
 - Joint hazardous waste pick-up days that are CONVENIENT for residents.
 - Inserting leaflets with monthly billing statements to provide this information.
 - Changing information on leaflets seasonally (for example, discussing pesticide and waste disposal around start of spring, etc.)
- One customer complained at the table about improper communication from the city of ABQ on how to properly dispose of waste. This customer said they “got the run-around” from city waste management on how to dispose of “stuff from his garage like antifreeze and chemicals.”
- Customers discussed their desire for knowledge about the effects of Round-Up and other pesticides and herbicides and how they are bad for our water.
- Customers also spent several minutes discussing the fact that they want to know about what types of chemicals the city and open space uses on parks and for landscaping medians and WHEN they are being sprayed.

Meeting Date: 5/1/18

Recorder: Finn Knutson

Facilitator: Sara Sanasac

Table #: 4

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

Four customers voted that this was TRUE, though one was not sure.

Two customers believed that this statement is FALSE with the following comments:

- A watershed is not just in the mountains, it is everywhere.
- Any piece of land is a part of a watershed.
- Watersheds consisted of arroyos, small streams and rivers all flowing to one large water source (in our case the Rio Grande).

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

Five customers voted that this was TRUE with the following comments:

- The forest floor acts as a filter for the water.
- If there is a fire ash and soot will get into the water and it won't be able to be processed.

One customer voted that this statement was FALSE with the following comments:

- We don't know where the water comes from.
- Water in the forest goes directly to plants and doesn't reach customers in the city.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

Five customers felt that this statement is TRUE with the following comments:

- Forest fires produce ash and soot and that flows into our water treatment plants and isn't able to be treated.

One customer voted that this statement was FALSE with the following comments:

- Forest fires are less likely but still very possible.
- When a forest is struck by lightning and becomes a forest fire it is a natural cycle of life for some of the forest to burn down and re-grow.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comment:

- The diagram in the packet given out by the Water Authority seemed to have an illustration of water flowing from arroyos and the streets of the city to treatment plants before reaching the river.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

All customers voted that this statement is TRUE, as it just seemed reasonable.

Additional Comments:

- The customers wondered what it costs to stop diverting San Juan-Chama water. Is it a simple flick of a switch or does it require manual labor? The answer may have changed their answers.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

One customer felt that this statement is TRUE with the following comment:

- You can dig down and you will create a pool of water.

Five customers felt that this statement is FALSE with the following comments:

- Maps and charts portray an aquifer as water in between small and big rocks. It is all throughout the dirt and rocks below our feet.
- The handout said something about the aquifer that illustrated that the water was spread all through the ground.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- The Water Authority must be required to do this by the government regulations it has to follow.
- There is a yearly publication on the condition of these sites. The newspaper.
- Its common sense.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All but one customer felt that this statement was FALSE the following comments:

- It made more common sense.
- All waste is damaging, and small amounts add up.
- People have been taught to recycle, clean up trash, and not litter because every little bit counts.

One customer said he didn't know which to pick. While backpacking you are (or were) taught that you must just be a certain distance from the closest river or stream.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE, as they had all been taught not to do this.

1. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

The customers who voted TRUE felt that:

- This seemed like common sense. It would be smart to monitor contaminated areas more closely.
- This is stated in the newsletter.

The customers who voted FALSE believed:

- All equally monitored relatively frequently.

OPEN TABLE DISCUSSION

In response to the question: “*What is it the water authority is not seeing?*”, customers commented:

- A few people said that the Water Authority should raise water prices drastically to force people to use less of it.
- Farmers should not be allowed to use as much water as they do.
- One person proposed that the Water Authority should implement a better system for treating grey water, and speculated about in-house grey water treatment.

Meeting Date: 5/1/18

Recorder: Reagan Roby

Facilitator: Myra Segal

Table #: 5

ACTIVITY 1: WATERSHED PROTECTION

6. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- This question is confusing.
- The customers all said that were confused/unsure as to what a watershed was.

7. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE:

- Most of the customers said that they didn't know why it was true.
- It makes sense for the statement to be true because everything does seem to affect our drinking water.
- Without forests and trees around us, erosion would greatly affect the quality of our water.

8. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

Four out of five customers voted that this statement is TRUE with the following comments:

- Thinning probably makes it harder for fires to start than in areas that have not been thinned.
- Wildfires impact water quality.

One customer voted that this statement is FALSE with the following comments:

- All of the questions seem to be trick questions and the wording is confusing.
- I don't feel like I know enough about the subject matter to answer correctly.

9. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comments:

- The Water Authority does a lot of preventative work to reduce water contamination so that we didn't have to worry about pollutants in the street water getting into our drinking water.

10. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Two customers said they had no idea whether this statement is TRUE or FALSE.

Three customers voted that this statement is FALSE.

ADDITIONAL COMMENTS: A few customers were confused on this question. They did not understand/know why or how diverting water would be proactive when there are a lot of pollutants and trash on the streets that come in with the storm water.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Four customers voted that this statement is TRUE with the following comments:

- One customer had seen photos/diagrams of a watershed and where water (including ground water) was actually located. (She works on the Kirtland base in Albuquerque).

One customer voted that this statement is FALSE with the following comment:

- This seems like a trick question.

2. THE WATER AUTHORITY MAINTAINS AN UP TO DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers ultimately voted that this statement is TRUE with the following comments:

- Even though I voted true I have a hard time trusting the statement. There are too many mechanical/body shops, etc. that must have a leak or a spill every once in a while that goes unnoticed.
- Several customers used to pour oil onto the ground simply because I didn't know what else to do with it at the time.

- The customers discussed how the water company finds previously unknown leaks/spills, and how often they look for them.
- One customer was 50/50 and unsure, but ended up voting with the rest of the group.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM

All customers voted that this statement is FALSE with the following comments:

- We want more information on how to treat small amounts of waste such as paint on a paint brush. More information on proper waste disposal is necessary to help reduce this problem.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

One customer voted that this statement is TRUE with the following comments:

- This customer was a health care professional. She claimed not to know that flushing meds was bad. She thinks that there should be more information from the water authority given to health care professionals while in training.

Four customers voted that this statement is FALSE with the following comments:

- Why are pesticides safe for our homes and places of living but bad for the water?
- The Water Authority should provide a list of places to dispose of prescriptions.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE. There was not enough time to discuss this statement before time was called.

OPEN TABLE DISCUSSION

Customers felt that the following were meaningful takeaways from the evening:

- Getting to hear and learn more information about the aquifer.
- Getting to hear true and accurate facts about what is going on with our water that we drink and use daily.
- Getting the ability to voice our concerns publicly and hear others' comments/questions/concerns about our water.
- Table #5 was really happy to get the opportunity to have a relationship with the water authority.

Customers were surprised by the following:

- Hearing that the Water Authority is still treating and cleaning up the damage done at the Kirtland base.
- Finding out all of the efforts that the Water Authority makes to ensure safe water.
- Hearing about what the Water Authority is doing in the way of projects and expenditures for our watershed.

- Finding out what a watershed is! This customer saw something on his water bill about contributing to help the watershed and he said he is going to put money into helping the Water Authority now that he knows what it is.
- None of the customers at the table had ever been to one of these meetings before. After coming to this one they all agreed that they want to come back next year.

Customers said the meeting left them with the following questions:

- One customer asked if the San Juan-Chama is affected by the Gold King mine spill.
- A few customers wanted to know what the Water Authority would do in the event of a large contamination.
- Customers really want more information about proper disposal of prescriptions and toxic waste from the Water Authority. They want to know what is safe and what isn't safe in terms of throwing out waste.
- Customers did make a comment on wanting to see officials from the Water Authority at community water meetings.
- Customers wanted to know more about what the Water Authority is doing. They want to know when projects are happening and what those projects are, and if they can help with them.

Meeting Date: 5/1/18

Recorder: Lauren Distler

Facilitator: Leslie Kryder

Table #: 6

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- Water is everywhere we are. Snowpack is only one source of water.
- Water isn't just in the mountains – it's underground, and in the river.
- Anywhere it rains water is running downhill into the river.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

Four customers voted that this statement is TRUE with the following comments:

- After a forest fire, ash and mud impact both the quality and quantity of our water.
- When there is little to no precipitation, forests are much drier and require more water to sustain them. This decreases the amount of water that goes downhill to become our drinking water supply.

- The forests are extremely dry right now! This has to be bad for our water supply.
- Forests positively impact the air. This might have secondary impacts on the quality of our water.

One customer voted that this statement is FALSE, noting:

- Forests help the environment. They don't impact our water in a negative way.

One customer abstained from voting.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

Five customers voted that this statement is TRUE with the following comments:

- Thin forests don't produce as much ash when they burn, and ash can negatively impact water supplies.
- When forests are thinned, homes are better protected from fire damage.

One customer voted that this statement is FALSE with no noted comment.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comments:

- Storm water moves too quickly to be captured and treated by the wastewater treatment plant. The quantity of water that runs off the roads would overwhelm the plant. Storm water travels right into the river.
- Storm water doesn't go to the treatment plant. Customer noted that they've seen the signs on the sewer grates and street curbs that say "drains to river."
- Storm water moves downhill right to the river. Customer noted that they've seen how high the river rises after a rain event.
- Some storm water probably goes to the wastewater treatment plant – but not all of it. That amount of water would be too much.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Half of the customers voted that this statement is TRUE, and half voted that it is FALSE. Time was called on the activity before the table was able to discuss the issue.

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 1:

- Generally, customers were unsure about their answers and several commented that they wanted to know the right answer instead of discussing.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All but one customer voted that this statement is TRUE with the following comment:

- Water is stored underground, but not sure what that would look like.

One customer voted that this statement is FALSE with no noted comment.

Additional Comments:

- There was very little discussion on the topic, as several customers got stuck on the wording. They were unsure if groundwater meant “on top of ground” or “underneath the ground.”

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- It’s the responsibility of ABCWUA to keep an updated list of known contamination sites.
- Customer noted that they have seen this information in a newsletter sent out by ABCWUA.
- “I hope they do. It’s scary living next to contaminated groundwater.”

Additional Comments:

- Customers discussed Sandia Labs and the Kirtland Air Force Base and their impact on groundwater quality.
- Customers expressed concerns about slow moving groundwater plumes and the impact on the water supply for the community.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comments:

- Putting anything other than water on the ground will have a negative impact on the water supply; putting unnatural things on the ground means that they’ll make their way into the earth.
- Oils, animal waste, other pollutants carry dangerous chemicals and bacteria into the water.
- Mercury, even a small amount (say, from thermometers when they break) could contaminate the water. Customers discussed halogen light bulbs and the potential implications of broken bulbs on water quality.
- Customers discussed other potential sources of waste, and how they might impact water quality.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- Flushing medications can be dangerous and have negative implications on water quality. Instead, you can take it to a neighborhood drug take-back program or to your local pharmacy for disposal.
- “I used to flush medications down the toilet. Everyone did. Then we found out it was contaminating our water supply. Everyone used to dump.”

- All agreed that flushing medication down the toilet was a bad idea and would have a negative impact on the water supply. The majority of the discussion was about different ways one can properly dispose of unused medications.
5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

Four customers voted that this statement is TRUE with the following comments:

- Areas with contamination are monitored more frequently, but all groundwater should be monitored all the time.
- There are a large number of industrial sites in Albuquerque that are causing groundwater contamination. Customer noted that people in Albuquerque don't seem to understand the impact these have on water quality.

Two customers voted that this statement is FALSE with the following comment:

- Groundwater isn't always monitored because they don't know where the plume of contaminants is flowing.
- One customer wasn't sure how to answer this question – so much is unknown about groundwater and the movement of contaminant plumes. They wondered how we could know that ABCWUA is even monitoring in the right areas.

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 2

- Customers spent the most time on question 4 – discussing various methods of disposal of medications and other hazardous chemicals.
- Customers did not seem sure about what ABCWUA was doing to address groundwater contamination.

OPEN TABLE DISCUSSION

The following had real meaning for customers based on what they heard during the evening:

- Customers learned a good amount about how our actions impact our water supply. Specifically, learning about the proper disposal of medication (prescriptions, over the counter, vitamins, and otherwise) was helpful.
- Customers were happy to hear that ABCWUA goes above and beyond with monitoring the quality of water. They felt confident that if there were a contaminant spill, it would be caught early enough to prevent total contamination of the supply.
- One customer noted, "My son's 4th grade fieldtrip was MY first experience learning about our water supply. I hadn't been to the river before, I learned a lot."

The following surprised customers:

- It was surprising to hear how long the Kirtland Air Force Base (KAFB) fuel spill went on before anyone noticed and took action. One customer didn't know about the KAFB at all.
- One customer did not realize that dumping medications down the drain could negatively impact the health of others, even their own children.

- Customers did not realize that the water supply in Albuquerque was 70% surface water – they previously thought that it was 100% groundwater.

Customers noted that:

- Water line breaks happen quite frequently in Albuquerque. “The infrastructure in the city is aging- and it’s going to be a very expensive fix.”
- They were really pleased to hear about the 4th grade field trip program to the river. One customer noted that these programs should start earlier – maybe even kindergarten, and continue – even for older people. “We all benefit from learning about our water. There are things that we don’t know.”

One customer wondered “How long would we survive on our groundwater supply in the event of an emergency situation?”

The following was also discussed:

- Social media and other news outlets (local news channels) might be most useful in learning about meetings and information on source water protection.
- One customer noted that they received a piece of mail and a follow-up email to attend the customer conversation. This convinced them to attend the meeting – they “wanted to know what this was all about”
- One customer noted that they saw the Rio Grande was dry in some spots – another customer noted that this was because there was no snowpack, and no runoff. The drought becomes very real when you know the community’s water comes from the river, and you see that river running dry.

Meeting Date: May 1, 2018

Recorder: Meagan Oldham

Facilitator: Will Sharon

Table #: 7

ACTIVITY 1: WATERSHED PROTECTION

6. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

While there was a little discussion to clarify the question, ultimately all customers voted that this statement was FALSE with the following comments:

- The aquifer and land all around us are in our watershed, and that it is a vast area.

7. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Trees are part of our watershed and help to hold onto the small amount of water we get, and they filter the water.

- Examples of forest fires were brought up, and it was noted that the bad fires don't allow for water to soak in. It all runs off with a ton of mud which ruins the land and water quality.
8. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted TRUE with the following comments:

- A dense forest with a lot of underbrush and dead wood catches fire easily and burns hotter which in turn causes more destruction.
9. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

There were a couple of people who thought this might be true but were just not sure. Elizabeth Anderson from the Water Authority explained to the group how the system worked, which resulted in all customers voting that this statement is FALSE, with the following comments:

- All of the drains are cement and it does not look like there are many, if any, filters or grates to keep large debris out of the river.
- All of the storm drains along the roads go into those large drainage arroyos, it is very easy for trash and chemicals to get straight to the river.

1. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

After some initial confusion about this statement, Elizabeth Anderson of the Water Authority again spoke with the group and offered some clarity. Ultimately all customers voted that this statement is TRUE with the following comments:

- The group was not aware that one of the main drainage arroyos drains just north of the Diversion.
- The group said they hope that the Water Authority does stop diverting at that point.

Additional Comments:

- After learning about the system for the storm drains, customers were all hopeful that diversions stopped in these high storm runoff events due to all of the garbage that could be flowing into the river.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All but one customer voted that this statement is TRUE with the following comments:

- One customer explained her thought that it was true because we have been able to measure the water levels lowering and rising with use and conservation so there has to be some movement like a river or lake.
- Most of the group seemed to agree and side with this explanation. 5 votes for True.

One customer voted that this statement was FALSE with the following comment:

- The water is all being trapped in the ground and just within pore spaces of the dirt, clay, rocks, etc.

Additional Comments:

- This seemed to be a tricky question, and there was a good deal of discussion about it.
2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE, with the following unanimous comment:

- We HOPE so!

Additional Comments:

- The customers all discussed the different types of contaminants that they knew of: gas stations, dry cleaners, and the Kirtland spill.
3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE, with the following comment:

- This question is confusing – how much would be considered a “small amount”, and what kind of waste is this referring to?

ADDITIONAL COMMENTS:

- After a couple of minutes of back and forth discussion, the following scenario was presented by the Recorder (who happens to be a Water Authority intern and graduate student): If each person had a water bottle filled with detergent, pesticides, oil, paint, etc. would it matter? If each of these people thought it was just that little bit, and they were the only one doing it, it would seem innocent enough, but if many people did the same thing...it would add up.
4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE. This scenario had been discussed earlier in the evening, and all customers agreed with very little discussion on the matter.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE, with the following comment:

- This *should* be what happens, and were just hoping it was true.

Additional Comments:

- There was not a lot of discussion here since one customer was primarily concerned with the topic/question of pesticides being measured in our water.
- There was a question as to what happens with a well if contaminants are found.

OPEN TABLE DISCUSSION

This group had several questions that they were curious about that were not discussed during the evening, namely:

What is done with pesticides that may come into the drinking water plant? Is that something that is measured, or removed?

- Rick Shean of the Water Authority was able to let the gentleman know that these are contaminants that the drinking water plant monitors and removes.

Where can customers find out about what is being tested for?

- The Water Authority let the table know about the large info pamphlet that comes in the mail, as well as access to this information available on the Water Authority's website.

Is fluoride being added again?

- Customers were told that fluoride will be added back to our water again starting sometime this summer.

How are viruses killed in the water?

- The Recorder was able to let customers know about how chlorine, ozone, and UV disinfection work in the Drinking Water Plant as well as the Waste Water Plant to kill viruses.

How can customers use grey water?

- We informed the curious customer about using water barrels for catching rain water, but that the regulations for reusing household water were a bit stringent.

Meeting Date: 5/8/2018

Recorder: Finn Knutson

Facilitator: Sharon Gonzalez-Alei

Table #: 1

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- A watershed mainly consists of rivers and not all rivers are located within the mountains.

- Water comes from all around.
- A watershed is any place where water flows from one place to another.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Forest fires and mud slides, among other forest related events, all effect the way the water flows from the mountains into the valleys.
- Over time forests take in and give off water through the plants.
- The ground in a forest acts as a filtration system for rainfall.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement was TRUE with the following comments:

- Forests that have been thinned have less dead wood and more strong trees which are obviously more resilient to forest fires.
- This has become common knowledge.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

One customer voted that this statement was TRUE with the following comment:

- This seems to make sense, we would want to treat as much water as we can.

All other customers voted that this statement was FALSE with the following comments:

- There are signs around Albuquerque that say something along the lines of “water goes straight to river”. Many customers had seen these type of signs.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

All customers voted that this statement was TRUE with the following comments:

- Stopping the diverting of San Juan Chama water means that it would divert into holding tanks instead.
- It sounds sensible.
- Isn't that what Cochiti dam is for?
- This would help stop flooding and help with runoff containment.

ACTIVITY 2: GROUNDWATER CONTAMINATION

6. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Five customers voted that this statement was TRUE with the following comments:

- There are underground rivers and lakes that are a large part of our groundwater.

Two customers voted that this statement was FALSE with the following comments:

- Groundwater isn't exclusively an underground river or lake, it's also just stationary water in the ground in between the layers of rock.
- Groundwater is throughout the soil and in between the rocks, not in an underground lake.

Additional Comments:

Maybe this question could be worded in a better way.

7. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comment:

- You would think so. Its common sense and is regulated by the government.

8. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement was FALSE with the following comments:

- Every small amount adds up.
- Even small amounts of deadly waste can easily contaminate the water.
- Look at all the waste in the Pacific Ocean.

Additional Comments:

- What counts as Waste? Greywater?
- Can we put that kind of information in each and everyone's bill?
- It's very hard to know what to do with some specific items, and that information should be more readily accessible.
- Much like the new blue recycling bins that the city sent out a few years ago, could we put out new bins for things like batteries and medication.

9. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- We know that this form of medication disposal is wrong because of all the press this issue has gotten in the last few years.
- It is now common knowledge that you do not flush medication.
- Hospice gives a disposal guide that involves kitty litter.

10. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- This seems like common sense.
- This is probably considered necessary by the government. We would hope the Water Authority would do this.

- Kirtland Airforce Base is an example of this; it is monitored more often and the progress in the oil spill there comes out in a publication every so often.

OPEN TABLE DISCUSSION

In response to the question “*What’s missing from this picture so far?*”, customers responded:

- Customers wondered if lead pipes were still in use in some parts of the city. They also wondered about old cast iron sewer pipes and whether they are rusting out or not? Are there leaks because of this?

In response to the question, “*What is it the Water Authority is not seeing?*”, customers responded:

- Customers thought that there should either be many more sites for medication and other hazardous waste disposal or the Water Authority should implement a system for disposal like the curbside pickup of our recycling.
- Information on hazardous waste disposal needs to be more accessible.

Misc:

- Customers wanted more clarity about what to do with batteries.
- Customers were surprised by just how much dedication the Water Authority has when it comes to our current situation in New Mexico.
- Everyone was very clear that they were very concerned about our current condition concerning water. People were happy to see the extensive measures the Water Authority is taking to help end our drought.
- They believe that we need to create even more awareness about our current situation.

Meeting Date: 5/8/18
 Recorder: Tristan Van Cleave
 Facilitator: Karen Kline
 Table #: 2

ACTIVITY 1: WATERSHED PROTECTION

1. “A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.”

All but one customer voted that this statement was FALSE with little conversation, and quickly moved on to the next statement.

2. “FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.”

All customers voted that this statement was TRUE with the following comment:

- Forests reduce runoff and evaporation, in addition to reducing wind and water erosion.

3. “FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.”

- All customers voted that this statement was TRUE with the following comments:
- Forests that are thinned are less prone to the spreading of fires
- Since fires are more easily contained when they haven't spread, the forests would bounce back more quickly.
- Some customers requested additional clarity on forest thinning and how that has an effect on the water supply.

4. "STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER."

One customer voted that this statement was TRUE with no noted comments.

Six customers voted that this statement was FALSE with no noted comments.

5. "THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE."

All customers voted that this statement was TRUE with the following comments:

- The entire table was confused by the phrasing of this question, and came to the conclusion that the question was referring to a diversion dam located at a water treatment plant.
- The customers had a debate about what type of situations would require diversion, and where the diversion was happening.
- They came to the agreement that it would be advantageous to divert to prevent large amounts of debris and sediment from flowing into the connecting rivers.

ADDITIONAL COMMENTS PERTAINING TO ACTIVITY 1:

Overall, customers generally moved through Activity 1 rather quickly, although they found question No. 5 poorly worded, which led to a debate.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. "GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE."

One customer voted that this statement was TRUE with no comment.

Six customers voted that this statement was FALSE with the following comments:

- "Groundwater" refers to water which is embedded in the ground, and which fills the spaces between rocks and soil.
- One customer was confused by the definition, stating that groundwater cannot be an underground river or lake because a river flows and groundwater does not.

2. "THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY."

All customers at this table voted that this statement was TRUE with the following comments:

- We certainly hope and assume that this is true.
- If this is not true, it certainly should be.

3. "POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM."

All customers at this table voted that this statement was FALSE with the following comments:

- One customer brought up the Kirtland Air Force base jet-fuel spill and the havoc it has wreaked on the environment.
- Customers discussed the hazards of flushing medications down the toilet, and throwing lithium batteries in the trash.
- We need better educational tactics to inform the public of how to safely dispose of batteries, fluorescent lights, and other seemingly innocuous yet hazardous products.
- One customer also mentioned that personal lubricants are becoming an emerging potential contaminant.

4. "THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET."

All customers at this table voted that this statement was FALSE with the following comments:

- This is similar to the discussion from Statement No. 3, above.
- There are medication recycling services available for little to no cost.
- Septic tanks can leak, which meant that it was never okay to dispose of medications this way.

5. "THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN."

All customers at this table voted that this statement was TRUE with the following comments:

- The Kirtland Air Force base spill is the basis for voting that this is true.
- We need more waste stations, and easier access to recycling and chemical disposal to prevent these things from happening in the future.

ADDITIONAL COMMENTS PERTAINING TO ACTIVITY 2:

After this group completed their voting on the individual statements, they had a long discussion about environmental contamination. The conversation led to discussion of fracking in New Mexico, and the use of Glyphosate in farming practices.

OPEN TABLE DISCUSSION

The following thoughts and comments were generated during this Activity:

- Customers were very impressed by the efforts of the Water Authority and how much effort NM puts into maintaining safety standards.
- Customers were very surprised by how careful the Water Authority is with the water.

- Customers requested more information about the efforts of oil companies trying to frack in NM, and suggested that the Water Authority inform the public about these things so that the public can go to the state representatives about it and try and put a stop to it. They generally wanted more clarity around fracking and other current or potential environmental concerns so that they could be more involved. Some customers at the table had no idea that there were fracking efforts in NM, and were shocked to learn that such efforts were in fact an issue. This was the biggest topic of conversation at this table.
- Customers felt that the Water Authority doesn't promote itself well enough, and many suggested that the Water Authority send a flyer for the Customer Conversations and other water-related events attached to the customers emailed billing statement. Customers felt that if that was done, it would help better educate the public.
- Overall, the customers were impressed with the effort that the Water Authority goes to and would like continued efforts to educate the New Mexican public.

Meeting Date: 5/8/16

Recorder: Maurice P. Cruz

Facilitator: Ed McCorkindale

Table #: 3

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers ultimately voted that this statement was FALSE with the following comments:

- When it rains in the city, the water is absorbed into the ground and adds to our water table/aquifer.
- Many different sources: rain, river, ditches, arroyos, and diversion channels can all supply the city's watershed.
- Watershed includes any areas where water is "shed" and absorbed into the ground.
- The watershed is almost everywhere, and not always visible from the surface.

Additional Comments:

One customer initially believed this statement was TRUE because they couldn't see where or how anything could be stored in the city. They were also unsure about where water sources within a city would be. All customers voted unanimously in the end.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Forests, the vegetation and soil, act as large filters for water and improve quality.
- Forests can affect the quantity of drinking water because we get what is left.

- Catastrophic wildfire destroys vegetation and soil and limits or removes the filtering effect that forests have on our drinking water.
 - Losing our forests will decrease the quality of our drinking water.
3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement was TRUE with the following comments:

- Less brush means less kindling for fires.
- To thin means to remove vegetation through controlled burns or mechanical removal. (Removing both living and dead vegetation).
- Less smaller vegetation prevents fire from spreading up into the trees.
- Thinning prevents large, uncontrolled wildfires.

Additional Comments:

Most customers were lifelong residents of the Southwest and understood the basic dynamics of fuel relationships to wildland fires.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

Two customers voted that this statement was TRUE with the following comments:

- It makes sense to treat the water if it is coming from the streets.
- Oils and other debris can cause problems later on.

Six customers voted that this statement was FALSE with the following comment:

- “Not sure if it is treated, but I have seen signs on drains that state they drain to river.”

Additional Comments:

Most customers were unsure of any processes that are in place to treat and clean storm water. Many understood how potential contamination could occur from runoff picking up chemicals through streets and drainage channels.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Due to lack of time, table 3 was unable to discuss this statement. They had to move onto the next activity before any of the customers could even read the question.

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 1

Table 3 had great engagement from the start, due in large part to the facilitator, Ed. Overall, the customers at table 3 seemed quite knowledgeable about the subject matter of the first activity.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement was TRUE with the following comments:

- Underground rivers and lakes are all a part of ground water.
- “What else would it be?”

Six customers voted that this statement was FALSE with the following comments:

- The aquifer is a spongy, sandy layer that the groundwater resides within.
- underground rivers and lakes have sources that reside ABOVE ground.

Additional Comments:

While most believed that the above statement was false, the customers were not quite sure exactly what groundwater was.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comments:

- “I sure hope so.”
- “Let’s hope that is true.”
- What about unknown sites?
- It makes common sense to track known sites. This can help the Water Authority contain, treat, and maintain these sites to prevent contamination of our drinking water.
- Customers said they know that the ABCWUA is actively monitoring the Kirtland Jet Fuel Plume.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement was FALSE with the following comments:

- If everyone does it, the small amounts can lead to larger amounts. Larger amounts mean big problems later on.
- A small amount can still do a lot of damage depending on what type of waste it is.

Additional Comments:

One customer initially voted “True” at the start, reasoning that “Everyone does it, so it can’t be that bad”, but changed their vote after table discussion about how small amounts can add up.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- Never flush medication, throw it away instead because it can be harmful and hard to filter out.
- Return it to pharmacy
- Prescription take-backs
- APD substation drop-off
- Medications are bad for the water and environment.
- Medications can affect animals, not always removed before they reach the watershed.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- “I hope so.”
- “It makes sense to. I trust the water authority is looking out for customer safety.”
- One customer heard about extensive monitoring of wells near the Kirtland Jet Fuel Plume.
- Another customer heard about monitoring near old landfills within city limits.
- The water authority is very proactive in terms of protecting and ensuring the highest quality drinking water for its customers.

OPEN TABLE DISCUSSION

In response to the question, “What surprised you?”, customers commented:

- They were surprised to learn that storm water run-off is NOT treated before it reaches the river.
- The whole table was surprised and impressed with the Water Authority and its efforts to exceed industry standards. (Although a few people at the table do not drink tap water and instead drink bottled water due to taste preference).
- One customer was originally from Denver and had high expectations of the Water Authority when he moved here, and the customer was surprised at the Water Authority’s pro-activeness.

Customers felt that they needed more clarity about:

- Downtown superfund site mentioned in presentations, i.e., Fruit Ave.
- Whether the railyard an area of concern.
- One customer brought up the Smith's gas station at Carlisle and Constitution, and raised questions regarding whether the neighborhood is in danger due to a possible concern to drinking water, increased traffic, or possible soil contamination.

The table spent a lot of time discussing how impressed they are with the Water Authority’s ongoing efforts and proactive policies.

Several customers were also impressed with how long the Water Authority has been concerned about contamination and source water protection.

Most customers are very satisfied and impressed with how hard the Water Authority and its employees work towards customer satisfaction and safety.

There was a small discussion about the latest information leaflet from the most recent billing statement: regarding how ABQ water compares to other cities around the country. One customer said he believed that Albuquerque and its water quality were described as "about average" compared to other mid-sized and large cities around the country.

The entire table agreed that the video presentation was excellent, easy-to-follow, and very informative.

Several customers wanted to know more about water storage through injection and aquifer recharge. One customer contributed that they understand that this process works through using surface water to drain through natural arroyos and filter back into the aquifer and watershed. A few customers also wanted more information on water purity, specifically:

- The scientific process(es)
- What methods? How do they work?
- How effective are they?

Meeting Date: May 9, 2018

Recorder: Maud De Proost

Facilitator: Myra Segal

Table #: 4

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- The watershed could be located anywhere, including the mountains and where they live.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Forests do affect the quality and quantity of their drinking water because forests serve as natural filtration systems.
- If the forest is in a healthy state, the water table should be as well.
- Without forests, water would run off and likely be more contaminated.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

Six customers voted that this statement was TRUE with the following comments:

- Forests need to be thinned to prevent catastrophic wildfires and to keep our forests and watersheds healthy.
- Prior to humans thinning the forest, the forest would thin naturally with regular and naturally occurring forest fires.
- With modern development and forest upkeep, the forests have overgrown with trees growing too close together, causing the risk of catastrophic wildfires.

One customer voted that this statement was FALSE but after the table discussion, decided to change her answer to TRUE.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement was FALSE with the following comments:

- Stormwater runoff from arroyos and streets would need treatment prior to entering the river because the water passing through arroyos and streets would be pick up sediment and contaminants.
- Contaminants coming from businesses and some residential properties such as pesticides, dog poop, and any gas or chemicals coming from gas stations and car shops, are a major concern.
- Arroyos and streets collect debris, chemicals, gas, and other contaminants and any runoff would flush all the potentially harmful chemicals directly into the Rio Grande if not filtered first.
- Arroyos and streets do not allow for a natural filtration process to occur and the arroyos are a danger to residents.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Two customers voted that this statement was TRUE with the following comments:

- The Water Authority does proactively stop diverting under these circumstances because of cost efficiency and technology that would likely stop the pumps if the water level were too high.

Two customers voted that this statement was FALSE with the following comments:

- The Water Authority wouldn't do this because of out of control water, a possible city policy that won't allow the Water Authority to stop the diversion, the possibility of someone getting hurt, and flooding experienced by one customer in other municipalities that would keep and treat all the water coming in during a high stormwater runoff event.

Four customers answered MAYBE with the following comments:

- If the city did stop the diversion during a stormwater runoff event, doing so could result in major flooding and if the city did not stop the diversion it could result in poor water quality.
- After the presentation, the customers felt relieved to know the city does stop the diversion.

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 1: Customers appreciated the presentation that explained the statements and felt they needed the education and will benefit from what they have learned. They're glad to learn the Albuquerque Water Authority is taking all necessary steps to keep the watershed and their drinking water healthy.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement was TRUE with the following comments:

One customer learned in school that groundwater is an underground river or lake. After listening to the table discussion, she wanted to later change her answer to false.

Five customers voted that this statement was False with the following comments:

- Groundwater consists of porous pockets of water and sediment, cascading underground staircases of water with sand, pebbles, and rocks, that slowly moves over time.

One customer was unsure and did not want to submit an answer.

ADDITIONAL COMMENTS: There was a brief discussion regarding aquifer contamination and drought. A customer believed that with the Kirkland Airforce Base jet fuel spill, the drought is in our favor because the plume is unable to reach our aquifer. He stated that if the aquifer were to recharge, the water would reach the plume and contaminate our drinking supply. This brought concern among this group but they were reassured when the facilitator and hydrologist were able to explain this in greater detail.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comments:

- “Well they better!”
- “We certainly hope so!”
- “Why wouldn’t they?”

ADDITIONAL COMMENTS: Everyone agreed that the city likely keeps record of all known or possible groundwater contamination sites. A few customers let the group know that they live next to the Kirkland plume and that they are receiving updates regularly via a mailer. The main concern here was the Kirkland spill, its remediation and monitoring progress, and how they could stay informed.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement was TRUE with the following comments:

- All waste can cause a problem for our groundwater quality.
- Even a teaspoon of ethylene dibromide could contaminate millions of gallons of water. T
- The group discussed speaking up when seeing someone dumping a potentially hazardous substance.

ADDITIONAL COMMENTS: The group raised concern over what to do if they witness someone improperly disposing of wastes and who they might call to report it. The facilitator let them know they could call 311 as well as provided the group with a list of places they could properly dispose of their hazardous household products.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

One customer voted that this statement was TRUE because her doctor told her it was perfectly fine.

Six customers voted that this statement was FALSE with the following comments:

- It is difficult to filter medications and they will end up in our groundwater.

- This could not only contaminate the groundwater but also damage fish and other aquatic species.

ADDITIONAL COMMENTS: The group knew where and how to dispose of medications and learned from the facilitator that there are additional ways that may be easier for the customer, such as disposing in a diaper or grinding up with coffee grounds. The customers felt the Water Authority should conduct a campaign that informs all households how to properly dispose of medications and other harmful substances.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- “We certainly hope so!”.
- A few customers mentioned they are regularly informed about an ongoing spill by their home and they believe the city does this for all spills.

ADDITIONAL COMMENTS: Customers were pleased to hear the city not only monitors known contaminated sites but also keeps an eye out for potential hazardous sites and monitors wells more than what is recommended. Everyone raised concern in regards to the Kirkland spill and that the spill went on for several years before anyone noticed.

OPEN TABLE DISCUSSION

In response to the question, “What had real meaning for you from what you’ve heard?”, customers commented:

- Money paid to the Water Authority is getting allocated properly and being put to great use.
- The quality of our drinking water needs to be maintained in great condition for future generations.
- Everyone was pleased to learn that the Albuquerque Water Authority has won awards and regularly outdoes other municipalities.
- The group really appreciated that Diane and Kate came by the table to answer all of their remaining questions.

In response to the question, “What surprised you?”, customers commented:

- That the Water Authority is so proactive in caring for our water supply and takes the time to inform their customers and care for their opinions.
- The Water Authority is going above and beyond.
- Everyone agreed that the pre and post questions to each activity were necessary to their learning and they felt they learned so much from all of the activities.

In response to the question, “What’s missing from this picture so far?”, customers commented:

- Due to concern with the drought, they were disappointed that they didn’t hear how the city will take steps towards accommodating their water needs throughout the drought.

- State statutes haven't given authority to prosecute those who contaminate. They want to see criminal penalty and shared responsibility with AMAFCA and would like to know why the city isn't currently practicing this.
- Regarding the Kirkland Airforce Base plume, they felt that they aren't receiving information on the city's plan for monitoring and remediating the spill. Customers want to know how far the plume is to an aquifer.

Customers wanted more clarity about:

- Whether there is a remediation process for the Kirkland Airforce Base plume or if it is just monitored.
- Whether there is a website where they could get more specific information about this plume and others.

One customer was upset because she felt the "preliminary program" was overkill when combined with this meeting. She attended a city hall meeting in which all the same topics were discussed.

Another customer asked if the Water Authority is spending too much money holding these meetings and if they're necessary, she added that all who are involved in making the meeting are likely overpaid and she would rather get all of this information through a different approach to save money.

Meeting Date: 5/8/18

Recorder: Kelsey Bicknell

Facilitator: Will Sharon

Table #: 5

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- Customers all felt this was an obviously false statement because watersheds can be anywhere

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All but one customer voted that this statement was TRUE with the following comments:

- Forests act as a filter.
- Forests prevent flooding and also prevent evaporation.
- Forests slow down runoff from storm events.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All but one customer voted that this statement was TRUE with the following comments:

- Thinned forests do not burn as fast and hot because the extra fuel is not available (because the forest was thinned).
4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

Two customers voted that this statement was TRUE with no specific comments noted.

Five customers voted that this statement was FALSE with the following comments:

- Drains say “This goes directly to the river”.
 - Customers can see water going from the North Diversion Channel into the river.
5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Four customers voted that this statement was TRUE with the following comments:

- Customers felt this would be true because it would help alleviate river flooding.

Three customers voted that this statement was FALSE with the following comments:

- Some customers struggled with this question and simply answered “I don’t know”

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement was TRUE with the following comment:

- Groundwater is anything in the ground.

Five customers voted that this statement was FALSE with the following comments:

- Some customers were confused because they thought groundwater was stored in an aquifer.
- Customers felt there was more to the picture than it being an underground river or lake, they felt that was a surface water description.
- Generally, customers were not sure of the correct answer.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

Five customers voted that this statement was TRUE with the following comment:

- The customers agree the water authority knows about the status of spills of which they are aware.

One customer voted that this statement was FALSE with the following comment:

- You never know when someone is polluting the groundwater so how could they maintain a truly up to date list?

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement was FALSE with the following comments:

- If everyone thought this way, these spills would become a major problem because the waste adds up.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- One customer remarked this would be a waste of money.
- Another customer asked how you could get the chemicals out of the water if they were flushed, and most agreed that it would be very difficult to remove the chemicals, ergo flushing down the toilet is a bad idea.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- Customers remarked “I hope so” to this question, and most had faith in the Water Authority’s ability and commitment to keep the water for their consumers clean.

OPEN TABLE DISCUSSION

- One customer was concerned about liquid medication disposal because he felt advertisements for medication disposal were more for medications in pill form.
- Customers were concerned about rates going up, asking when that was supposed to happen.
- Some customers were upset that rates go up even though they are conserving water.
- Customers were unclear about rain barrels and if they are okay to have.
- In regard to source water protection, the customers wanted to know what was being done about salt cedars and other invasive species that use a lot of water.
- Generally, customers are very happy with the work their utility does

Meeting Date: 5/8/18

Recorder: Jenny Potter

Facilitator: Kymberly Johnson

Table #: 6

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- The watershed as a collection of water, most likely underground.
- The watershed is anything diverted from the Rio Grande and anything that flows down from mountains and lakes.
- The watershed includes ditches, arroyos, ponds and any natural bodies of water.

Additional Comments:

One customer commented that the water going through the city and the treatment should be “ just as good as fresh natural water.”

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Forests affect the quantity of drinking water with large tree canopies and evaporation.
- The absence of forest allows water to go through soil into water systems.
- The burned areas of the forest leads to runoff and debris into the water source, which affects the quality of water.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement was TRUE with the following comments:

- Tall trees attract more moisture.
- “Thinning” means removing underbrush and dead branches, trimming up from the ground, and removing whole trees to minimize dry fuel.
- Removing undergrowth creates less fire hazard.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement was FALSE with the following comment:

- The table agreed that the runoff just goes straight back to the river without being treated.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

All customers ultimately voted that this statement was TRUE with the following comment:

- Diversion shuts off under certain circumstances to prevent water waste and reduce the chance of street/arroyo flooding.

Additional Comments:

The table started with a lot of ‘I don’t know’ answers.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All customers voted that this statement was FALSE with the following comments:

- Groundwater could come from any water source, more than just lakes and underground rivers.
- The table thought groundwater was another way of saying watershed, and that the two were the same thing.
- Groundwater could come from aquifers, arroyos or ponds.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comments:

- "I hope they do!!"
- The table discussed what might affect the levels of contamination: industry, spills, chemicals, Kirtland AF Base, forest fire debris, dumping, pet waste, paint supplies, flushing medicine down the toilet, etc.

Additional Comments:

- One table member told a story from the '90s about when she worked in hospice/home care, that everyone would flush medicine down the toilet in that setting.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement was FALSE with the following comments:

- think about the chemicals going into the water; this is not okay.
- table talked about what contamination might be going down the storm drains at people's homes: pesticide, weed killer, soap from washing the car or washing the driveway, car oil, car maintenance, kitchen grease.

Additional Comments:

- The table had a lively discussion on sewer vs. septic systems and the contamination possibilities, like a leaching septic tank. They also discussed implications of landfills on a watershed. A professional came over to our table to answer questions about septic systems and what the landfill does to the watershed. He explained the landfill has a plastic layer- at least the newer ones do- to protect the watershed from the large quantity of waste.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comment:

- Customers referred back to their earlier discussions, noting that this water goes straight to the water source.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- They hoped that was part of the Water Authority's job

Additional Comments:

The table ran out of time to discuss this further.

OPEN TABLE DISCUSSION

Regarding quality of pipes, customers asked "How old are the pipes that the water flows through and are they safe?"

- A Water Authority expert came over to answer questions about this. She talked about pipe testing on old homes, that fact that copper is pretty safe, that PVC is fairly common now, and that the water authority is on top of it.

Regarding fluoride:

- While the Water Authority expert was at the table, the customers asked her about fluoride.
- She talked to them about fluoride safety levels and how the board decided on a very slight elevation with some pressure from the dental community. This is to serve the underprivileged community to help keep their teeth healthy.
- The table was pretty upset about it as they all felt they had done enough research on their own to know plenty about the subject and why it is so harmful.

The table also wanted to know if the Water Authority was a private entity or part of the city government.

Meeting Date: May 8, 2018

Recorder: Reagan Roby

Facilitator: Christina Hoberg

Table #: 7

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- One customer talked about how he used to dump oil on his property back when he didn't know that it would have an impact.
- A watershed is under the surface of the ground and anything that is put into the ground can affect it.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Forests act as a natural filtration system to help clean and purify our water that runs through it.
- Forests 100% affect the quantity of their drinking water.
- Forests protect the ground floor from the sun which prevents a lot of evaporation and increases

our water quantity.

- The quality of water is increased by healthy forests that can keep water within itself.
 - Forests purify air, contribute to CO2 to purify contaminates within our water.
3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement was TRUE with the following comments:

- Thinning clears the dead wood and ground shed and can help stop the fire from spreading as quickly.
- In response to a question from one customer about what forest thinning meant, another customer explained that it had to do with cutting down sick trees and clearing out forests to help prevent fires.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All of the customers voted that this statement was FALSE with the exception of 1 customer who was 50/50 and had a hard time deciding on her answer. The following comments were noted:

- It might be true because run off from the streets is dirty and full of contaminates.
- Customers had seen signs that stated not to put contaminates into the water because they dump/lead into the rivers & arroyos.
- One was having a hard time deciding because he knew that street water flows into the rivers, but he did not know how the Water Authority could always control what contaminates do and or don't go into our water.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

The table did not have time to get to question #5 before time was called.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Four customers voted that this statement was TRUE with the following comments:

- Groundwater can be underground rivers and can flow like a river.

Four customers voted that this statement was FALSE with the following comments:

- Groundwater is water on the surface of the ground that is collected from rain and run off.
- Water flows through forests and everything trickles down into the water table which is underground.

2. THE WATER AUTHORITY MAINTAINS AN UP TO DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comments:

- It has to be true or else I would be disappointed in the Water Authority.
- One customer knew the answer to the question was true because he read about it in the Water Authorities literature.
- A list to check on is good but what is the Water Authority doing to find more contaminations to fix?

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM

All customers voted that this statement was FALSE with the following comments:

- A little bit of contamination from a lot of people can go along way and really mess up our water.
- We want more information on types of contaminates and how to dispose of them properly.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- Most pharmacies and hospitals have facilities and places to dispose of prescriptions properly.
- Most medications don't actually expire when they say that they do on the bottle, so it is important to not flush ANY medications.
- A few customers dispose of their meds in kitty litter cake packages.
- One customer said that her close friend is a water testing specialist and that she believes all water has traces of medicine in it.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- We hope the Water Authority does this.
- We would be upset if the Water Authority doesn't pay close attention to every contamination site.
- There was a conversation on holding tanks breeding algae and contaminates due to hot water.
- One customer said that when he was living in Florida that the states recycled all of their waste water. He thinks that all states should do this.
- One customer asked how disposing of yard waste helps our watershed.

OPEN TABLE DISCUSSION

In response to the question, "How comfortable are you drinking water out of the tap without a filter?", customer responded as follows:

- One customer said that she was concerned with the taste of her tap water and only buys filtered water/water bottles to drink.
- One customer has not ever tried her tap water.
- One customer said that he drinks filtered water and he doesn't care about how water from the tap tastes.

- One customer said that she used filtered water because she has problems with hard water at her home.
- A few of the customers stated that almost everywhere has a filter for water nowadays and that they are more concerned with fluoride and chlorine in their water.
- One customer said that she can taste the chlorine in her water sometimes.
- One of the customers actively tests his water for chlorine and fluoride. When he lived in Pennsylvania the state tested everyone's water seasonally due to changes in the water.
- One customer is a civil water engineer and he said that he trusted our systems and only drinks tap water. He said that no filter will take out arsenic from our water. He believes that our water still has anti-depressants in it.

Comments/concerns on contaminants:

- Customers want more information on what types of filtration systems their water goes through.
- The customers know how big of a problem pesticides are. They want to know how the Water Authority can clean up all of the sites that are contaminated when they can't possibly know of all of the new problem areas.
- A few customers are now concerned about the Kirkland base after seeing the Water Authority video.

Additional Comments:

- The customers are very pleased with the Water Authority's professionalism and thoughtfulness with their practices.
- The Customers want current information on sites that the Water Authority is working on.
- They want to know more about what practices the Water Authority uses to clean our water. They hope to see this information on their water bill.

Date: May 8, 2018
 Facilitator: Katherine Yuhas
 Recorder: Liz Anderson
 Table: 8

ACTIVITY 1: WATERSHED PROTECTION

1.A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- All water that drains to us is the watershed.
- I do live in the watershed

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with no noted comments

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement was TRUE with the following comment:

- One customer noted they prefer the term “resistant” over “resilient”.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All of the customers voted that this statement was FALSE with the following comments:

- Storm water signs at drainage indicate they drain to rivers.
- Storm drainage has some trash capture, but no treatment.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

In an initial vote, four customers voted that this statement was TRUE, and three voted that it was FALSE. Time was called before the table was able to have a discussion about this statement.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement was TRUE and five voted that it was FALSE with the following comments:

- There was some confusion between the terms “ground water” and “aquifer”. The facilitator explained that they are the same thing.
- An aquifer is more expansive than an underground river or lake.

2. THE WATER AUTHORITY MAINTAINS AN UP TO DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comment:

- Customers are aware of NMED lists and some specific sites & hope we monitor them.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM

One customer voted that this statement was TRUE and the rest voted that it was FALSE with the following comment noted:

- If everyone put a small amount of waste on the ground it would add up to a lot.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- There is confusion about the best way to dispose of waste (e.g. paint, pesticides).
- Proper disposal methods would be good information to put on website
- Customers know not to put medications down the drain.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with no noted comments.

OPEN TABLE DISCUSSION

Oil and gas Water Quality concerns are “very frightening”

- Customer had seen Don Phillips’ presentation.
- Ground water movement in the aquifer due to drilling for oil and gas in the basin - not much in our basin.
- It was recommended that customers contact their local government city council/ county commissioner to support oil and gas protection.
- City council is working on oil and gas ordinance (Pat Davis, Debbie O’Malley, Diane Gibson)

There was a discussion about cesspools in the South Valley – Groundwater assessment will address this.

- There were concerns over sewer lines in the valley septic tanks.
- Cesspools (not septic or sewer) can still exist in Valley.
- Questions were raised as to whether all of the cesspools been converted to septic or sewer.

There was a discussion about monitored natural attenuation.

- Natural degradation can happen, but the Water Authority supports active remediation and clean-up of contamination sites.
- Customers would like a reporter to dig into water issues like the Air force project.
- One way to get active is to include neighborhood coalitions.

Meeting Date: 5/16/18

Recorder: Anjali Bean

Facilitator: Ildiko Oravec

Table #: 1

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- Groundwater is part of the watershed and it comes from everywhere.
- A watershed is a wide area. It is like a funnel. Everything that drains water, even houses and streets and washes and drains are part of the watershed.
- They may start in the mountains but are much larger.
- Watersheds are defined by their largest river – such as the Colorado River watershed.
- Watersheds where all of the water in it ends at one point – drain to the same place.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Forests Filter water.
 - Forests prevent erosion.
 - After fire, ash can contaminate rivers.
 - Trees also use water to grow.
 - But Trees also transpire water
 - Trees slow snowpack melting and allow more water to absorb, which gives a longer irrigation season.
3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement was TRUE with the following comments:

- Forests are thinned so that the whole forest doesn't catch on fire
 - Thinning the forest means less of a chance of canopy fires.
 - Reduces fuel – i.e., reduces the number of dead trees in the forest.
 - Reduces chances for disease
 - But also dead trees can be good for the forest – they decompose
1. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement was FALSE with the following comments:

- You see signs on drains about “draining to river” and to not pour oil down drains, etc.
 - A customer had read an article or heard news about storm water pollution in the river – pesticides and oil
 - Storm water is filtered if you are downriver of a treatment plant because the water is coming from the plant.
 - Storm water doesn't go to a treatment plant, but it can be treated naturally – filtration through the soil etc.
2. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Three customers voted that this statement was TRUE with the following comments:

- Maybe there isn't enough storage during storm events, so they stop diverting.
- Maybe we can't use storm related water - “precipitation water” doesn't belong to us.
- There are rules about keeping the same amount of water in the river as we take out – we have to keep a balance and therefore keep water from precipitation in the river.

Four customers voted that this statement was FALSE with the following comments:

- There hasn't been a big enough storm since the San Juan Chama project started.
- Pollution rather than high storm events is the cause of not diverting.

- San Juan Chama water is in the water with precipitation water, you can't differentiate between them.

Additional Comments: Several of the false votes were largely unsure, and hesitant to vote at all – wanted to abstain.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Six customers voted that this statement was TRUE with the following comments:

- Groundwater is the aquifer.
- Groundwater is the water you can see coming out of the ground – like springs.
- An aquifer is a body of water underground.
- An aquifer is the layer right below a surface lake or river that stores the water underground.

One customer voted that this statement was FALSE; customers made the following comments:

- Groundwater is any water that comes from the ground, but it is mostly from soil and sand.
- A river is a flowing body of water, a lake is more like a cup of water, but an aquifer is mostly soil and other things with water in it.

Additional Comments:

Discussion started with more people saying this was false, but when pressed to define what an aquifer was, they changed their vote to true.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comments:

- There are a lot of monitoring wells around the jet fuel plume
- The questions says "known." If they are known that means someone is paying attention to them.
- The Water Authority needs to know when water is drinkable and when it is contaminated.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement was FALSE with the following comments:

- Hazardous waste can filter through the ground and reach the aquifer and contaminate it.
- Some waste can be hazardous even in small amounts.
- If everyone does it a little, that can quickly add up to a lot.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- Medications can dissolve into the water.
- The water treatment plant can't deal with them.

- Chemicals from medications can pollute the water, and can also filter into the aquifer.
- They are also biologically reactive – can affect fish and other animals.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- Customers read about it in the ABCWUA newsletter.
- Jet fuel spill and Sandia nuclear waste pits are both monitored heavily.
- The 12th street plume is also heavily monitored.

OPEN TABLE DISCUSSION

In response to the question, “What surprised you?”, customers responded:

- That the Fruit Ave. plume was started from such a small amount of waste
- Customers had not previously known about the arsenic removal going on, or that arsenic was naturally occurring.

In response to the question, “What’s missing from this picture so far?”, customers responded:

- Is the utility actually processing pharmaceuticals? What do they actually treat? Are there things that still aren’t being treated? What about hormones?
- Is thinning happening in the Sandia mountains? If it is, they don’t see it.
- What about fracking?
 - Concerned about injecting water back into the ground.
 - Concerned about disclosure of the type of chemicals that are being brought up.
- Concerns about water supply as it relates to population growth and sustainability.
- How about drought? What is being done to plan for growth and drought happening at the same time?

In response to the question, “What you need more clarity about?”, customers responded:

- More clarity about how arsenic could be removed from their personal well.
- What about agribusiness like dairy farms? How are they being regulated so they don’t pollute water supplies?

In response to the question, “What can the Water Authority do more of?”, customers responded:

- Education and information, starting at the elementary school level.
- Promoting legislation to protect water sources – other industries have lobbyists, but people/customers don’t have as much of a voice. The Water Authority could take that role and represent their users.
- The feds are backing off on defending clean water, so the state and the Water Authority could take more of a leadership role in NM.
- Looking into how to recycle more water.

Meeting Date: 5/16/18

Recorder: Reagan Roby

Facilitator: Heidi Howley

Table #: 2

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- Customers believed that there is water in other places than in the mountains.
- The aquifer isn't in the mountains and the watershed is wherever our water is collected.
- One customer asked what the actual definition of a watershed was.
- One customer said it depends on where you live.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Customers really wanted to let the Water Authority know that they want clean forests to increase quality and quantity of their water.
- Forests act as a natural filtration system.
- Forests help decrease erosion and if there is a fire that hurts our forests, ash will get into rivers and into our drinking water.
- The customers want to know how forests affect quality before treatment at the Water Authorities facilities.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement was TRUE with the following comments:

- If there isn't as much in the forests there is less to burn down in the event of a fire.
- One customer thought that using the word catastrophic was a bit harsh. They felt that this made this a trick question.
- One customer asked if a forest isn't properly thinned, what would the outcome be?
- One customer asked what exactly thinning was. The table let her know that thinning was when someone goes into the underbrush of the forests, including the sick trees, and take out a safe amount of the forest to prevent larger fires.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

One customer voted that this statement was TRUE with the following comment:

- This customer took a tour of the Water Authority and that he remembered hearing that the Water Authority did treat water before it goes into their treatment plants.

Five customers voted that this statement was FALSE with the following comments:

- Dog walkers regularly see advertising to clean up waste to prevent contaminates.

- We see waste going into the rivers when we are on walks.
- It depends on where the water is coming from.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Three customers voted that this statement was TRUE with the following comments:

- I don't know the answer but it makes sense if the Water Authority does this.
- I hope that the Water Authority is active enough to do this and work to divert the water when necessary.

Three customers voted that this statement was FALSE with the following comments:

- The Water Authority does not need water from the streets because it would add more work.
- What difference would this make when all water is eventually treated and tested?

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Five customers voted that this statement was TRUE with the following comment:

- One customer said the he had heard that ground water isn't on the surface.

Two customers voted that this statement was FALSE with the following comments:

- It doesn't have to be just a river or lake.

Additional Comments:

- This is a poorly worded question.
- Customers seemed to think that this was a trick question and wanted clarity on this question. Most of the discussion was centered on the Water Authority needing to phrase this question better so as to not trick them.

2. THE WATER AUTHORITY MAINTAINS AN UP TO DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comments:

- The Water Authority keeps a proper list and work to protect water quality.
- The water Authority monitors these contamination sites very well.
- We HOPE that the Water Authority is actively looking for new contaminated sites to start fixing!

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement was FALSE with the following comments:

- Every drop adds up and can cause a problem eventually.
- The waste will find its way into our watershed eventually and somehow cause a problem.

- The waste will go into the river or aquifer.
- Customers wanted the Water Authority to know that they don't believe that people are educated enough to prevent problems.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- Toilet water goes into the aquifer before it goes into our watershed.
- There is plenty of information on disposing medications, and people need to look for information more, rather than waiting for it to be handed to them.
- This is a bad idea and none of them had even considered flushing their meds.
- The fish don't need the buzz. And we can ingest meds from wildlife that ingests it.
- Flushing meds down the toilet is bad causes spikes in the incoming water that the Water Authority monitors.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- We HOPE this statement is true!
- This has to be a true statement because the Water Authority gets paid to keep our water safe and prevent contaminations.
- It would be unacceptable if the Water Authority didn't do this work and it would be in the newspapers if the Authority wasn't doing a great job to protect our water.
- One customer really appreciated the attention and focus on this problem and that she has seen the Water Authority doing better and better over the years.

OPEN TABLE DISCUSSION

In response to the question, "What surprised you about tonight's discussion?", customers responded:

- The customers were very vocal about Question 2 in Activity 1 being a trick question. They want the Water Authority to re-word it.
- A few customers said they were surprised with how little they knew about our Water Authority's practices.
- One customer asked a question about lead in our pipes. Rick Shean of the Water Authority came to our table to educate customers on the situation, and let everyone know that our pipes are very safe and lead free.

In response to the question, "What can the Water Authority improve on?", customers responded:

- Customers want the Water Authority to give out packets to the public on proper disposal sites in the area.
- Customers want to see the Water Authority team up with hardware stores (Lowe's, Home Depot) to get disposal sites set up.
- The customers believe that people will dispose of waste in safer ways if there is a place close by and if it is easy to do so.

- The customers believe that plastic bags need to go away to help the Water Authority in terms of contaminants and trash in the water.
- The customers think that the more informed the public is, the better our water will get and the less work the Water Authority will have to do.

Meeting Date: 5/16/18

Recorder: Jenny Potter

Facilitator: Jillian Gonzalez

Table #: 3

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- A watershed would include the Rio Grande.
- It would include groundwater.
- A watershed would be any area with a water source, not “only” mountains.
- It would include groundwater and surface water.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- The chemicals that put out forest fires go into water source.
- The sediment and debris in the forest run off and clog rivers.
- In the Bosque the high volume of cottonwood trees are taking extra water from the source.
- Rain is made on the treetops because they are high up, so all those wet trees add moisture to the ground.
- Healthy forests filter water.

ADDITIONAL COMMENTS:

The table suggested teamwork between the Forest Service and the fire firefighters so the prescribed burns are not done in the windy seasons.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

Several customers voted that this statement is TRUE with the following comments:

- Thinning takes the debris and “fire fuel” away.
- This leads to fewer plants demanding water from sources
- Thinning will take out weak and diseased trees as well as underbrush

Several customers voted that this statement is FALSE with the following comments:

- Older trees are more “alive” because they are habitats for bacteria and ground dwelling creatures.
- If we take away all the debris habitats will be destroyed- we need organic matter to have fertilizer for the bottom of the forest.

Additional Comments:

- The table thought that during a drought would be the best time to thin out trees and utilize forest service preparations.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

One customer voted that this statement is TRUE with the following comment:

- “Hopefully?”
- They haven’t seen an arroyo go straight to the river.

Five customers voted that this statement is FALSE with the following comments:

- Downtown there are signs on curbs that say “drains to river”.

Additional Comments:

There were multiple “I don’t know” answers at this table. They didn’t feel they knew enough about the storm water system that is in place. They said it was an unfair question because they did not have enough information to go off of.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

All customers voted that this statement is TRUE with the following comments:

- Like a “big bladder”, the gates can be opened or closed.
- The city turns off sprinklers when it rains.
- The Authority doesn’t want the city to flood, and they don’t want to waste water, so yes they would stop it.

ADDITIONAL COMMENTS:

- The table had mostly “I don’t know” answers and felt “they need to tell us”.
- The San Juan diversion goes through the treatment facility but what do they treat?

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All customers voted that this statement is TRUE with the following comments:

- It encompasses these things but probably more, so this is true.

Additional Comments:

- It's not only these- groundwater includes aquifers.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- "I hope they do!!"
- The Water Authority sends out a report every year with a list.
- The Kirtland AF Base situation was on news reports.
- The Water Authority is "probably doing their best".

ADDITIONAL COMMENTS:

- Updating is hard- how often does the Water Authority really update, and how often do they check?
 - The table was curious about how much they didn't know about, and whether there were things they might not be able to find out. They also hope pictures are taken at sights for visual reference.
3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comments:

- That's "stupid" - it all counts and it all adds up.
- Dog poop goes straight to river
- Oil change dumping areas on driveways are very common and go straight to source.

Additional Comments:

The table had a lively discussion on many examples of why this is a false statement

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- It goes straight to the water source.
- Hormones are showing up in water samples.
- This used to be a common practice but now we know better.
- This contaminates the water and is changing the reproductive qualities of animals.

Additional Comments:

- The police substation needs more information and options about how to dump and where to get rid of old medications.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comments:

- They hoped that was part of the Water Authority's job

- This is part of the Water Authority’s annual report.
- It would “just make sense”.
- It is logical for the reputation of the Water Authority for them to do this.
- We have high confidence in the Water Authority. It is better than most in the US- others are profit driven.

Additional Comments:

- The table discussed the water filtering through lava rocks and arsenic, and that that may be an issue on the Westside.

OPEN TABLE DISCUSSION

- Customers loved the 4th grade field trips.
- They liked the elephant logo and thought it would be beneficial to use in education, i.e, to use that for topics of concern to remember the message.
- They wondered if all the information is available in English and Spanish.
- They were pleased with the high levels of monitoring, and they feel that they are a part of the Water Authority community. The Water Authority is obviously going above and beyond.
- They were surprised that 70% of our water is surface water, and they felt an extra need to protect this and use it wisely. We need to be proactive. The table was under the impression that we used to use more groundwater and not surface water
- There was concern for the warmer weather in Colorado as we rely on them for quite a bit of our source water; “Less snowpack means less runoff!”
- They wanted more info on who the big water consumers are. Is it corporations or residents? What is the percentage of water usage by individuals and businesses?
- They talked about illegal dumping in the West Mesa and the impact of dog parks and people parks.
- Water softeners came up as an area of concern and some members of the table felt that we should use water conditioners instead and that there should be rebates for that.

Meeting Date: 5/16/18

Recorder: Kelsey Bicknell

Facilitator: Hannah Sutter

Table #: 4

ACTIVITY 1: WATERSHED PROTECTION

1.A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- Customers understand water is present everywhere in our lives.
- Water is present everywhere, in the clouds, in the rain, and on the surface.
- Customers already understood the Rio Grande is part of a watershed.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Forests can retain water by reducing flooding.
 - Forests have an influence on the quality and quantity because they retain water in their plant matter.
3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement was TRUE with the following comments:

- Undergrowth contributes to severe fires, thus the severity is reduced when the undergrowth is reduced.
4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement was FALSE with the following comments:

- Storm water enters the river first before being removed for treatment.
 - The Water Authority cannot control the storm runoff and where it goes.
5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Customers could not reach a consensus about this question, even with the help of the experts in the room. They found the question confusing because of the emphasis on the San Juan-Chama water rather than the storm water mixed with Rio Grande/San Juan-Chama water.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All customers voted that this statement was FALSE with the following comments:

- Groundwater exists in an aquifer (note that customers were clear on this even if they did not quite understand what an aquifer was.)
- One customer did mention groundwater exists between the grains of sand in the ground

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comments:

- We hope the Water Authority maintains an up to date list!
- Customers trust the Water Authority
- It is most likely required for the Water Authority to maintain an up to date list of the active sites.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement was FALSE with the following comments:

- Waste will go into the groundwater.
- Even a small amount of waste can spread.
- If everyone poured their waste on the ground, it would add up to a big problem.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- Customers knew there are places to take medication to be properly disposed.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- Customers believed monitoring known sites more frequently is a regulatory requirement.
- “Of course they do!”
- The Water Authority wants to provide the best water, so they would naturally do this.

OPEN TABLE DISCUSSION

- Are the golf courses on restricted water use?
- There was concern over the use of phosphorus in commercial fertilizer.
- Customers wanted to know about the fracking in the Albuquerque Basin.
- Customers were glad to hear the Water Authority was doing more than the minimum requirements.
- They were happy with Water Authority’s preemptive treatment of problems (such as planning to alleviate future drought, etc.)
- Customers want the Water Authority to make people more aware of Saturday disposal events for household waste, perhaps via TV ads, etc.

Meeting Date: 5/16/18

Recorder: Maud De Proost

Facilitator: Sara Sanasac

Table #: 5

ACTIVITY 1: WATERSHED PROTECTION

1.A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- The watershed is all inclusive; where there is surface water there will be groundwater as well, which is part of the watershed.
- One customer is in the military and had experience with having to dig deeper into the groundwater supply to get more water.
- All customers learned about watersheds in school, through reading the newspaper, and from the beginning of this meeting during the lecture.
- The watershed is everywhere.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Forests affect the quality and quantity of their drinking water because forests serve as natural filtration systems; if the forest is in a healthy state, the water table should be as well.
- Trees soak up water and affect the water quantity and tree roots filter the water.
- The quantity of water depends on how much water is going in and out of the forest.
- A customer who wanted to make an educated guess said the quality of water would depend on the grade of erosion and the quantity would depend on debris, trees, roots, and recent forest fires.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

The majority of customers voted that this statement was TRUE with the following comments:

- Forests need to be thinned to prevent catastrophic wildfires and to keep our forests and watersheds healthy.
- A customer from California stated that the poorly managed forests in California resulted in forest fires and catastrophic mudslides.

One customer voted that this statement was FALSE with the following comment:

- Forest thinning results in forest fires because of the tree debris and high New Mexico winds. She felt strongly about this and learned this information from the newspaper and other various news sources.

One customer wanted to abstain from voting because she wasn't sure if thinning was the best idea based on comments the rest of the group made.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers ultimately voted that this statement was FALSE with the following comments:

- Stormwater runoff from arroyos and streets should be treated prior to entering the river because the water passing through arroyos and streets would be pick up sediment and contaminants directly affecting drinking water.
 - All customers wanted to know what type of contaminants would count; dog poop, pesticides, trash, etc., as well as which streets or which arroyos.
 - Customers felt this statement was not specific enough and had a difficult time answering.
5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

All customers voted that this statement was TRUE. Time was called for this activity before the table had the chance to discuss their specific reasoning for their answer.

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 1:

Customers appreciated the presentation but some felt the statements in the activity were poorly worded and “forced dichotomy”. Most of the group asked specifics on the statements and said they were left open ended. They all wanted answers right away. After the presentation, they seemed more at ease.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1.GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement was TRUE with the following comments:

- Groundwater is an underground river or lake because groundwater consists of those things AND MORE.

Five customers voted that this statement was FALSE with the following comments:

- Groundwater is not an underground river or lake but consists of aquifers, underground water coming from various sources, including perhaps caves.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

Five customers voted that this statement was TRUE with the following comments:

- “We hope so!” because the Water Authority is likely legally required to do so, and because it would have been on the news had they not been doing this.

One customer voted that this statement was FALSE with the following comments:

- There is no way the Water Authority is able to keep a list up-to-date, especially for spills they are not yet aware of. Specifically, look at the Kirtland Airforce spill and how that took years to discover.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

Two customers voted that this statement was TRUE with no specific comments.

Four customers voted that this statement was FALSE with the following comments:

- Pouring a small amount of waste on the ground will result in a larger issue as not all weight is equal and even the smallest amount of waste can lead to a larger issue.
- All waste can cause a problem for our groundwater quality.
- Waste must travel somewhere.
- A customer mentioned that his sister is an environmental engineer and has consistently stressed that this can be a bad idea.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- It is not a good idea to flush medications down the toilet because it will likely end up in our groundwater and drinking water.
- It is not a good idea to flush medication down the toilet because there are drop off stations provided to the public and if it was okay, we would not have drop off stations.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- The principals of statement number 2 (i.e., that the Water Authority maintains an up-to-date list of known groundwater contamination sites in order to protect drinking water quality) makes this statement true.
- The Water Authority has a great reputation, and consequently this must be true.
- “If they do, it’s at the bare minimum and likely because it’s by court order”.

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 2

Two customers brought up the addition of fluoride to our surface water (as a contaminant) and were deeply concerned by this. Katherine Yuhás of the Water Authority came over to address their concerns.

OPEN TABLE DISCUSSION

In response to the question, “What had real meaning for you from what you’ve heard?”, customers responded:

- This meeting gives me clarity and I feel more informed and listened to.
- We feel better about the future of the quality and quantity of drinking water in Albuquerque.
- We feel more confident in the Water Authority and the steps they’re taking to keep drinking water safe.

In response to the question, “What’s missing from this picture so far?”, customers responded:

- We all want more information on the status of the Kirkland spill and other major spills that could potentially affect our drinking water. We would like to see updates included with our bill.

- We would like to learn more about water consumption and who the major consumers are throughout Albuquerque, and what if anything the city is doing to incentivize less use.
- A few customers were confused with a sole source aquifer and would like to see that in the explanation throughout the slides (Katherine Yugas of the Water Authority answered this for them).
- We would all like to learn more about conservation and how we can help with conserving water in New Mexico.

In response to the question, “What do you need more clarity about?”, customers responded:

- We want a detailed explanation clarifying charges on the bill (Katherine Yugas came over to help with this, but the customer would still appreciate the explanation on the bill).
- A few customers asked about our water coming from Colorado and the legality behind that water act. They would like to know what New Mexico plans to do if this deal ever falls through or if we ever run out of water from that source, and what our next step would be.

Other concerns raised by a few customers:

- We are extremely upset about fluoride in our drinking water; it is a neurotoxin and has very negative effects.
- The questions during the activities were poorly worded.
- The lectures didn’t cover water conservation.

The rest of the group left feeling informed and thankful for all that the Water Authority is doing to keep drinking water clean and safe.

Meeting Date: 5/16/18

Recorder: Oliver Pilon

Facilitator: Kymberly Johnson

Table #: 6

ACTIVITY 1: WATERSHED PROTECTION

1.A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- A watershed is anyplace where water is filtered down.
- It’s not just the mountains - it includes where we live.
- Water sheds are more than just dirt.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Forests fires affect erosion, since without trees there is nothing to hold the dirt down.
- Forest areas get more water, and the roots from trees hold healthy soil and filter the water, increasing quality.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement is TRUE with the following comment:

- If there is a large amount of deadfall on the ground, it is very prone to fire.

Additional Comments:

- What can the Water Authority do about forest thinning?

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

Several customers voted that this statement is TRUE with the following comments:

- They thought they had seen a cleaning facility with an Arroyo filtering into it.
- Others had heard reports about the water being cleaned before it reaches the river.

Several customers voted that this statement is FALSE with the following comment:

- Other than straining the large debris out, they did not think any cleaning was done.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Five customers voted that this statement is TRUE with the following comments:

- It just sounds like there would be way to much water to manage, so it makes sense that they would.

One customer voted that this statement is FALSE with no comment:

ACTIVITY 2: GROUNDWATER CONTAMINATION

- 1.GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement is TRUE with the following comments:

- Some people just had no idea.
- Some had heard it was like a limitless pool.

Five customers voted that this statement is FALSE with the following comment:

- It is not always submerged.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- The Water Authority goes around and tests different sites.
- We definitely hope they do!

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comments:

- Pouring something like anti-freeze at any size is bad.
- What is considered a small amount?
- We all have to do our part.
- Dumping gets down into the ground water.

ADDITIONAL COMMENTS:

- People said they used to throw out almost anything, like pesticides and drain cleaners.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comment:

- We will be getting it back in our drinking water eventually.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comment:

- This is especially true with places like Kirtland Airforce base.

ADDITIONAL COMMENTS:

- Customers were under the impression that wells were self-contained and that they therefore did not have to worry about contamination.

OPEN TABLE DISCUSSION

In response to the question, “What had real meaning for you from what you’ve heard?”, customers responded:

- It is reassuring to know that the water is cleaned as well as it can be.
- Customers were happy to hear that the Water Authority is ready to tackle problems as they come up, and are okay with increasing water rates.

In response to the question, “What surprised you?”, customers responded:

- They were surprised to learn about what the Water Authority is doing about the arsenic, which is very important.
- They liked how open the Water Authority is, and felt that this improves trust.

OTHER DISCUSSION POINTS:

- What happens when rates go up? Someone mentioned the 2120 plan, but also talked about having to conserve water and using water barrels.

- Someone said their neighborhood had fluctuations of the chlorine level, and that they could sometimes smell it in the water.
- Someone mentioned they had had a hard time getting a response from the Water Authority about a question they had posed about water safety. The whole table was concerned about that.

Meeting Date: 5/16/2018
 Recorder: Finn Knutson
 Facilitator: Leslie Kryder
 Table #: 7

ACTIVITY 1: WATERSHED PROTECTION

1.A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comments:

- Watersheds aren't just located in the mountains
- One customer initially pointed out that he thought he doesn't live in a watershed because he lives on the peak of a hill.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- The forest floor filters the water and that affects its quality.
- Forest fires would also impact water quality but negatively – i.e., ash from the fires would mix with the water render it undrinkable.
- Trees give off moisture and are a part of the water cycle.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

Two customers voted that this statement was TRUE with the following comments:

- Thinned forests would be more resilient because fires wouldn't start as fast due to the lack of debris and dead trees.
- Lightning that would strike the ground wouldn't catch anything on fire.
- If forests are thinned there is less fuel for future possible fires.

Two customers voted that this statement was FALSE with the following comments:

- A few customers voted false but only did so to prove the point that they didn't really know if thinning would really help. They wanted to create a 50-50 split with their votes.
- We don't know for sure if it does help - what data do we have to support the claim that it does work?
- There is still debate over whether controlled burns help or not.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement was FALSE with the following comments:

- Customers say they have heard that it doesn't
- There are signs around town saying that the water goes directly to the river

Additional Comments:

- It would make sense because water from arroyos and streets needs to be cleaned.
- Someone thought that water from arroyos may go the plant but not from the streets.
- The map of Albuquerque, the treatment plants, and the San Juan river may be wrong about the location of some things, such as the location of Alameda.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

One customer voted that this statement was FALSE with the following comment:

- It would prevent flooding

The remaining customers voted that this statement was FALSE with the following comments:

- Flooding isn't a real issue in Albuquerque and we need as much water as we can get so we wouldn't divert it.
- If we stop diverting water our aquifer doesn't recharge as much as it may have been able to.
- No one has heard anything about Albuquerque diverting water.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All customers voted that this statement was TRUE with the following comments:

- Customers thought that the packet given to them illustrated that this was true.
- What is the definition of groundwater? Isn't it different than an aquifer?

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

Three customers voted that this statement was TRUE with the following comments:

- Yes, the Water Authority published an annual report on this.
- They should, which means that, given their good reputation, they probably do.

Two customers voted that this statement was FALSE with the following comment:

- A customer claimed that there was nothing about this in the report they'd read.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

One customer voted that this statement was TRUE with the following comment:

- It depends on the substance/waste.

Four customers voted that this statement was FALSE with the following comments:

- Small amounts add up, and small amounts of potent things make quite an impact.

Additional Comments:

- What about natural waste? What about animal waste? Pesticides?

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comments:

- It's common knowledge now that this isn't the best way to dispose of medication.
- There are many things like take-back medication day that show that there are much better ways to get rid of meds.
- You can return meds to places like CVS.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- It better be true!
- It's just common sense.

OPEN TABLE DISCUSSION

The following comments were generated during this final activity:

- This table put an extraordinary amount of emphasis on publicity. That is, they thought the Water Authority needs to spread awareness about some of these issues a lot more than they currently are.
- WE NEED MORE AWARENESS! The people of ABQ need to be aware of how amazing their water program is, and it needs to be recognized.
- People need to be better informed about how they can dispose of things like medication, batteries, and other hazardous waste, and the Water Authority needs to create more opportunities for people to dispose of these things.
- There is too much information in the packet and it's hard to understand.
- The list of groundwater contamination sites should be public and easily accessible.
- Can the Water Authority put some of this information in our bill?

Meeting Date: 5/16/18
Recorder: Mo Hobbs
Facilitator: Sharon Gonzales-Alei
Table #: 8

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement was FALSE with the following comment:

- Watersheds include everything that flows down.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement was TRUE with the following comments:

- Quantity can be both negatively impacted by evaporation, and positively impacted by increased precipitation in mountain forests, especially in the Spring.
- Quality can be improved by filtration, but can also be negatively impacted if there are contaminants within the forest.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement was TRUE with the following comment:

- Thinning generally helps forests withstand the impacts of catastrophic wildfires.

Additional Comments:

- Customers wondered: If a fire is “catastrophic”, how does some thinning actually help? Some felt controlled burns help, others felt they may be dangerous.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

One customer voted that this statement was TRUE with the following comment:

- This customer was uncertain, but just assumed that it did.

Six customers voted that this statement was FALSE with the following comments:

- This must be false, because dog poop runs into the river.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

One customer voted that this statement was TRUE with the following comment:

- This customer was guessing, and based this vote on the fact that just sounded logical.

Five customers voted that this statement was FALSE with the following comments:

- Shutting down the diversion may interfere with diverting the necessary amount (i.e. would reduce the required supply).
- One customer questioned whether shutting down the diversion would cause flooding.

Additional Comments: Everyone at the table felt unsure with their answer. They felt they did not know enough to generate a firm answer either way.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement was TRUE with the following comments:

- It's not clear what this question is asking.
- Groundwater represents water storage, and so do lakes.

Four customers voted that this statement was FALSE with the following comments:

- It's not clear what this question is asking.
- Surface water and groundwater are separate, so groundwater couldn't be a lake or river.

Additional Comments:

- Customers were very unsure on what the question was asking, and felt that it was a trick question.
- They felt like a lake and river were referring to surface water, but that it could be asking about groundwater as a storage reservoir in a roundabout way.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement was TRUE with the following comments:

- We certainly hope so, because it is the Water Authority's job.
- One customer mentioned continuous monitoring of the Kirtland Air Force Base.
- We see the updates in the mail.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement was FALSE with the following comment:

- Even small amounts will add up, and this includes motor oil, paint, and medicine.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement was FALSE with the following comment:

- Absolutely not!
- Everyone aware this is a problem.

Additional Comments:

- Can be dangerous to wildlife.
- Some customers were unaware of where to take old medicine; other customers recommended the police station or pharmacy.
- Big collection events would be nice, but the time and location would need to be well-publicized.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement was TRUE with the following comments:

- We would hope so!
- Kirtland Air Force Base has additional monitoring.

Additional Comments:

- Customers would like to know how and at what level are wells without known contaminants monitored (i.e. if there is less monitoring, how do they catch it?).

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 2

- Education about how water (surface and groundwater) can become contaminated is very important for all ages and socioeconomic groups.
- It is important to clearly define sources of water and contamination; groundwater and surface water. Customers were unhappy about the confusion caused by Question 1.

OPEN TABLE DISCUSSION

In response to the question, “What surprised you?”, customers responded:

- The fact that 70% of their water comes from surface water. Many assumed it was only groundwater.

In response to the question, “What’s missing from this picture so far?”, customers responded:

- How will the Water Authority protect the quantity of available water if the Albuquerque population grows significantly, specifically on the Westside (Rio Rancho and Santolina).
- Customers wanted to know more about what is being done for water conservation. Customers were aware of “Water by Numbers”, but felt unsure about whether there was more being done.

In response to the question, “What do you need more clarity about?”, customers responded:

- Defining groundwater versus underground lake. How does geology impact differences in definition (i.e. karst vs. sand)?

OTHER DISCUSSION POINTS FROM THE TABLE:

- One customer wanted to know about promotion of xeriscape conversions, and whether that was a goal.

- One customer mentioned that he had a hard time reporting water waste which stayed within the park (pooling on the grass), because when he called to report it he was asked which street it was running down, and since it wasn't running down a street, it was difficult to report and get fixed.
- Customers were unaware of Water Waste Hotline, and felt the phone number should be bold and at the top of their water bill.

Meeting Date: 5/30/18
 Recorder: Lauren Distler
 Facilitator: Christina Hoberg
 Table #: 1

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- Runoff from the city where we live affects the watershed. Agriculture and ditches all flow back to the river, and so does the water that lands in the street.
- There are definitely watersheds in areas without mountains.
- In the surrounding area, water flows into the aquifer, and to the river. There are a lot of areas where the water drains to these sources.
- In the diversion channels we see flow, and there's flooding after a big rain event. This didn't come from the mountains.
- "I'm not sure why I know this, I guess I learned it in school."

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Water that falls in the forest areas is cleaned before it reaches the river.
- Trees clean the air, and this indirectly affects the water quality
- Forest fires and the resulting erosion impact quality. Who knows what contaminants are in the ash, it probably affects both quality and quantity.
- Forests increase absorption, which lets the water infiltrate instead of running off.
- Forests capture and store snow – it's a water source.
- The root systems hold the water in place, and this makes the soil healthier too.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement is TRUE with the following comments:

- When the dry undergrowth is removed, the trees are healthier.
- Thinning results in a lower heat fire, the land recovers more quickly, and fires are less catastrophic as a result.
- People can also benefit from thinning by taking cords of firewood as forests are thinned.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comments:

- There's a pretty prominent message in the city that storm water is not treated.
 - Sewage drains are marked – “drains to river”. Water flows from everywhere right to the river.
 - We've all seen strange things in the diversion channel, and all of that goes to the river!
5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORM WATER RUNOFF EVENTS IN ALBUQUERQUE.

Two customers voted that this statement is TRUE with the following comments:

- Storm water has more sediment, silt, and debris. The surface water plant might have difficulty treating it.
- If they don't, they should. There's all kinds of debris and contamination in storm water.
- In this case, we should just use what we have (groundwater?) instead of Colorado water.

Four customers voted that this statement is FALSE with the following comments:

- I don't think it's been planned that way. We need that water.
- I don't think they proactively stop diverting. Maybe eventually they'll stop if it gets really bad.
- The San Juan Chama Project (SWCP) is huge, and the water will keep coming. Someone would have to be monitoring it 24/7 in order to know when to shut it off.
- Why would they need to? At least in terms of purification technologies, they should be able to treat the water.
- Storms happen so quickly here - they wouldn't have time.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement is TRUE with the following comment:

- These things are included in groundwater, but groundwater is more than an underground river or lake, it includes the wells too.

Four customers voted that this statement is FALSE with the following comments:

- It could be an underground river or lake, but that's not 100% true.
- The water table is part of groundwater as well.

Additional Comments:

- Customers definitely seemed unclear on this question. There was a lot of back and forth discussion on phrasing, and what exactly groundwater is, or includes. Nobody really reached a decision on what they believed groundwater was.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- There's known groundwater contamination near the Kirtland Air Force Base. It's being monitored using various wells.
- They keep finding new contamination sites every day.
- There's a series of testing points and wells to track contaminants.
- Residents are made aware of contaminants in the groundwater, especially if they live near a site. I think they include it in the annual water quality report.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comments:

- Pouring out waste or chemicals in your yard will eventually infiltrate into the groundwater.
- Waste is cumulative – over time it will build up in your yard and on the streets. The next time it rains, it all flows to the river.
- Fertilizers used on fields also end up running off into the river, and they only use a small amount.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- The city's website will tell you how to dispose of medications and other types of waste.
- The water (and medications) that goes down your drain are treated at a plant – and then it goes back to the river. Mussels were tested positive for opioids in the Pacific Northwest!
- Definitely not! There are known best practices for disposing of medications and other wastes.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comments:

- They monitor it to keep it out of the city water supply.
- "The EPA requires this, I think. Well, maybe not with the current administration."
- "The ABCWUA water quality report sent out in the mail covers this, right?"

ANY OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 2

- A lot of "I hope they do" type responses from customers on the groundwater contamination questions.

OPEN TABLE DISCUSSION

In response to the question, "What is it the Water Authority is not seeing?", customers responded:

- "Why does my tap water smell and taste like chlorine? It's so strong, I can smell it on the open tap."

- A water utility representative addressed this concern, as several people at the table noticed the same issue with their water at home. The representative explained how the distribution processes and a customer’s location on the distribution system might affect the amount of chlorine that is in their water.

In response to the question, “What do they or you need more clarity about?”, customers responded:

- I heard on the news that the Rio Grande might be completely dry in July in parts of Albuquerque. Why is this? Don’t we still get San Juan Chama Project water?
 - A water utility representative explained that Albuquerque can operate on 100% groundwater when surface water is depleted, and that the city’s water is diverted above where it will most likely be dry this summer.
- One customer noted concerns with fluoride being added into the water, and the potential negative health impacts. Another customer noted that it’s good for dental health, and the group discussed the implications of fluoridated water in Albuquerque.

Meeting Date: 5/30/18
 Recorder: Tom Heller
 Facilitator: Heidi Howley
 Table #: 2

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- A watershed does not mean just mountains.
- I know they are testing the water near my home, so the watershed must mean a lot of areas.
- I live by an arroyo, and I know that makes it to the river, so we must be in the watershed.
- Rain in Albuquerque makes it to the Rio Grande, we must be part of the watershed.
- A watershed is *any* source of water.
- Water is all connected, and contaminants can move quickly between areas.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Forests help filter the water, and they catch and stabilizes rain and runoff.
- Forests slow down water and filter it.
- The forest canopy and soils absorb water, reducing evaporation. NYC has all of its water supplied by a forest.
- Soils are important. When a forest burns, it can’t hold water.
- In deserts, forests can influence and change the weather. Many storms don’t land in Albuquerque, only in the forests. That’s why the deserts south of us are growing.
- Forests help filter the water.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement is TRUE with the following comments:

- Fires can't spread as fast in forests with thinner trees.
- Our forests *need* to be thinned, to decrease the amount of fuel.
- Thinning really makes a difference.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comments:

- I know the arroyos near my home can carry a huge amount of water straight to the river.
- The storm drains say the water goes straight to the river.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

All customers voted that this statement is TRUE with the following comments:

- Why wouldn't they?
- That's what dams are for, to stop the water from getting here.
- Releases from dams are always purposeful.
- That's also what the acequias do.
- Water here is completely controlled and managed.

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 1

- There has been lots of information made available by the Water Authority for customers.
- We are well informed.
- Information in bills and in local newspapers is effective.
- The Water Authority should be making appearances on local talk and news shows.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All customers voted that this statement is FALSE with the following comments:

- It is more than just that: there are wells, rocks and sand.
- There are also tributaries, and small trickles that accumulate.
- It is more than just rivers and lakes.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- They have to, right? I hope so...
 - I hope so!
 - I live where there's arsenic, and also dry cleaners and gas stations can contribute to contamination.
 - I don't drink faucet water at all. I bring in water from health food stores. I don't like the smell; but some "healthy" water is not even healthy.
 - I also don't drink the water because it is too hard, and it's getting harder.
 - When there is more contamination, that means more chemicals must be used to treat it.
 - There are better, healthier ways to treat water but they are very expensive.
3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comments:

- It all adds up.
- There is a butterfly effect, we don't know what one small action will cause.
- Some waste is more dangerous than others, it depends on what is being dumped.
- It's not a good thing to do because of consciousness; it's just not the right thing to do.
- I know of a place where there is hepatitis in the water from pollution.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- Maybe one day there will be no need for any medications.
- You should take it to a pharmacist.
- Medications in the water is causing mutations in bird and frogs.
- Opioids can get in the water.
- It is very expensive to treat water that has medications in it.
- This is contributing to antibiotic resistance.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comments:

- I live near the jet fuel spill, I know they are monitoring that.
- The EPA will fine them if they don't.
- I hope they are!
- They have to monitor all the wells.
- I know by my home there are water monitoring devices.
- Volcanoes can cause natural arsenic in the water.
- There have been lawsuits that require them to clean any water that goes into the river.

ANY OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 2

- The Water Authority has come a long way in its actions for cleaning the water.
- It wasn't always the case, the Water Authority has not always been proactive with problems, but I have more faith now.

OPEN TABLE DISCUSSION

The following questions were directed to and addressed by Diane Agnew of the Water Authority:

- Regarding fracking in Northern New Mexico: are the chemicals they are using toxic?
- Does it impact the water supply? What about earthquakes?
- Is fracking in NM expanding?
- Can you tell us about Rio Rancho recently approving fracking?

The following questions were directed to and addressed by Water Authority staff:

- Santolina will overuse our groundwater. How can they do this? Why was it approved? Was there education to the public about the decision?
- Is our water getting harder?
- The Water Authority is doing a good job on water contamination in the macro- sense, but the treatment itself contributes too many chemicals. We don't know what the side effects of these chemicals are yet.

Meeting Date: 5/30/18

Recorder: Anjali Bean

Facilitator: Ed McCorkindale

Table #: 3

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- A watershed includes all activities that impact water.
- Land use impacts groundwater from far away.
- Fertilizer and other contaminants like oil from cars, antifreeze, etc. can influence groundwater.
- Storm water runoff from cities goes into the river.
- Any runoff eventually gets to the river

Additional Comments:

- What about Chlorine from treatment? Does that affect water sources?
- The Presbyterian Hospital on Central – you see crazy runoff there.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- When it rains, trees keep some of the moisture.
 - When there is a fire, water runs off the burn area.
 - Good soil also acts as a filter for water.
 - Water runs off faster when there are no trees.
 - The carbon that is burned goes into the water, making it bad quality.
 - There is an increase in flooding after fire.
 - Tree also control sediment.
 - Wouldn't trees also use water though, through transpiration?
3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement is TRUE with the following comments:

- Lighting can hit dead trees or underbrush and start a fire.
- Thinning gives healthy trees more room by cleaning up the forest and underbrush.
- If there is a fire, it doesn't spread as fast with fewer dead trees.
- Thinning can also be removing small trees, not just dead ones.
- Thinning means you are reducing the density of trees so you can see through them again.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comments:

- There are signs in the gutters "drain to river".
- You see the diversion channels.

Additional Comments:

- Question about the North Diversion Outfall Sediment basin – is it a reservoir? What is its purpose? Does it have to do with storm water or storage? The water levels seem to always go up and down a lot.
- I've never actually seen where the drains go into the river. Is there a place where they hit the actual river?

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Three customers voted that this statement is TRUE with the following comment:

- Maybe it is harder to process?

One customer voted that this statement is FALSE with the following comments:

- Wouldn't they want to use that water and conserve the river water for later?

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement is TRUE with the following comments:

- If you dig deep enough you will hit water.
- That water has to collect somewhere underground, right?
- There might be some areas that flow or pool, in fractures or something like that.

Four customers voted that this statement is FALSE with the following comments:

- Water is dispersed, not one huge volume.
- It is in between sand and rocks and dirt.
- It's just common sense – there aren't huge holes in the earth.
- Water seeps down through the forest to hit groundwater – it can only ever flow through pore spaces.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- Look at what they are doing at the Kirtland Fuel spill site.
- They talk a lot about contaminated areas in the newsletter – they must be monitoring them.
- There have been lawsuits related to water contamination – like the mine accident that turned the river orange.

Additional Comments:

- The real question is what is unknown. They know about the known sites, but are there others they don't know about?

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is TRUE with the following comments:

- In some cases, a small amount probably doesn't matter by itself. Everyone can't have that attitude but in theory if you were actually the only one it wouldn't matter.
- The question is confusing. Is it an actually small amount or are you talking about cumulative amounts from many people pouring small amounts – clearly that is a problem.

All customers voted that this statement is FALSE with the following comments:

- It is cumulative, and you never know what your neighbor is going to do.
- It depends on the substance – some things are bad even in very small amounts.
- As soon as more people start doing it, it's no longer a small amount in total, so it does matter.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- Flushing down the drain dissolves the medication into the water and it can get anywhere.
- It affects drinking water.

- If can affect wildlife in the river – tumors, etc.
- It's dangerous.
- The pharmacy is very clear about not flushing when you call them about disposal.

Additional Comments:

- Walgreens accepts medications for disposal on certain days

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comments:

- They really should be – so hopefully they are.
- There is only so much money available so they should be prioritizing areas of risk.
- Ideally they would test everywhere but probably can't.
- They need to monitor because contaminants can move.
- The state requires testing as well.

OPEN TABLE DISCUSSION

In response to the question, “What had real meaning for you from what you’ve heard?”, customers responded:

- The frequency of monitoring and testing that happens.
- The \$200,000 a year given to the Rio Grande Water Fund
- We learned a lot about how groundwater works – not a lake at all.
- We're surprised and happy about how collaborative the Water Authority is (RE Kirtland etc) and how far up the watershed the work (all the way to Colorado)
- We didn't know that our drinking water wasn't native.
- We're surprised by the 70/30 surface to ground water split – would have thought it was the other way.

Meeting Date: 5-30-18

Recorder: Kelsey Bicknell

Facilitator: Sara Sanasac

Table #: 4

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

One customer voted that this statement is TRUE with no comment noted.

Five customers voted that this statement is FALSE with the following comments:

- A watershed includes the aquifer which is not in the mountains.
- Streams exist away from mountains and thus watersheds are not limited to the mountains only

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Trees are good for soil.
- Trees influence snow pack (thus influencing the quantity).
- Forests help water (either as rain or snow) infiltrate slowly into the ground, minimizing loss due to evaporation.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

Four customers voted that this statement is TRUE with the following comments:

- Denser forests are more prone to severe fires, thus thinning minimizes the risk.

Two customers voted that this statement is FALSE with the following comments:

- A severe fire depends on the cause (i.e. lightning) and thinning will not eliminate the risk of a severe fire.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

Two customers voted that this statement is TRUE with the no comments noted.

Four customers voted that this statement is FALSE with the following comments:

- The area in which the rain falls is too large to control and thus runoff generated cannot be diverted to a plant.
- There are too many arroyos that go straight to the river.
- Customers felt it was common sense for the city not to treat the storm water because there is no good way to do so logistically.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

All customers voted that this statement is TRUE with the following comments:

- Customers had a gut feeling that diversion stops during high events
- The water needs to go to Texas, so we have to let it pass by Albuquerque to meet our compact terms.
- Reservoirs can hold excess water so as to not overwhelm the drinking water plant.

Additional Comments:

- What does the city do about grey water?
- Is it possible for us to lose San Juan Chama water during dry years?

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Four customers voted that this statement is TRUE with the following comments:

- An aquifer is an underground lake
- It depends on where one is located as to whether the groundwater is in an underground river/lake.

Two customers voted that this statement is FALSE with the following comments:

- There is more to the definition than just an underground river or lake, but I don't know any more than that.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- We hope the Water Authority does maintain an up to date list.
- Maintaining the list is important to basic water quality and basic health requirements.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comments:

- Waste will eventually go into the groundwater.
- If everyone poured their waste on the ground, it would add up to a big problem.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- The medication would enter the water supply.
- Some medication is harmful to other people (allergies, etc.) and animals, and could be bad for already healthy people.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comments:

- This should be true!
- It is a best practice for the Utility to do so.

Additional Comments:

- The Utility should watch sites that may be a problem later.

OPEN TABLE DISCUSSION

The following questions were raised during this activity:

- What is the water utility doing to maximize water efficiency on new developments?
- Will fracking be an issue in the Albuquerque Basin?
- What happens during an extended power outage, how will the utility provide water?
- Do underground rivers/lakes exist?
- What is going on with the Texas/NM law suit?

Meeting Date: 5/30/18

Recorder: Oliver Pilon

Facilitator: Grace Solis

Table #: 5

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- You are surrounded by them when you are in a city.
- Most of the people were aware of a local marked watershed.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Trees provide shade.
- Forests prevent evaporation.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement is TRUE with the following comment:

- Thinning results in there being less fuel to burn when a fire does start.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is TRUE with the following comments:

- Arroyos, culverts and storm drains run straight into the river.
- The water is probably going too fast to be treated before reaching the river.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Four customers voted that this statement is TRUE with the following comment:

- We believe the Water Authority prepares for more water and probably does stop diverting.

Two customers voted that this statement is FALSE with the following comments:

- We just have a feeling they would not do this.
- We're just not sure but can't figure out why they would stop diverting.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Three customers voted that this statement is FALSE with the following comments:

- Groundwater has to be underground.
- A distinction had been made earlier in the presentation between groundwater and surface water, so many people were not sure.

Three customers voted that this statement is FALSE with the following comment:

- Ground water can be on the surface.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comment:

- We really hope they do!

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comments:

- If everyone pours a little, it adds up to be a lot.
- There is no way of knowing how the dumping is going to contaminate and affect the ecosystem.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comment:

- This would undoubtedly contaminate the water supply.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comments:

- They wouldn't incriminate themselves in front of us by saying they didn't monitor the contamination areas.

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 2

Customers felt that the answers to these questions seemed to be just common sense, and they came to unanimous votes fairly quickly.

OPEN TABLE DISCUSSION

The following questions were raised by customers during this activity:

- How much water did we save last year? We never got a clear answer.
- Is there fluoride in our water? And does reverse osmosis take fluoride out of the water? (A Water Authority expert informed the table that supplemental fluoride would be added back into the water in July)
- Why even when we conserve water do they increase the cost? Never got an answer, more of just an off topic question, never really was focused on.
- How do droughts affect aquifer levels?

Customers also commented:

- They could make the disposal sites easier to find and learn about, maybe putting the locations and where to get more details about the sites on the bill.
- Everyone was more confident in the Water Authority as a result of this meeting, and agreed that we are all in this together.

Meeting Date: 5/30/2018

Recorder: Finn Knutson

Facilitator: Leslie Kryder

Table #: 6

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- Watersheds are all around us.
- Anywhere where water flows from a mountain to a river is a part of a watershed, so everything is a watershed.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Forests prevent runoff.
- Forests are an important part of every ecosystem.
- Forest fires will push soot and ash into our water and then it will not be able to be processed.
- Forests retain/hold water.
- They keep out minerals that may be bad for our health if integrated into the water.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement is TRUE with the following comments:

- Removal of small growth and dead branches, etc., prevents fires from gaining momentum.
 - Resilient forests (or thinned forests) can sustain a wildfire and live, even gaining nutrients from the ash.
4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comment:

- There are signs around the city that say “goes straight to river” or something along those lines.
5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

All customers voted that this statement is TRUE with the following comments:

- The Water Authority says in a publication that they do this.
- This may prevent overflow/flooding in certain areas.

Additional Comments:

- You would think we would want to take on as much water as possible

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement is TRUE with the following comment:

- Aquifers are the definition of an underground lake.

Five customers voted that this statement is FALSE with the following comments:

- Some groundwater isn't runoff (shower water for example).
- There is no water underground.
- Groundwater isn't a lake because it is dispersed throughout the soil.

Additional Comments:

- Customers answers may have changed depending on the definition of an aquifer.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- You would hope so.
- This is probably mandated by the government.

Additional Comments:

- Questions like these are useless because if this was false the Water Authority wouldn't be asking it.
3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is FALSE with the following comment:

- Small amounts add up quickly and even small amounts of some types of waste can be deadly by themselves.
4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- This is widespread common knowledge at this point.
- Everyone knows not to do this, some just do it because it is easier than schlepping out to a pharmacy or a pickup site.

Additional Comments:

- It needs to be much easier to dispose of medication and other substances like it.
5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comment:

- You would think so/hope so

Additional Comments:

- Again, questions like this provide no real data.

OPEN TABLE DISCUSSION

- Customers discussed the situation in Flint, Michigan.
- Is there a possibility of lead in our water? Do we still use lead pipes?
- It is of utmost importance to retain our aquifer and decrease daily water usage.
- What about grey water?
- People need a better and more all-encompassing way of disposing of hazardous waste. Can we get monthly -pickups or something along those lines?

- How do we reach people who live in apartments and do not get a water bill (most of the time)?

Meeting Date: 5/30/18

Recorder: Maud De Proost

Facilitator: Kymberly Johnson

Table #: 7

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comments:

- The watershed is not just in the mountains because plants grow everywhere and where there is vegetation there must be water the vegetation feeds from.
- A watershed is where the water from rain storms goes and we all live in and on a watershed.
- Several customers receive regular updates on the Kirtland jet-fuel spill, which includes information on aquifers, groundwater, and pumping stations.
- A watershed is a naturally occurring water storage and delivery system that includes all systems including forests and deserts, and it isn't always visible.

ADDITIONAL COMMENTS:

- A few customers were concerned about a decrease in precipitation in New Mexico and how that may affect our water supply. A customer has a well on her property and stated they needed to dig deeper to get more water.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comments:

- Forests act as natural water filtration systems.

NOTE: The group spent a lot of time on question 1 and did not have time to discuss the remaining Activity 1 questions thoroughly.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement is TRUE with the following comments:

- Customers simply said "duh!", and implied that there could only be one answer to this.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

All customers voted that this statement is FALSE with the following comments:

- There's a reason we are asked to pick up our dog's poop and not dispose of wastes by dumping them in our driveways or in the street. If all of the stormwater runoff were treated, we wouldn't be asked to do these things.
5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE.

Five customers voted that this statement is TRUE with the following comments:

- They've all lived in cities where this kind of practice was the case, for the purpose of avoiding having a higher concentration of pollutants and debris.

One customer voted that this statement is FALSE with the following comments:

- This statement could be false because Albuquerque wouldn't have the time or resources to stop the diversion.

OVERALL COMMENTS/DISCUSSION FROM ACTIVITY 1:

Customers appreciated the presentation but some felt the statements in the activity were poorly worded and therefore difficult to answer.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

All customers voted that this statement is TRUE with the following comments:

- Groundwater is underground, and any water underground is considered groundwater.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- "We hope so!"
- "Why else would they make this statement? They'd look bad if they didn't".
- One customer noted that he receives regular updates on spills nearest to his home.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

All customers voted that this statement is TRUE with the following comments:

- Even the smallest amount of waste can cause a huge problem for our water.
- The sheen that is present on parking lots following a heavy rain event, and that the oil and other pollutants will make it into our surface and groundwater and cause a negative effect.
- There's a reason for laws against pouring waste on the ground.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comments:

- Our doctors, pharmacists, and friends have warned them to dispose of medication properly by taking them to Walgreens or drop-off locations.
5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

Five customers voted that this statement is TRUE with the following comment:

- We receive information on the Kirtland spill regularly and we are aware of the additional wells placed to better monitor the site.

Two customers voted that this statement is FALSE with the following comment:

- All wells are monitored equally.

ADDITIONAL COMMENTS: Customers felt reassured with this statement because they receive regular updates on spills nearest to them and can access more information online.

OPEN TABLE DISCUSSION

In response to the question, “What had real meaning for you from what you’ve heard?”, customers responded:

- All customers in this group felt this meeting gave them clarity and helped them left them feeling more informed and listened to.
- Several of the customers in this group have attended meetings such as this one and they all hope that the Albuquerque Water Authority keeps these up.
- We love that the Water Authority does all they can to keep drinking water safe for Albuquerque residents.

In response to the question, “What challenged you?”, customers responded:

- Our incorrect answers to several of the statements in the activities are due to the lack of education on these topics in school, and hope that the Water Authority can do something with local schools to teach children about this topic.

In response to the question, “What’s missing from this picture so far?”- customers responded:

- We would like to see more information about upcoming events and spills with their water bill.

Everyone agreed that they’d like to see billboards or radio ads educating the rest of the public on these topics.

Customers felt that these meetings only cover a small percentage of Albuquerque and they’d like to reach renters and apartment dwellers as well.

Meeting Date: 5/30/18

Recorder: Hannah Sutter

Facilitator: Meagan Oldham

Table #: 8

ACTIVITY 1: WATERSHED PROTECTION

1. A WATERSHED IS ONLY LOCATED IN THE MOUNTAINS AND DOES NOT INCLUDE WHERE I LIVE.

All customers voted that this statement is FALSE with the following comment:

- Gravity causes water to flow to the river unhindered.

2. FORESTS AFFECT THE QUALITY AND QUANTITY OF MY DRINKING WATER.

All customers voted that this statement is TRUE with the following comment:

- Trees help with water quality due to filtering out sediment.

3. FORESTS THAT HAVE BEEN THINNED ARE MORE RESILIENT TO THE IMPACTS OF CATASTROPHIC WILDFIRES.

All customers voted that this statement is TRUE with the following comments:

- Forest thinning is optimal because overgrowth makes the trees more susceptible to wild fires.
- Forests are also our first line of defense, keeping contaminants away from our water supply.
- Group wanted clarification on what “catastrophic” meant in this context.

4. STORMWATER RUNOFF FROM ARROYOS AND STREETS GOES TO A TREATMENT PLANT BEFORE IT REACHES THE RIVER.

Two customers voted that this statement is TRUE with the following comment:

- We’re hopeful that it is treated!

Five customers voted that this statement is FALSE, but noted:

- If water goes straight to the river, there could be an issue with contaminants.

5. THE WATER AUTHORITY PROACTIVELY STOPS DIVERTING SAN JUAN-CHAMA WATER DURING HIGH STORMWATER RUNOFF EVENTS IN ALBUQUERQUE

All customers voted that this statement is TRUE with the following comments:

- If we take the storm water in at the treatment facility, there will be more contaminants to clean out of it when we could use our other sources (i.e., our aquifer) with less effort/resources expended. It’s not worth the energy to treat.

ACTIVITY 2: GROUNDWATER CONTAMINATION

1. GROUNDWATER IS AN UNDERGROUND RIVER OR LAKE.

Two customers voted that this statement is FALSE with the following comments:

- We’re sitting atop large quantities of water, so there might in fact be pools underground.

Five customers voted that this statement is FALSE with the following comments:

- It’s not always a solid body of water, sometimes it’s dispersed in sediment.

2. THE WATER AUTHORITY MAINTAINS AN UP-TO-DATE LIST OF KNOWN GROUNDWATER CONTAMINATION SITES IN ORDER TO PROTECT DRINKING WATER QUALITY.

All customers voted that this statement is TRUE with the following comments:

- We hope it's true!
- Customers expressed concern about sites like gas stations and ensuring they're monitored frequently.
- One group member was interested to know how information is shared between counties/states, and wondered where it overlaps.

3. POURING A SMALL AMOUNT OF WASTE ON THE GROUND WILL NOT CAUSE A PROBLEM.

Three customers voted that this statement is TRUE with the following comments:

- A little would not be enough to make a difference.
- Small amounts might stay on top of the soil instead of seeping into the water supply.

Four customers voted that this statement is FALSE with the following comments:

- If everyone drops a little contaminant, it will add up to be a lot.
- Even a little could contaminate the ground water and travel, affecting other areas.

4. THE BEST WAY TO GET RID OF MEDICATION IS TO FLUSH IT DOWN THE TOILET.

All customers voted that this statement is FALSE with the following comment:

- This would clearly contaminate the water.

5. THE WATER AUTHORITY MONITORS WELLS MORE FREQUENTLY IN AREAS WHERE GROUNDWATER CONTAMINATION IS A CONCERN.

All customers voted that this statement is TRUE with the following comment:

- We are confident in the ABCWUA and what they are doing.

OPEN TABLE DISCUSSION

A question was raised about EPA standards vs. ABCWUA standards.

- An ABCWUA expert advised that ABCWUA has their own standards, often above and beyond regulations dictated by the EPA and others

Customers raised several concerns with fracking.

- There was concern about other counties (Sandoval specifically) utilizing taxpayer money for anti-fracking practices without consulting the public.
- Group member mentioned that she felt Bernalillo county was doing a much better job of keeping the community involved but she was worried about overlap from other counties
- Expert reassured her that the WPAB is compiling information on this topic and are having ongoing discussions on ways to proactively protect its citizens and their water supply.

Customers raised concerns about wellhead protection (i.e., upkeep, restrictions, and oversight).

- An ABCWUA expert advised that they check wellheads much more frequently than required to ensure a safe environment and check higher risk areas even more frequently.

CUSTOMER CONVERSATIONS EVALUATION FORM COMMENTS
(Comments Provided on Evaluation Forms at the end of the meeting)

May 1 Meeting

- Very Interesting!
- Let's do this again soon!
- I especially liked the facilitator Katherine
- Great and very informative
- Make Water Great Again, tiered prices should not be based on per household winter averages. Activities like seasonal vacations can lead to unfair cost burdens. Neighborhood acreages could be better, or even a citywide tiered plan.
- Great work!
- Great!
- Offer more and get more work out on the meetings.
- More to learn!
- Put warnings about “this drain to the river” should be in English and Spanish.
- I learned how much the Water Authority is doing.
- Thank you 😊
- Good Job 😊
- Good session!
- Great Forum. More of these would be great. Was surprised to get the email invitation, but glad I came.
- I am willing to participate in my own part of the City to keep it clean.
- Seemed a little hurried. So hard to pay attention at times. Better microphone for speaker 2. But all in all Great!
- Good Job!
- Info in Esanol Tambien!
- I would like to know what the Water Authority is doing to keep the municipal water affordable, especially for senior citizens and low-income families.
- I appreciate the new information and the fact that ABQ water so values our input.
- Really informative, keep doing them.
- Fortunate to have these customer conversations. It shows ABCWUA’s interest in improving our community’s concerns/problems.
- Good Job – The video can/could be pared down to create a PSA – to run on local/state TV. Just a thought
- More meeting/conferences sessions
- Great work! Thank you very much

May 8, 2018

- I am very concerned about the effort to introduce fracking in the ABQ basin. I saw a presentation by a geologist, Don Phillips, which pretty much made me start thinking about my future here. I hope we are working with other agencies and pueblos in the basin to stop fracking and save our drinking water.
- I didn’t learn anything new, but was glad of the opportunity to provide input to ABCWUA.
- Good facilitator Sharon Gonzales-Alei. Thanks for the meal. Keeping to timeframe. Thank you

- Was very good, very well-run. – would like to know more about well contamination meetings.
- Please don't allow fracking in Sandoval County!
- What do you do with the "thinned" forest residue?
- As a retired English Prof (who has studied Environmental Sciences at UNM) I found many questions (asked) too unclear answer.
- Thank you very much.
- Great Job!
- Thank you. It was very informative.
- Advertise more explicitly the Edith disposal site. I have tons of stuff and I know of the Edith collection point.
- Sponsor neighborhood hazardous waste collection events.
- For myth buster – what is more regulated Albuquerque Water vs. Bottled Water
- Appreciated the box meal. Liked our facilitator and handling of discussion.
- I've attended these 3x-4x. This was my favorite because it was less technical. You all do a fine job in putting this together. Congrats on the award-winning film. It covered a lot of material. (good visuals/filming), in a short amount of time. No fluff.
- Much different topic than I expected. Very much appreciated. Thank you for addressing concerns and topics relevant to us as consumers and enabling us to be good water user consumers. Hoping to and looking forward to the next meeting. Have you thought about sending a representative to neighborhood association meetings?
- Thank you! The event exceeded my expectations and I learned a lot I didn't know.
- I travel a lot and sometimes don't use any water for months but you always charge me for water use.
- There was no discussion on ground water contamination that deals with household chemicals, hair dyes, etc., We use cleaning products on a daily basis. Also, what happens with rock salt used on driveways? Rock salt eats the driveway surface, so how safe is that? I would like to hear more about the blue recycle can, trading them in, and they are a roach problem.
- We had a great participation.
- Excellent presentation.
- Very good information on our local water.
- I was very impressed with how organized and informative this session was!
- Need more public info on recycling and trash disposal – folks don't know a lot of this.
- Congrats to Water Authority personnel who did a great job in making the meeting interesting, informative and educational!! I wish it was mandatory for every water customer.
- Thank you for an informative event. The staff did a wonderful job and I truly felt our input was welcomed.

May 16 Meeting

- Considering the ages of the audience members, don't discount social media as a good method of communication.
- Publicize alternatives to water softeners which consume too much water and create brine waste.
- RE: San-Juan Chama project: Since water originates in Colorado, how does that states laws affect us (ABCWUA)? Since source water is historically down (25% of snowpack this year) are we planning for possible less surface water avail in Colorado?

- RE: Education: Why not expand use of “Elephant” (“you wouldn’t flush an elephant down the drain”) commercials on TV to educate public on other water issues; proper disposal of medicines, oil, paint, etc.
- Bilingual (Spanish) elephant TV commercials if you don’t already have these.
- Dog Parks vs. People Parks
- 1. Please put signs “Poop Fairy” and trash containers in people parks – especially since Parks & Recreation personnel are responsible for park maintenance
- 2. West Mesa – trash thrown outside – what can be done to stop?
- 3. Public information – more needed where to take medication – ex Police substations – Walgreens (I didn’t know this and I have a neighborhood Walgreens
- Have more frequent meetings and then limit the topics covered for more input.
- I wish these meetings were more advertised or publicized. These are very informative and I enjoyed the feedback from other participants and the Albuquerque Water Authority.
- A list of locations, times for where people can drop off hazardous materials would be useful.
- Great that Water Authority wants to share info with public
- Keep up the good work. Emphasize where people can recycle oil, etc. Go into the elementary schools. Kids will tell their parents.
- In correlation with water protection, some discussion on water usage seems to me appropriate
- Food was great. I would like to see a general question and answer session.
- Seniors educated as to what to do with meds.
- More about H2O conservation.
- Would love to have recyclable places throughout the city instead of just trash cans to make it more easily accessible to the public.
- Thanks! Liked the use of clicker technology. Kept it interactive. Lively conversations. Do these with high school kids!
- Thank you! I am interested in your financial structure??
- Great session. I think these are important sessions. Albuquerque does a great job and should promote it. A quarterly newsletter or solid web page can go a long way.
- A woman wanted to ask a question during the presentation but was not allowed. Then a white man was allowed to ask a question during the next presentation. Please be aware of white male privilege and stop accommodating it.
- Session was extremely well organized, timed and structured. God Job!
- Need to know where to dispose of oil, batteries, paint and lightbulbs - Saturday events.
- Well organized and moderated.
- I found this meeting very productive and will attend again if invited.
- Format of the meeting was great - kept everyone engaged and kept things moving along! Facilitators are an excellent idea. Also, pre and post surveys were super informative.
- Was more educational than really wanting feedback as a directive. Love WUA. Would like an in depth education of how the plant works seasonally. Thanks.
- Good to know what is currently being done to protect our water.

May 30 Meeting

- Well organized! Thank you for the even and free food!
- Very informative, thoroughly enjoyed it!
- More time for customer questions would have been good

- I still want to know why my water (tap) smells and tastes like chlorine – all the time
- This meeting was a great improvement over last year's meeting. You have implemented a lot of ideas that we introduced then. That was great. Also, the clicker/poll was a great addition. Fun to see the instant answers. I would attend again.
- It was a good meeting, but a bit rushed. More swag is great.
- As a newcomer (3 years here) the information was mostly new to me and informative. I appreciate the opportunity to learn and to have a voice.
- Do potluck next time so we don't generate so much trash! (joke)
- Better than I thought it would be
- Our group had 2 dominate speakers – our facilitator should have better modified that dynamic ☹ - the room too small! How, stuffy, crowded ☹
- Great! Everyone was nice – room was too small, hot and noisy. Heidi was very good facilitator.
- Bit crowded and hard to hear. THX P.S. parking hard to find place to park.
- Session was great! Maybe add a short Q&A open session??
- I find these meetings to be helpful and educational
- This might be the best one I have attended this far, but it still skews way too old and some of those old people are hella jaded
- Good session!! Concerned that a certain population in ABQ are not being made aware of contamination problem, etc. and how they must contribute to the effort!! Disposal sites should be listed on bills and website periodically to promote awareness
- I wonder why 76% of people at meeting are very concerned about groundwater contamination. Longer small table discussion would have helped.
- Question: Will ABQ/BERN County's ordinance (fracking) be timely enough if Sandoval County passes their weak ordinance not protecting Cuba's checkerboard areas, Jemez's "hot" geo areas, and/or Med Rio Grande Basin area? Hope so! Thank you
- Information was source level, i.e. there was not as much detail or depth to know full answers. I have a lot of faith in the WA but I don't fully know enough. It was a fun, well-paced event and I always talk to others afterwards.
- Very informative! Enjoy!
- Need bigger room – very crowded. I like location, close to my house, thank you.
- I would do a list of do's and don'ts for example don't wash paint brushes in your sink
- A glossary of terms or definitions ahead of discussion would be helpful
- The groups were well instructed and kept engaged. The activities were meaningful.
- I would like to see results on website
- Excellent forum for discussing ground water and its importance
- Wonderful and effective outreach. Great education!