



*Dedicated to
Satisfying our Community's
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Wednesday, September 24, 2025
1965 Placentia Avenue, Costa Mesa, CA 92627
4:30 p.m. Regular Board Meeting**

CALL TO ORDER

The meeting of the Board of Directors was called to order at 4:30 p.m. by President DePasquale.

PLEDGE OF ALLEGIANCE

Vice President Dewane led the Pledge of Allegiance.

Directors Present

Marice H. DePasquale, President
Shawn Dewane, Vice President
Jim Atkinson, Director *(teleconference)*
Fred R. Bockmiller, P.E., Director
James R. Fisler, Director

Directors Absent

None

Staff Present

Paul E. Shoenberger, P.E., General Manager
Denise Khalifa, Chief Administrative Officer/
District Secretary
Kurt Lind, Business Manager/
Acting District Treasurer
Andrew D. Wiesner, District Engineer
Stacy Taylor, Water Policy Manager
Juan Hernandez, Assistant Water Operations Manager
Anthony Phou, Controller
Karyn Igar, Principal Engineer
Kaitlyn Norris, Senior Public Affairs Specialist
Rob Anslow, General Legal Counsel

Others Present

Kimera Hobbs, Senior Consultant, Moran Consulting
(teleconference)
Kathryn Bonen, Member of the Public
Jared Callister, Member of the Public

District Secretary Khalifa stated one Mesa Water Director was attending the meeting via teleconference.

For each action, a roll call vote was taken in accordance with California Government Code Section 54953(b)(2) which states, "all votes taken during a teleconferenced meeting shall be by roll call."

Mesa Water Regular Board Meeting of September 24, 2025

PUBLIC COMMENTS

President DePasquale asked for public comments on items not on the agenda.

There were no comments and President DePasquale proceeded with the meeting.

ITEMS TO BE ADDED, REMOVED OR REORDERED ON THE AGENDA

General Manager Shoenberger reported there were no items to be added, removed or reordered on the agenda.

CONSENT CALENDAR ITEMS:

1. Receive and file the Developer Project Status Report.
2. Receive and file the Mesa Water and Other Agency Projects Status Report.
3. Receive and file the Water Quality Call Report.
4. Receive and file the Accounts Paid Listing.
5. Receive and file the Monthly Financial Reports.
6. Receive and file the Outreach Update.
7. Award a one-year contract to Venture Strategic for an amount not to exceed \$60,000 to provide Orange County Advocacy Consulting Services for Mesa Water District, and authorize execution of the contract.

MOTION

Motion by Director Bockmiller, second by Vice President Dewane, to approve Items 1 – 7 of the Consent Calendar. Motion passed 5 – 0, by the following roll call vote:

AYES:	DIRECTORS	Atkinson, Bockmiller, Fisler, Dewane, DePasquale
NOES:	DIRECTORS	None
ABSTAIN:	DIRECTORS	None
ABSENT:	DIRECTORS	None

PRESENTATION AND DISCUSSION ITEMS:

8. FISCAL YEAR 2025 CUSTOMER SERVICE AUDIT:

Business Manager Lind provided an overview of the topic and introduced Moran Consulting Senior Consultant Kimera Hobbs who proceeded with a presentation that highlighted the following:

- Overview of Customer Service Department Activity
- 8-Years of Progress
- Key Performance Indicators and Ratings
- Scorecard
- The Road to Gold Ongoing Performance: 8-Years of Progress
- Recommendations for Continuous Improvement

Ms. Hobbs responded to questions from the Board and they thanked her for the presentation.

Mesa Water Regular Board Meeting of September 24, 2025

9. PLAN CHECK RESIDENTIAL METER UPGRADE ONLY PROJECT:

GM Shoenberger provided an overview of the topic and introduced District Engineer Wiesner who proceeded with a presentation that highlighted the following:

- Residential Meter Upgrade Only Projects
- Current Plan Check Process
- Proposed Process for Residential Meter Upgrade Only Projects
- Recommendation

Discussion ensued amongst the Board.

Mr. Wiesner responded to questions from the Board and they thanked him for the presentation.

MOTION

Motion by Vice President Dewane, second by President DePasquale, to direct staff to update the Rules and Regulations and Miscellaneous Fees and bring draft resolutions for adoption to a future meeting. Motion passed 5 – 0, by the following roll call vote:

AYES:	DIRECTORS	Atkinson, Bockmiller, Fisler, Dewane, DePasquale
NOES:	DIRECTORS	None
ABSTAIN:	DIRECTORS	None
ABSENT:	DIRECTORS	None

10. SINGLE METER POLICY:

GM Shoenberger provided an overview of the topic and introduced District Engineer Wiesner who proceeded with a presentation that highlighted the following:

- Single Meter Policy
- Implementation of Single Meter Policy
- Single Meter Policy
- Potential Single Meter Policy
- Recommendation

Discussion ensued amongst the Board.

Mr. Wiesner responded to questions from the Board and they thanked him for the presentation.

MOTION

Motion by Director Bockmiller, second by Vice President Dewane, to direct staff to update the Rules and Regulations and Miscellaneous Fees and bring draft resolutions for adoption to a future meeting. Motion passed 5 – 0, by the following roll call vote:

Mesa Water Regular Board Meeting of September 24, 2025

AYES:	DIRECTORS	Atkinson, Bockmiller, Fisler, Dewane, DePasquale
NOES:	DIRECTORS	None
ABSTAIN:	DIRECTORS	None
ABSENT:	DIRECTORS	None

ACTION ITEMS:

NONE.

REPORTS:

11. REPORT OF THE GENERAL MANAGER:
 - August Key Indicators Report
12. DIRECTORS' REPORTS AND COMMENTS

INFORMATION ITEMS:

13. INTEGRATED METER READING SOFTWARE
14. MICROSOFT OFFICE 365 EVALUATION & RESET
15. FEDERAL ADVOCACY UPDATE
16. STATE ADVOCACY UPDATE
17. ORANGE COUNTY UPDATE

President DePasquale adjourned the meeting at 5:35 p.m. to a Regular Board Meeting scheduled for Wednesday, October 8, 2025 at 4:30 p.m.

Approved:

DocuSigned by:

Marice H. DePasquale

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Marice H. DePasquale, President

Signed by:

Denise Khalifa

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Denise Khalifa, District Secretary

Recording Secretary: Sharon D. Brimer