



MEETING OF THE UTILITY OPERATOR CERTIFICATION ADVISORY BOARD

THURSDAY April 10, 2025

9:06 A.M.

HELD VIRTUALLY VIA CISCO WEBEX MEETING

AGENDA ITEM 1. ROLL CALL AND INTRODUCTION OF GUESTS

Members present: Cathie Eisen, Chair
Dale Graham
Maria Gilvarry
Craig Byers

Absent: Ivan Abell, Vice Chair
Sydney Hoke
Rick Mitchell
Bobby Towle
Filiberto Aguirre, Jr.

Guests: Tanya Trujillo, NMED-DWB SWIG Manager
Brian Bennon, ITCA
Pamela Jones, ENV
Luis Lopez, NMED
Veronica Serrano
Jennifer Cortez
Carlos Gonzales

ACTION: Roll was called, a quorum was present

AGENDA ITEM 2. REVIEW AND APPROVAL: MEETING AGENDA

DISCUSSION: Chair Eisen asked the Board Members if they have reviewed the agenda and if there were any corrections needed. There were no changes.

ACTION: Chair Eisen asked for a motion to accept the meeting minutes as written. Member Byers made a motion to accept the agenda and member Gilvarry seconded the motion. The Chair took a voice vote. The motion carried unopposed.

AGENDA ITEM 3. REVIEW AND APPROVAL: MEETING AGENDA

DISCUSSION: Chair Eisen asked if everyone had reviewed the minutes from the January 9, 2025 meeting minutes and if anyone had any comments. There were no changes.

ACTION: Member Gilvarry made the motion to approve the agenda. Member Graham seconded the motion. Chair Eisen asked for a voice vote and the motion carries unanimously.

AGENDA ITEM 4: PUBLIC COMMENT: No comments

AGENDA ITEM 5 IDR/DR UPDATES (Janet Cherry, ERG,-10 minutes) Not present, no updates

AGENDA ITEM 6 CERTAMY UPDATE (Janet Cherry, ERG,-10 minutes) Not present, no updates

51 **AGENDA ITEM 7 UOCP ADVISORY BOARD VICE CHAIR NOMINATIONS:**

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53 **DISCUSSION:** Chair Eisen opted to move this discussion to the next board meeting in order to have all
54 members present for this decision. She explained that the current Vice Chair, Bobby Towle did not feel
55 qualified for this responsibility.
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57 **AGENDA ITEM 8 DISCUSSION REGARDING A SPECIAL MEETING FOR APPOINTMENTS OF ADVISORY**
58 **BOARD POSITIONS**

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60 **DISCUSSION:** Chair Eisen asked if everyone is good for May 1, 2025. Member Gilvary asked that I check
61 with other members who had a conflict for the present meeting and Chair Eisen said that she would
62 follow up with them personally. She followed that she would tentatively set the meeting for May 1,
63 2025 and follow up with Tanya to get it posted. Dale Graham said it sounded good to him Chair Eisen did
64 not think we needed a motion so she moved on.
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66 **AGENDA ITEM 9 UOCP ADVISORY BOARD PROPOSED CODE OF CONDUCT**

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68 **DISCUSSION:** Member Gilvary asked if she could present this item and Chair Eisen agreed. Member
69 Gilvary stated that the documents that I had put in the board packets were not the final ones she had
70 sent to me so she resent them. Chair Eisen gave Member Gilvary control of the presentation and she
71 offered to compare the original documents with the ones the Chair had sent her. She had reformatted
72 both documents and updated and added information from her research. Chair Eisen said that the items
73 she had previously shared were old drafts and that she was happy to simply work off of Gilvary's
74 versions. She also apologized for not having the proper versions as she had multiple ones saved. Chair
75 Eisen asked that Maria share the proper versions for all board members to observe. Chair Eisen shared
76 email addresses and Maria sent them to every board member.
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78 Member Gilvary researched Codes of Conduct in general and suggested that everyone review her final
79 version and then make comments. Chair Eisen suggested that we do a review of the text as we had
80 plenty of time and Maria said she could make changes as we review them. She read through the entire
81 Code of Conduct. Member Graham confirmed that he was able to view the document. Maria explained
82 each section as she reviewed them. Everything that applied to regulations as they are presently written.
83 She stressed that confidentiality is critical as we are viewing personal information when we review
84 applications. Fiduciary, we don't handle money but we are responsible for accountability. She also said it
85 was important that we don't show any bias on issues and could recuse ourselves if there were concerns.
86 Operating in the best interest of the program is also important and not for the benefit of individuals but
87 for the program. We need to be transparent for the sake of the public and also allow them to
88 communicate in an open fashion. We also need to be careful that we don't have private conversations
89 but assure that we are transparent as we support the WQCC and the NMED. We also need to assure that
90 we keep our Board positions separate from any job qualifications and we also need to assure that we, as
91 Board members, maintain full compliance with the regulations as we are responsible for doing so. We
92 also need to report any violations of the Code of Conduct. Proper chain of command would be to go
93 through the Board, to the NMED and then to the WQCC and if a member needs to be removed we
94 would have to follow the same process. She also asked for comments from all of the Board members
95 and even if they were happy with the wording she asked that everyone confirm their agreement.
96 Member Gilvary also said she knew that these drafts would have to be reviewed by legal and may or
97 may not have to be accepted by the WQCC and that needed to be researched.

Chair Eisen expressed her approval of the work that member Gilvarry had done and that they were well written and worded and she appreciated all of the effort and will touch base with all of the other board members for comments. She suggested letting Joe and Tanya review these items and then bring them back to the next meeting for final review. Maria asked for a motion to make a review, circulate the items, send them to Joe and Tanya and then bring them back for the next meeting. We discussed the possible process. Maria said we could either send them as written to Joe and request his guidance as to how we should proceed or we could give the other members another chance to comment as these go back to January and they have had the chance to look at them and comment. We discussed the motion. Maria made a motion to present the Draft Code of Professional Conduct to Joe Martinez and Tanya Trujillo for their review and to request their supervision through legal for next steps. Craig Byers offered a second.

ACTION: We discussed the motion. Maria made a motion to present the Draft Code of Professional Conduct to Joe Martinez and Tanya Trujillo for their review and to request their supervision through legal for next steps. Craig Byers offered a second. Chair Eisen asked for votes. All in favor, none opposed. Motion passed.

Further discussion revolved around assuring that the proper documents went to Joe and Tanya and Chair Eisen assured member Gilvarry that she would forward the present email that we were reviewing to assure it was accurate.

AGENDA ITEM 10 UOCP ADVISORY BOARD PROPOSED BY LAWS

DISCUSSION: Maria Gilvarry presented this item as she had created the draft. Maria shared her version on the screen. She discussed the previous version of the By Laws and she developed the current version using other By Law suggestions also. She noted that many areas were already defined by the WQCC and were already in statute so would require a regulation change to alter them so they remain as written. Her present version reflects existing statutes including definitions of the existing requirements to be a part of the board. One of the items that has been presented is the discussion, as Chair Eisen raised, regarding the present limitation on joining the Board by requiring that the individual hold a Water or Wastewater certification where there are other very qualified individuals such as managers and engineers who could contribute valuable skills. The Chair drew this idea from the California board structures and she suggested that if the By Laws do require a regulation change it would then behoove us to review these suggestions. Member Gilvarry agreed and if it goes through legal and is accepted as written then we will have By Laws and then if we wish to alter them later then we can consider this change, with the Boards approval. She also stressed that the process to make these changes could take a year or more to be completed and she doesn't think it would be beneficial to hold up the present process. We need to get these approved first if possible. Chair Eisen agreed and just said she wanted that to be on the table. Member Gilvarry detailed each of the items which are presently taken straight out of state statute. She reiterated that we might be able to add to member qualifications at a later date. She then addressed board duties, and detailed certain ones and she said again, as our duties are already specific, we did not want to change that at this time but could visit this at a later time with the support of the NMED as to what those entail.

Chair Eisen's internet dropped again but she would rejoin shortly. Member Gilvarry continued with her comments. As the program evolves our duties may evolve going forward as the NMED adds them. Our meetings are held quarterly, a quorum is four members, and she added mention of Roberts Rules of Order for clarification. Maria asked for questions or comments. Craig

Byers commented that the By Laws looked very good and then asked that we go back to Member Gilvary's previous motion and include the By Laws. Member Gilvary said that they were two separate items. Chair Eisen rejoined the meeting.

ACTION: Maria presented a motion to present the proposed By Laws to Tanya Trujillo and Joe Martinez for review and submission to legal for Legal's review and guidance for next steps. Chair Eisen asked for a second for the motion. Craig Byers seconded the motion. She called for a roll call and motion carried unopposed.

Chair Eisen thanked Member Gilvary for her efforts. She will forward these items to Joe and Tanya. Member Gilvary asked if we submitted items directly to legal and Chair Eisen said that everything goes through Joe and Tanya. Member Gilvary also asked if Carlos and Veronica might have input on these items and asked if they should contribute. Chair Eisen said it was a good point but that it might perhaps needs to go past the Manager first. Carlos deferred to Joe and Tanya and suggested we wait for the Team Lead and to let the managers handle these items. Member Gilvary just wanted to make sure that Carlos and Veronica are acknowledged also. No further discussion.

AGENDA ITEM 11 DRINKING WATER BUREAU UPDATE

DISCUSSION: Tanya Trujillo joined the meeting and due to her being committed to meetings with the EPA Chair Eisen jumped to her comments. Tanya had no comments for the ERG updates as this is at the Division level and not one of the DWB. She did have some program information. The Team Lead has been selected though it is in the process. As of the 14th of April two positions have been filled so we have Veronica Serrano and Carlos Gonzales joined us in March and they are continuing to improve processes. Nile Carver's position was posted and they are doing interviews for Kendall's position and they will be doing interviews for the Managers position in a couple of weeks. As a reminder, Anita left in September, Eric left in November and Nile left in March and during this period of time they have been very busy. They have come back on time and even early on reporting and processing applications. Data review time has decreased, which she uses these for reporting. The processing time for applications that used to take up to a week is now down to a day for processing. Statistics: Exams June to December 2024 there were 373 exams with a 40% pass rate. Between January and March there were 130 exams with a 50.7 % pass rate. From October to November 2024 there were 171 applications processed and from January to March 2025, there were 279 applications processed. That adds up to 513 applications in 7 months and 294 renewals processed in 3.5 months so they have been able to keep and even exceed their previous pace. Tanya feels that this improvement is due to improved utilization of Certemy and some processes that may have been unclear. They have had a great return rate on phone call as and Carlos has been fantastic. Tanyas supervision has taken 40% of her time, processes and SOPs are being taken care of. Both employees are in Albuquerque office so right outside of Tanyas door. The other two open positions will be in the Santa Fe office and if we know anybody, they should be told these jobs are open. Jobs relate to data reviews and applications and require specific skills. She asked for additional questions and also commented that once the team lead comes on we won't be hearing from her and the same when the manager comes on though she is always available if we need guidance for new staff. She expressed her appreciation for our patience and explained that there were no applications processed in December as they were doing reviews. She also commended Nile for all of his support in the transition and that the previous team did all they could to work through the issues with Certemy. Data processing is no longer going through many hands and is now streamlined. Also, there is a general email for the UOCP that is viewed by all team members for better communication so everyone sees it and they work together as a team.

Chair Eisen asked if ERG is still assisting with Certemy or have they walked the department through everything that needed to be done. Tanya responded that no, they actually walked ERG through and that once they looked at it they really did not need assistance and are working on SOPs. Tanya has a UOCP playbook that she is using to create a rough SOP and she turned that over to the ERG to manage document creation for the program. Chair Eisen opened the floor for questions and there was no further discussion. Tanya also noted that she had called in outside assistance to set up the meeting platform and that they may even be able to provide assistance with the minutes in future meetings. The recording is automatic and the meeting is going smoothly. Cathie expressed her appreciation for any and all support. We can email Pamela or text Tanya if we need assistance but Tanya cannot engage as she is busy. Chair Eisen noted that we need to have a Special Meeting to address open positions and Tanya said she can get everything set up as soon as she has a meeting date set. She has everything ready in a holding pattern and we will get notification from the Gov Delivery. She will get whatever we need done and it can be done in two weeks. She will be presenting at the conference next week so she can get it up as soon as she gets back. She just needs the date and the time. We decided on May 1, 2025 for the Special Meeting date which is three weeks from the day of this meeting. Web Ex should be available. This all covered Tanyas presentations.

Craig Byers asked when staff would be available to do a Certemy training. Tanya said that at the Rural Water Conference she will be presenting on regulations and brief on Certemy. She suggested that in a few weeks she could perhaps do an online training for Certemy and walk people through it. She said she still hasn't had time to do video but could do some online tutorials. Her time next week will be jam packed and is ready to go. She could potentially do an extended version and do a recording or have someone else do it but if it's posted on line it needed to have good details. Craig said he really wasn't thinking of a web post but rather a presentation for the NMWWA school or at a central section meeting for a one or two hour training. Tanyas time is already very absorbed but she can bring Veronica or Carlos when they have a date that works for them. Or perhaps she can set up a meeting at the Springer Building. Tanya asked if that works for the Board and Chair Eisen said the request was more specific to Craigs needs rather than the Board.

ACTION: No action

AGENDA ITEM 12 NEW MEXICO WATER & WASTEWATER ASSOCIATION

DISCUSSION: Craig Byers, NMWWA President. Member Byers said that the NMWWA has seen the retirement of Caroline Martinez at the end of January and Rose Martinez has taken over as the Executive Manager. They have been working through some issues and bringing the Association up to date as far as moving into the 21st century with their fees and such and also working on their By Laws, policies and procedures, etc. They have done a couple of workshops and are planning for the Northern School in May. He asked for questions and Chair Eisen thanked him and commended Caroline for her years of service.

Chair Eisen wanted to recognize other participants in the meeting as she had overlooked that earlier. She acknowledged Jennifer Cortez, Luis Lopez, Brian Bennon and Carlos Gonzales. Member Gilvarry added Jonas Armstrong and Jessie.

AGENDA ITEM 13 NM SURFACE WATER QUALITY BUREAU-POINT SOURCE POLLUTION PROGRAM UPDATE

DISCUSSION: Not present

AGENDA ITEM 14 NM GROUND WATER QUALITY BUREAU-DOMESTIC WASTE TEAM UPDATE

DISCUSSION: Not present. Member Gilvary asked that someone reach out to the above teams and request them to join our meetings as they have not been present for the last two meetings as we have not received updates. Chair Eisen said that she would follow up. Drew Padilla also joined the meeting.

AGENDA ITEM 15 NM OPERATOR CERTIFICATION PROGRAM UPDATE

DISCUSSION: Tanya has already presented her reports. Chair Eisen invited comments before the meeting was ended. Drew Padilla apologized for joining late and wanted to comment, though he had not heard Tanya's presentation he said he was aware that Nile Carver had left the program and asked if Eric Hall had been replaced. Chair Eisen told him that a selection had been made. Mr. Padilla said he is a contractor and has received many questions regarding applications for certification testing but also said that it has been working fairly well. Chair Eisen thanked him for his concern and told him that things are moving forward nicely and applications are being processed rapidly but that there is an email on the web site that goes to all program staff for all inquiries.

AGENDA ITEM 16 OTHER BUSINESS (INCLUDING NEXT MEETING DATE)

DISCUSSION: Chair Eisen asked for other business. There was no comment. She said there will be a Special Meeting on May 1, 2025 for the member appointments. The WQCC does not meet in July as they have a recess, and meet on August 11, 2025 and we should go in front of them for appointments at that time. The next meeting date was set for July 10. Dale Graham said he would attend the meeting even though his term was ended on June 30. Member Graham said prior appointments could join the board but could not participate as voters until they were appointed. Chair Eisen asked Member Gilvary of this item was clarified in our By Laws. Chair Eisen apologized for not being fully apprised of these items as we previously had support from Eric Hall. Member Gilvary stated that the WQCC appointed members so technically we might not be able to add or renew members until we went in front of the WQCC. Chair Eisen expressed her concern for the delayed appointments as the position openings were not posted on time for them to be included in the present meeting. Normally we had a cushion as the WQCC generally meets in July but there is a delay this year, and she will follow up on this with Joe and Tanya. Member Gilvary said we can recommend members but that the WQCC can approve or deny them. The concern is that Cathie R Eisen, Ivan Michael Able and Dale Graham all expire on June 30. That would still leave a quorum of four but there is a technicality as the expired members will not be able to vote and it will be discussed in the May meeting. Next regular meeting is set for July 10. Chair Eisen asked for a motion.

ACTION: Dale Graham made a motion to set the next meeting date for July 10 and Craig Byers seconded. Chair Eisen asked for a vote. All in favor said I and motion carried unopposed.

AGENDA ITEM 17 ADJOURNMENT BY ROLL CALL

DISCUSSION: No discussion.

ACTION: Roll call, Maria Gilvary, present, Craig Byers. Chair Eisen said we needed a motion first. Dale Graham made a motion to adjourn the meeting and Craig Byers seconded at 1033 on April 10. Roll call, Maria Gilvary, yes, Craig Byers, yes, Dale Graham, yes. The meeting was adjourned at 1034.

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