

**MINUTES OF THE COMMUNICATIONS AND CUSTOMER SERVICE
COMMITTEE MEETING
OF THE RAINBOW MUNICIPAL WATER DISTRICT
SEPTEMBER 1, 2022**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on September 1, 2022 was called to order by Chairperson Shute at 3:34 p.m. in the Board Room of the District, 3707 Old Highway 395, Fallbrook, CA 92028. *(All meetings are being held with in-person attendance following County and State COVID guidelines as well as virtually.)* Chairperson Shute presiding.

2. **PLEDGE OF ALLEGIANCE**

3. **ROLL CALL:**

Present: Member Shute, Member Hamilton *(via video conference)*, Alternate Gray.

Also Present: General Manager Kennedy, Executive Assistant Washburn, Information Technology Manager Khattab.

One member of the public was present in person, via teleconference or video conference.

4. **INSTRUCTIONS TO ALLOW PUBLIC COMMENT ON AGENDA ITEMS FROM THOSE ATTENDING THIS MEETING VIA TELECONFERENCE OR VIDEO CONFERENCE**

Mr. Shute read aloud the instructions for those attending the meeting via teleconference or video conference.

5. **SEATING OF ALTERNATES**

Alternate Gray was seated.

6. **ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA (Government Code §54954.2)**

There were no amendments to the agenda.

7. **PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes)**

There were no comments.

*8. **APPROVAL OF MINUTES**
A. **July 7, 2022**

Motion:

To approve the minutes.

Action: Approve, Moved by Alternate Gray, Seconded by Member Hamilton.

Vote: Motion carried by unanimous roll call vote (summary: Ayes = 3).

Ayes: Member Hamilton, Member Shute, Alternate Gray.

9. GENERAL MANAGER COMMENTS

Mr. Kennedy announced President Hamilton gave a brief speech at the recent 2022 CSDA Annual Conference when RMWD accepted an award for the Heli-Hydrant project. He noted the award was a statewide award for large utilities for innovation. He shared the RAWS project video that was played at the awards ceremony with the committee.

Mr. Kennedy mentioned potential grant funds are becoming available for another potential Heli-Hydrant within the District. Mr. Hamilton added there was a great deal of interest from other agencies.

Mr. Shute recommended an award banner be added to the District website. Ms. Gray acknowledged this request.

10. COMMITTEE MEMBER COMMENTS

Mr. Hamilton shared information he obtained from the CSDA Conference noting one of the breakout sessions he attended, "Telling Your Story" focused on community outreach. He said one of the key points was that there is a program called "Districts Make a Difference" and that there may be potential funding for community outreach programs. He encouraged staff to contact Kristin Withrow at CSDA for more information.

Mr. Shute talked about the recent facilities tour of RMWD he and other committee members took with Mr. Williams. He noted the teams on site provided briefs of each site and how seeing the site where the pipeline is being installed was helpful. He requested RMWD ramp up communication with those residents who may be impacted while this project takes place. Mr. Kennedy stated once the plans for this project are more definite, a community forum can be scheduled for the residents in the area. Discussion followed.

Mr. Shute said he found the tour to be very interesting and that Mr. Williams did a great job.

Discussion ensued regarding the project located near Daniels Market.

Mr. Shute concluded by noting he would like to attend another tour. Mr. Kennedy mentioned some of the sites that may be of interest; however, more time will need to be allowed to see as much as possible.

11. RMWD HEADQUARTERS BECOMING A FIELD TRIP DESTINATION FOR LOCAL SCHOOLS UPDATE

Ms. Gray reported staff recently received the waiver form from ACWA/JPIA and how the next step will be setting up a meeting with the appropriate contacts for them to attend a tour so they can provide feedback as to what would partner best with their curriculum. She said she would like to schedule a trial run with staff and members from each of the standing committees.

Mr. Hamilton inquired as to whether there were opportunities for RMWD to potentially hire co-op students as part of a work education program. Mr. Kennedy mentioned there has been discussion about the schools restarting their intern programs about which he would like to get more information. Ms. Gray stated she has also contacted FPUD to gather as much information as possible about the development of their intern program.

Mr. Shute inquired as to the timeframe for RMWD to prepare for and conduct a trial run field trip. Ms. Gray stated she will need to coordinate with the various department heads to see if this could take place in the first part of November. It was noted a school representative should be invited to attend the dry run.

12. COMMITTEE MEMBER RECRUITMENT UPDATE

Mr. Kennedy asked Mr. Shute if he was going to prepare a testimonial as a means of encouraging members of the public to participate on a committee.

Mr. Kennedy mentioned one of the concepts that may want to be considered is rolling customer service into finance and communications into either the Engineering and Operations or Budget and Finance committees should this committee's membership not increase. Ms. Gray explained why she liked the idea of having communications netted together with the engineering committee. Mr. Hamilton agreed with the concept although it would be nice to have more individuals participate.

Mr. Kennedy pointed out should the next couple of meetings not have a stronger membership, the Board may want to consider placing this committee on a hiatus, appoint Mr. Shute to one of the other committees, and update the Administrative Code accordingly.

Mr. Shute expressed the importance of this committee because of the focus it brings and said he will work harder to assist in fixing this before the next meeting. He noted, however, Ms. Gray made a very good point that it would be helpful if he or another designated member of this committee were to participate in the other committees on a regular or bi-monthly basis.

Mr. Hamilton agreed a decision regarding this committee will need to be made by the end of the year. Mr. Shute said he will work on bringing in two new members next month.

13. HOA AND SUBMETERING OUTREACH UPDATE

Ms. Gray reported this matter was taken to the IT department to see if they could possibly get the data from the Registrar of Voters. She said the feedback received was that RMWD did not have access to that data without paying the costs associated with such.

Mr. Kennedy asked staff to research services and get quotes for commercial lists. Ms. Gray asked for clarification as to the ideas for actual mailers. Mr. Kennedy stated any time RMWD is doing any type of outreach, we will make sure communications are mailed out to not only those in the District's database but those who are not as well. He clarified a list of addresses could be sent to InfoSend.

Mr. Hamilton stated it would be necessary to know any impacts on the budget. Mr. Shute stated an update will be brought to the committee next month at which time the costs can be netted out. Mr. Khattab agreed to work on getting quotes and coordinate with Ms. Gray.

14. PUBLIC COMMUNICATIONS AND RELATED MEDIA STORIES

Mr. Kennedy stated he will be speaking at upcoming Farm Bureau and Retired Teachers Association events.

Mr. Shute talked about the recent media story regarding an agency in Mississippi that has 50% of unaccounted water costs. Discussion followed.

15. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

It was noted updates on committee member recruitment, HOA and submetering outreach, and RMWD headquarters becoming a field trip destination for local schools should be on the next committee agenda.

16. ADJOURNMENT

The meeting was adjourned by Chairperson Shute.

The meeting adjourned at 4:36 p.m.

Bill Shute, Committee Chairperson

Dawn M. Washburn, Board Secretary