



THIS MEETING WILL BE CONDUCTED WITH IN PERSON ATTENDANCE PERMITTED WITH LIMITED CAPACITY IN ACCORDANCE WITH COUNTY AND STATE COVID GUIDELINES, INCLUDING MASK REQUIREMENTS FOR ALL THOSE ATTENDING IN PERSON. PARTICIPATION WILL ALSO BE AVAILABLE VIA VIDEO CONFERENCE OR TELECONFERENCE.

TO PARTICIPATE IN THE MEETING VIA VIDEO OR TELECONFERENCE, GO TO <https://rainbowmwd.zoom.us/j/81184458328> OR CALL 1-669-900-6833 or 1-346-248-7799 or 1- 253-215-8782 or 1-301-715-8592 or 1-312-626-6799 or 1-929-205-6099 (WEBINAR/MEETING ID: 811 8445 8328).

MEMBERS OF THE PUBLIC WISHING TO SUBMIT WRITTEN COMMENT TO THE COMMITTEE UNDER PUBLIC COMMENT OR ON A SPECIFIC AGENDA ITEM MAY SUBMIT COMMENTS TO OUR BOARD SECRETARY BY EMAIL AT [DWASHBURN@RAINBOWMWD.COM](mailto:DWASHBURN@RAINBOWMWD.COM) OR BY MAIL TO 3707 OLD HIGHWAY 395, FALLBROOK, CA 92028. ALL WRITTEN COMMENTS RECEIVED **AT LEAST ONE HOUR IN ADVANCE OF THE MEETING** WILL BE READ TO THE COMMITTEE DURING THE APPROPRIATE PORTION OF THE MEETING. THESE PUBLIC COMMENT PROCEDURES SUPERSEDE THE DISTRICT'S STANDARD PUBLIC COMMENT POLICIES AND PROCEDURES TO THE CONTRARY.

**COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**

**RAINBOW MUNICIPAL WATER DISTRICT**  
**Thursday, September 2, 2021**  
**Communications and Customer Service Committee Meeting - Time: 3:30 p.m.**

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<b>District Office</b>	<b>3707 Old Highway 395</b>	<b>Fallbrook, CA 92028</b>
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Notice is hereby given that the Communications and Customer Service Committee will be holding a regular meeting beginning at 3:30 p.m. on Thursday, September 2, 2021.

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**AGENDA**

- 1. **CALL TO ORDER**
- 2. **PLEDGE OF ALLEGIANCE**
- 3. **ROLL CALL: Bill Shute (Chair) \_\_\_\_\_ Russell Vernon (Vice Chair) \_\_\_\_\_**  
**Members:** Hayden Hamilton \_\_\_\_\_ Bill Stewart \_\_\_\_\_  
**Alternates:** Cynthia Gray \_\_\_\_\_

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

**CHAIR TO READ ALOUD** - "If at any point, anyone would like to ask a question or make a comment and have joined this meeting with their computer, they can click on the "Raise Hand" button located at the bottom of the screen. We will be alerted that they would like to speak. When called upon, please unmute the microphone and ask the question or make comments in no more than three minutes.

Those who have joined by dialing a number on their telephone, will need to press \*6 to unmute themselves and then \*9 to alert us that they would like to speak.

A slight pause will also be offered at the conclusion of each agenda item discussion to allow public members an opportunity to make comments or ask questions."

5. SEATING OF ALTERNATES
6. ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA (Government Code §54954.2)
7. PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes)
- \*8. APPROVAL OF MINUTES
  - A. July 1, 2021
9. GENERAL MANAGER COMMENTS
10. COMMITTEE MEMBER COMMENTS
11. DISCUSSION AND POSSIBLE ACTION TO APPOINT COMMITTEE OFFICERS
12. REVIEW 15-DAY SHUTOFF LETTER
13. PHONE SYSTEM STATUS UPDATE
14. EMERGENCY NOTIFICATION PROGRAM
15. RAPID AERIAL WATER SUPPLY (RAWS) PAMPHLET REVIEW
16. WATER SERVICE UPGRADE PROJECT (WSUP) UPDATE
17. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS
  - A. Topics
  - B. Calendar
  - C. Snipes Calendar
  - D. Updates from Other Committees
  - E. Customer Relations
  - F. Monthly Newsletter Review
  - G. Social Media Post Updates
18. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
19. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
20. ADJOURNMENT

**ATTEST TO POSTING:**

*Pam Moss*  
Pam Moss  
Secretary of the Board

8-27-21 @ 2:00 p.m.  
Date and Time of Posting  
Outside Display Cases