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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 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, July 6, 2023

Communications and Customer Service Committee Meeting - Time: 3:30 p.m.

District Office	3707 Old Highway 395	Fallbrook, CA 92028
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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, July 6, 2023.

AGENDA

- 1. **CALL TO ORDER**
- 2. **PLEDGE OF ALLEGIANCE**
- 3. **ROLL CALL: Bill Shute (Chair) _____ Bill Stewart (Vice Chair) _____**
Members: Hayden Hamilton _____ Jenene Milakovich _____
Alternate: Karleen Harp _____

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. June 1, 2023
9. GENERAL MANAGER COMMENTS
10. COMMITTEE MEMBER COMMENTS
11. SUBMETERING OUTREACH UPDATE
12. DETACHMENT UPDATE
13. NEWSLETTER CONTENT PLANNING
14. CUSTOMER SERVICE METRICS UPDATE
15. CUSTOMER SURVEY UPDATE
16. 70TH ANNIVERSARY LOGO DESIGN INPUT
17. CUSTOMER SERVICE WELCOME PACKET
18. PUBLIC COMMUNICATIONS AND RELATED MEDIA STORIES
19. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
20. ADJOURNMENT

ATTEST TO POSTING:



Julie Johnson
Secretary of the Board

6-30-23 @ 8:30 a.m.

Date and Time of Posting
Outside Display Cases

**MINUTES OF THE COMMUNICATIONS AND CUSTOMER SERVICE
COMMITTEE MEETING
OF THE RAINBOW MUNICIPAL WATER DISTRICT
JUNE 1, 2023**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on June 1, 2023, was called to order by Chairperson Shute at 3:32 p.m. in the Board Room of the District, 3707 Old Highway 395, Fallbrook, CA 92028. Chairperson Shute, presiding.

2. **PLEDGE OF ALLEGIANCE**

3. **ROLL CALL:**

Present: Member Hamilton, Member Stewart, Member Shute, Member Milakovich
(via video conference).

Also Present: General Manager Kennedy, Bill Specialist Kilmer, Information Technology Manager Khattab, Customer Service Supervisor Cruz, Administrative Analyst Weber.

Also Present Via Teleconference or Video Conference: Karleen Harp, Member Milakovich

Human Resources Manager Harp.

Two members of the public was present in person, via teleconference or video conference for only a few minutes.

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

There were no members of the public in attendance via teleconference or video conference; therefore, the instructions were not read aloud.

Discussion returned from Item #6.

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

Discussion went to Item #7.

5. **SEATING OF ALTERNATES**

No alternates were seated.

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

There were no amendments to the agenda.

Discussion returned to Item #4.

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

There were no comments.

Discussion went to Item #8.

***8. APPROVAL OF MINUTES
A. May 4, 2023**

Motion:

To approve the minutes for the May 4, 2023 meeting.

Action: Approve, Moved by Member Hamilton, Seconded by Member Milakovich.

Vote: Motion carried by unanimous roll call vote (summary: Ayes = 4).

Ayes: Member Hamilton, Member Shute, Member Stewart, Member Milakovich.

Discussion went to Item #9.

9. GENERAL MANAGER COMMENTS

Mr. Kennedy introduced Amanda Weber as RMWD’s new Administrative Analyst-Communications. Ms. Weber shared her background with the committee members. Mr. Kennedy added this position will assist in expanding RMWD’s capabilities.

Mr. Kennedy announced Julie Johnson was appointed to fill the Division 1 Board vacancy on May 23, 203. He mentioned there were eight applicants of which one could be selected; therefore, staff offered up the three committees as a means of participating at RMWD. He pointed out the drivers for the Board to select Ms. Johnson was her years of participation on all three of the standing committees.

Discussion went to Item #10.

10. COMMITTEE MEMBER COMMENTS

Mr. Stewart said he feels the press has done a better job of covering the issues surrounding the detachment proposals over the last month or so. Discussion ensued.

Mr. Shute welcomed Ms. Weber encouraging her to ask any questions she may have while familiarizing herself with the committee and its members. He also mentioned the Town Hall meeting was well attended and the presenters did a good job.

Discussion went to Item #11.

11. DETACHMENT UPDATE

Mr. Kennedy announced the June 5th LAFCO hearing will be an important day in relation to the detachment. He talked about the steps and processes that took place leading up to this hearing. He mentioned following the preparation of a detailed and concise staff report, it appears LAFCO's staff recommendation is to allow the detachment with an exit fee. He shared some of the highlights and challenges associated with the detachment processes.

Mr. Kennedy noted the detachment hearing was scheduled time certain for 8:30 a.m. and how the Chamber of Commerce has arranged for a bus to charter people to the hearing that will depart at 6:15 a.m. from the Chamber offices. He stated the hearing is expected to be well-attended with many attendees providing public comment related to the detachment.

Discussion went to Item #12.

12. CUSTOMER SURVEY RESULTS UPDATE

Ms. Harp reported since promoting the survey in the recent newsletter, two responses have been received. She stated staff will continue to promote the survey in various ways.

Mr. Shute asked if there was a means of providing a survey QR Code in the local newspaper. It was decided staff would need to investigate this further to determine whether it was an option.

Discussion went to Item #13.

13. NEWSLETTER CONTENT PLANNING

Ms. Harp shared the list of newsletter content for the committee members to reference. She pointed out the June newsletter will include something related to rates due to the rate hearing taking place on June 27th including a small promotional piece on how to participate in such. She noted a piece on water efficiency that was deferred last month as well as possibly something related to the CropSwap program.

Ms. Harp pointed out the July newsletter will need to be prepared prior to the scheduled committee meeting; therefore, she was soliciting the committee members for ideas. Mr. Kennedy stated an update on the LAFCO hearing should be provided. It was suggested the July edition include something on water conservation, a Dig Alert reminder, and call for committee members.

Discussion went to Item #14.

14. HOA AND SUBMETERING OUTREACH UPDATE

Ms. Harp inquired as to the ultimate objective for this item and whether that has been met. Mr. Kennedy explained he understood the objective was to get important notices to those who fall under this category.

Mr. Khattab reported there are approximately 300 customers in Division 1 and how his team was still working on the numbers for the remaining divisions. He estimated the end results will be less than 2,000 customers.

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Mr. Shute acknowledged progress has been made and with the methodology created, it will be possible to send all the customers who consume water any type of necessary communications. He requested this item be carried over to next month at which time the effective use can be discussed.

Discussion ensued regarding changing the title of this agenda item.

Discussion went to Item #15.

15. PUBLIC COMMUNICATIONS AND RELATED MEDIA STORIES

Mr. Hamilton mentioned the Town Hall meeting, Division 1 vacancy on the Board of Directors, RMWD pursuit of a CalFire Vegetation Management Grant, and Bonsall High School Field Trip to RMWD were all articles published in recent editions of The Village News.

Mr. Stewart mentioned a recent article in the Union Tribune about Palomar Community College developing more programs related to application and trade education. Discussion ensued.

Mr. Shute noted there were articles in the New York Times related to the Colorado River and the approach being taken which impacts everyone. Discussion followed.

Mr. Kennedy pointed out an article will be published on SDCWA's budget process about which he shared some of the details.

Discussion went to Item #16.

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

It was noted updates on the HOA and submetering outreach, detachment, customer survey results, and customer service metrics should be on the next committee agenda.

Discussion went to Item #17.

17. ADJOURNMENT

The meeting was adjourned by Chairperson Shute.

The meeting adjourned at 4:27 p.m.

Bill Shute, Committee Chairperson

Dawn M. Washburn, Board Secretary