

## COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

## RAINBOW MUNICIPAL WATER DISTRICT

Thursday, October 3, 2019

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

**District Office** 3707 Old Highway 395 Fallbrook, CA 92028 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, October 3, 2019. **AGENDA** 1. **CALL TO ORDER** 2. PLEDGE OF ALLEGIANCE 3. ROLL CALL: Julie Johnson (Chair) \_\_\_\_\_ Bill Shute (Vice Chair) \_\_\_\_\_ Members: Hayden Hamilton \_\_\_\_\_ Bill Stewart Russell Vernon \_\_\_\_\_ Alternates: Cynthia Gray\_\_\_\_ 4. **SEATING OF ALTERNATES** 5. ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA (Government Code §54954.2) 6. PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes) 7. **COMMITTEE MEMBER COMMENTS** \*8. **APPROVAL OF MINUTES A.** September 5, 2019 **COORDINATION OF INFORMATION TO CUSTOMERS** 9. 10. MISSION STATEMENT REVIEW

11. WSUP EXTENDED NEWSLETTER ARTICLE REVIEW

12. STRATEGIC PLAN OBJECTIVES

13. FLUME PROGRAM UPDATE

- 14. 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
- 15. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
- 16. MEMORANDUM OF UNDERSTANDING WITH EASTERN MUNICIPAL WATER DISTRICT UPDATE
- 17. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
- 18. ADJOURNMENT

**ATTEST TO POSTING:** 

9-27-19 @ 9:30 a.m.

FOR: Carl Rindfleisch
Secretary of the Board
Date and Time of Posting
Outside Display Cases