



**COMMUNICATIONS AND CUSTOMER
SERVICE COMMITTEE MEETING**

RAINBOW MUNICIPAL WATER DISTRICT

Thursday, March 7, 2019

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, March 7, 2019.

AGENDA

- 1. CALL TO ORDER**
- 2. PLEDGE OF ALLEGIANCE**
- 3. ROLL CALL: Jeanna Kirby (Chair) _____ Julie Johnson (Vice Chair) _____**
Members: Hayden Hamilton _____ Bill Stewart _____
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)**

COMMITTEE ACTION ITEMS

- *7. APPROVAL OF MINUTES**
 - A. February 7, 2019**
- 8. DISCUSSION REGARDING COMMITTEE MEMBERSHIP AND APPOINTMENTS**
- 9. DOOR HANGER REVIEW**
- 10. WATER SERVICE UPGRADE PROJECT UPDATE**
- 11. VIDEO BRIEFING**
- 12. FLUME UPDATE**
- 13. PRESS RELEASE REVIEW**

14. **DISCUSSION REGARDING PHONE TREE**
15. **DISCUSSION REGARDING USE OF RMWD LOGO**
16. **PUBLIC COMMUNICATIONS AND OUTREACH ITEMS**
 - A. Topics
 - B. Strategic Plan Objectives
 - C. Calendar
 - D. Snipes Calendar
 - E. Updates from Other Committees
 - F. Customer Relations
17. **REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES**
18. **COMMITTEE MEMBER COMMENTS**
19. **LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**
20. **ADJOURNMENT**

ATTEST TO POSTING:



For: Carl Rindfleisch
Secretary of the Board

3/1/19 @ 1:45 p.m.

Date and Time of Posting
Outside Display Cases