



**COMMUNICATIONS AND CUSTOMER  
SERVICE COMMITTEE MEETING**

**RAINBOW MUNICIPAL WATER DISTRICT**

**Thursday, August 2, 2018**

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

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**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, August 2, 2018.

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**AGENDA**

1. **CALL TO ORDER**
2. **PLEDGE OF ALLEGIANCE**
3. **ROLL CALL: Mike Daily (Chair) \_\_\_\_\_ Jeanna Kirby (Vice Chair) \_\_\_\_\_**  
**Members:** Hayden Hamilton \_\_\_\_\_  
**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**

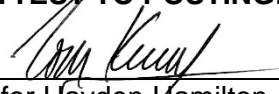
**COMMITTEE ACTION ITEMS**

- \*7. **APPROVAL OF MINUTES**
  - A. July 12, 2018
8. **VIDEO PRESENTATION UPDATE**
9. **DISCUSSION REGARDING METER REPLACEMENT PROJECT COMMUNICATIONS**
10. **DISCUSSION REGARDING POLICY CHANGES RELATED TO LEAKS ON THE CUSTOMER SIDE OF THE METER**
11. **PUBLIC COMMUNICATIONS AND OUTREACH ITEMS**
  - A. Topics
  - B. Strategic Plan Objectives
  - C. Calendar

D. Snipes Calendar

12. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
13. COMMITTEE MEMBER COMMENTS
14. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
15. ADJOURNMENT

**ATTEST TO POSTING:**

  
\_\_\_\_\_  
for Hayden Hamilton  
Secretary of the Board

7-26-18 @ 3:00 p.m.  
\_\_\_\_\_  
Date and Time of Posting  
Outside Display Cases

**MINUTES OF THE COMMUNICATIONS AND CUSTOMER SERVICE  
COMMITTEE MEETING  
OF THE RAINBOW MUNICIPAL WATER DISTRICT  
JULY 12, 2018**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on July 12, 2018 was called to order by Chairperson Daily at 3:32 p.m. in the Board Room of the District, 3707 Old Highway 395, Fallbrook, CA 92028. Chairperson Daily, presiding.

2. **PLEDGE OF ALLEGIANCE**

3. **ROLL CALL:**

**Present:** Member Daily, Member Kirby, Member Hamilton, Alternate Gray.

**Also Present:** General Manager Kennedy, Executive Assistant Washburn.

One member of the public was present.

4. **SEATING OF ALTERNATES**

Ms. Gray was seated to serve as an alternate at this meeting.

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

It was decided to defer Item #10 to the August committee meeting.

6. **PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA**

There were no comments.

*Discussion went to Item #14.*

**COMMITTEE ACTION ITEMS**

\*7. **APPROVAL OF MINUTES**

A. June 7, 2018

***Motion:***

***To approve the minutes as written.***

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

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

***Ayes: Member Daily, Member Kirby, Member Hamilton, Alternate Gray.***

8. **DISCUSSION AND POSSIBLE ACTION REGARDING COMMITTEE MEMBERSHIP**

**Motion:**

**To recommend the Board appoint Julie Johnson to serve as a member on the Communications and Customer Service Committee.**

**Action: Approve, Moved by Member Hamilton, Seconded by Member Kirby.**

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

**Ayes: Member Daily, Member Kirby, Member Hamilton, Alternate Gray.**

**9. AMI UPDATE**

Mr. Kennedy provided an update on the progress on the AMI project. He talked about the new Flume devices that may assist customers with monitoring their water use including how they work, the costs involved, and the upcoming test pilot program.

Ms. Johnson asked how will RMWD receive input from customers taking part in the pilot program. Mr. Kennedy explained there would be some questionnaires put out to those customers and how Flume, Inc. will be tracking every alarm received by the customers. He added RMWD will tabulate the alarms to determine how often on average are these customers experienced a link event.

Discussion continued.

**10. VIDEO PRESENTATION**

This item was deferred per Item #5.

**11. EXTENDED NEWSLETTER REVIEW**

Mr. Kennedy announced the extended newsletter would be going in the bills later today. Mrs. Gray noted the committee member comments were incorporated prior to finalizing the newsletter.

Mr. Hamilton made a few minor revision suggestions. Mrs. Gray offered to make these changes prior to the newsletter being published.

**12. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS**

- A.** Topics
- B.** Strategic Plan Objectives
- C.** Calendar
- D.** Snipes Calendar

Mrs. Gray noted Mr. Kennedy made a revision to Strategic Plan Objectives Item #6G related to the claims process. Discussion followed.

Mr. Daily suggested the objective be consider development of a customer claims policy.

Discussion ensued regarding topics related to the public communications and outreach items.

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**13. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES**

Mr. Kennedy mentioned someone shared old pictures of RMWD with him at a recent community meeting.

**14. COMMITTEE MEMBER COMMENTS**

Mr. Kennedy announced Mrs. De La Cerda was no longer at RMWD; therefore, someone else from Customer Service would provide updates at this committee going forward. Mrs. Gray mentioned Mrs. Martinez has provided an update for this meeting and then she would be the one to attend the next couple of meetings before assigning someone else from Customer Service to fill that role.

Mrs. Gray notified the committee she has training scheduled on the same day as the next committee meeting.

Discussion went to Item #8.

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

It was noted the video presentation and messaging for the meter replacement project should be on the next committee agenda.

**16. ADJOURNMENT**

The meeting adjourned at 4:55 p.m.

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**Mike Daily, Committee Chairperson**

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**Dawn M. Washburn, Board Secretary**

