



**COMMUNICATIONS AND CUSTOMER  
SERVICE COMMITTEE MEETING**

**RAINBOW MUNICIPAL WATER DISTRICT**

Thursday, December 5, 2019

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, December 5, 2019.

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**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.** November 7, 2019

**9. COORDINATION OF INFORMATION TO CUSTOMERS**

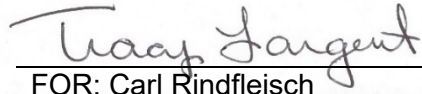
**10. DISCUSSION REGARDING CREATING A COMPREHENSIVE COMMUNICATION POLICY AND PLAN SUBCOMMITTEE**

**11. CREATION OF A LOGO AND FORMAL NAME FOR THE CAPITAL IMPROVEMENT PROGRAM MISCELLANEOUS PIPELINE REPLACEMENT PROJECTS**

**12. ESTABLISHMENT OF COMMITTEE MEETING DATES AND START TIMES**

13. MONTHLY UPDATE ON PORTAL AND BILLING ISSUES WITH A TIMELINE TO CORRECT
14. DISCUSSION AND POSSIBLE ACTION TO APPOINT 2020 COMMITTEE OFFICERS
15. 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
16. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
17. MEMORANDUM OF UNDERSTANDING WITH EASTERN MUNICIPAL WATER DISTRICT UPDATE
18. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
19. ADJOURNMENT

**ATTEST TO POSTING:**

  
\_\_\_\_\_  
FOR: Carl Rindfleisch  
Secretary of the Board

11-27-19 @ 8:30 a.m.  
\_\_\_\_\_  
Date and Time of Posting  
Outside Display Cases