

COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

RAINBOW MUNICIPAL WATER DISTRICT

Thursday, December 6, 2018

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

District Office	3707 Old	Highway 395	Fallbrook, CA 9202	
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 6, 2018.				
AGENDA				
1. CALL TO ORDER				
2. PLEDGE OF ALLE	PLEDGE OF ALLEGIANCE			
3. ROLL CALL: Mike	Daily (Chair)	Jeanna Kirby (Vice Cha	ir)	
Members:	Hayden Hamilton	Julie Johnson	<u></u>	
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 IT	EMS			

- *7. APPROVAL OF MINUTES
 - **A.** November 1, 2018
- 8. FLUME PILOT STUDY SURVEY
- 9. WATER SERVICE UPGRADE PROJECT UPDATE
- 10. BILL DISPUTE POLICY UPDATE
- 11. DISCUSSION REGARDING "LEAK" VERSUS "HIGH USAGE" LANGUAGE
- 12. DISCUSSION AND POSSIBLE ACTION TO APPOINT 2019 COMMITTEE OFFICERS

- 13. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS
 - A. Topics
 - B. Strategic Plan Objectives
 - C. Calendar
 - **D.** Snipes Calendar
 - E. Updates from Other Committees
- 14. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
- 15. COMMITTEE MEMBER COMMENTS
- 16. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
- 17. ADJOURNMENT

ATTEST TO POSTING:

11/27/18 @ 3:00 p.m.

Hayden Hamilton Date and Time of Posting Secretary of the Board Outside Display Cases