



**COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**

**RAINBOW MUNICIPAL WATER DISTRICT**  
**Thursday, November 1, 2018**  
**Communications and Customer Service Committee Meeting - Time: 3:30 p.m.**

---

<b>District Office</b>	<b>3707 Old Highway 395</b>	<b>Fallbrook, CA 92028</b>
------------------------	-----------------------------	----------------------------

---

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, November 1, 2018.

---

**AGENDA**

- 1. **CALL TO ORDER**
- 2. **PLEDGE OF ALLEGIANCE**
- 3. **ROLL CALL: Mike Daily (Chair) \_\_\_\_\_ Jeanna Kirby (Vice Chair) \_\_\_\_\_**  
**Members:** Hayden Hamilton \_\_\_\_\_ Julie Johnson \_\_\_\_\_  
**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**
- 7. **REVIEW OF ADMINISTRATIVE CODE POLICY 2.09 – COMMITTEES**

**COMMITTEE ACTION ITEMS**

- \*8. **APPROVAL OF MINUTES**
  - A. October 4, 2018
- 9. **VIDEO PRESENTATION UPDATE**
- 10. **WATER SERVICE UPGRADE PROJECT UPDATE**
- 11. **FLUME PROJECT UPDATE**
- 12. **LEAK POLICY REVIEW**

- 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:**

  
Hayden Hamilton  
Secretary of the Board

10-29-18 @ 7:30 a.m.  
\_\_\_\_\_  
Date and Time of Posting  
Outside Display Cases

**MINUTES OF THE COMMUNICATIONS AND CUSTOMER SERVICE  
COMMITTEE MEETING  
OF THE RAINBOW MUNICIPAL WATER DISTRICT  
OCTOBER 4, 2018**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on October 4, 2018 was called to order by Chairperson Daily at 3:36 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, Member Johnson

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

One member of the public was present.

4. **SEATING OF ALTERNATES**

There were no alternates seated.

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

There were no changes to the agenda.

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

Mr. Stewart, a current RMWD Board Member, said he found the agenda to be of interest and thought he would attend the meeting to hear the discussions.

**COMMITTEE ACTION ITEMS**

\*7. **APPROVAL OF MINUTES**

**A.** September 6, 2018

Mrs. Gray noted she provided Ms. Washburn with some minor typographical corrections to the minutes. Ms. Washburn noted the corrections have been made; therefore, the motion would be to approve the minutes as revised.

***Motion:***

***To approve the minutes as revised.***

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

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

**Ayes: Member Daily, Member Kirby, Member Hamilton, Member Johnson.**

**8. VIDEO PRESENTATION UPDATE**

Mr. Kennedy reviewed the handout providing the loose story arc for the video.

Discussion ensued regarding including considering other community members who may have something to contribute.

Ms. Johnson said it would be respectful to have a Board Member give a small introductory to the video. Mr. Kennedy talked about some of the risks involved with having including Board Members in media publications.

**9. METER REPLACEMENT UPDATE**

Mr. Kennedy proposed proving a summary of the program in the monthly newsletter and then using the extended newsletter to provide the customers with more detailed information. He asked the committee to provide Mrs. Gray with their input in terms of which logo they prefer for this program.

Mr. Kennedy clarified meters newer than five years were not being replaced unless they have extraordinary use. He added the AMR system will be replaced on those.

Mr. Kennedy introduced Renee Rubio noting she was appointed the Customer Service Supervisor position a few weeks ago. He mentioned her role will be to improve the District's customer service as well as mold those new to the customer service team.

**10. FLUME PROJECT UPDATE**

Mrs. Gray reported she had a weekly meeting at which she learned to date there was only one complaint due to the device not hooking up to their Wifi. She noted they did try to troubleshoot the matter and although the customer liked the device, it was not right for him. She also reported a survey was sent out to those participating in the Flume program. Discussion ensued.

Mrs. Gray shared the news video in which Mr. Kennedy spoke about the Flume device.

**11. LEAK POLICY REVIEW**

Ms. Rubio reviewed the highlights of the policy including there will be a limit of two billing periods per leak adjustment with a limit of one adjustment per sixty months. She noted the sixty-month period will commence on the first month of the billing period following the last billing period for which the loss of water adjustment was prepared. She also talked about the criteria and procedures for leak adjustments provided in the handout.

Ms. Johnson asked if RMWD has any options available should a customer legitimately trying to pay their water bill. Ms. Rubio explained the District offers a payment plan that is already in place. Ms. Johnson suggested providing a disclaimer to protect the financial stability of the organization should something of magnitude happen region wide. Discussion followed.

Mr. Kennedy encouraged the committee members to review the policy and be prepared to discuss it further at the next committee meeting.

**12. CODE OF ETHICS AND CLIMATE CHANGE POLICIES REVIEW**

Mr. Kennedy pointed out the Board voted to approve both the Code of Ethics and Climate Change policies that apply to both the Board of Directors as well as Committee Members. He summarized the contents of the policies including the purposes each serve.

Mr. Stewart explained the Climate Change Policy was made a separate policy since it was unrelated to ethics.

**13. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS**

- A. Topics
- B. Strategic Plan Objectives
- C. Calendar
- D. Snipes Calendar
- E. Updates from Other Committees

Mrs. Gray noted the strategic plan objectives have been updated and a new version has been provided as a handout.

Mr. Kennedy solicited the committee's input on possibly having all customer service phone calls recorded. Discussion ensued.

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

It was noted The Village News printed an article on the possible repeal of Ordinance No. 95-1.

**15. COMMITTEE MEMBER COMMENTS**

There were no committee members.

***Member Johnson excused herself from the meeting at 5:00 p.m.***

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

It was noted updates on the video presentation, water service upgrade project, and flume project as well as the leak policy will be on the next committee agenda. Mr. Daily requested an announcement soliciting for new committee members be published as well as selection for committee officers be on the January 2019.

***DRAFT***

***DRAFT***

***DRAFT***

**17. ADJOURNMENT**

***The meeting was adjourned by a motion made by Member Daily.***

The meeting adjourned at 5:02 p.m.

---

**Mike Daily, Committee Chairperson**

---

**Dawn M. Washburn, Board Secretary**