



**THIS MEETING WILL BE CONDUCTED WITH IN PERSON ATTENDANCE PERMITTED. THE CDC STILL RECOMMENDS MASKING FOR ALL INDIVIDUALS BUT IS NOT MANDATORY. PARTICIPATION WILL ALSO BE AVAILABLE VIA VIDEO CONFERENCE OR TELECONFERENCE.**

**TO PARTICIPATE IN THE MEETING VIA VIDEO OR TELECONFERENCE, GO TO <https://rainbowmwd.zoom.us/j/82580780400> OR CALL 1-669-900-6833 or 1-346-248-7799 or 1- 253-215-8782 or 1-301-715-8592 or 1-312-626-6799 or 1-929-205-6099 (WEBINAR/MEETING ID: 825 8078 0400).**

MEMBERS OF THE PUBLIC WISHING TO SUBMIT WRITTEN COMMENT TO THE COMMITTEE UNDER PUBLIC COMMENT OR ON A SPECIFIC AGENDA ITEM MAY SUBMIT COMMENTS TO OUR BOARD SECRETARY BY EMAIL AT [DWASHBURN@RAINBOWMWD.COM](mailto:DWASHBURN@RAINBOWMWD.COM) OR BY MAIL TO 3707 OLD HIGHWAY 395, FALLBROOK, CA 92028. ALL WRITTEN COMMENTS RECEIVED **AT LEAST ONE HOUR IN ADVANCE OF THE MEETING** WILL BE READ TO THE COMMITTEE DURING THE APPROPRIATE PORTION OF THE MEETING. THESE PUBLIC COMMENT PROCEDURES SUPERSEDE THE DISTRICT'S STANDARD PUBLIC COMMENT POLICIES AND PROCEDURES TO THE CONTRARY.

**COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**

**RAINBOW MUNICIPAL WATER DISTRICT**

**Thursday, November 3, 2022**

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

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| <b>District Office</b> | <b>3707 Old Highway 395</b> | <b>Fallbrook, CA 92028</b> |
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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, November 3, 2022.

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**AGENDA**

- 1. CALL TO ORDER**
- 2. PLEDGE OF ALLEGIANCE**
- 3. ROLL CALL: Bill Shute (Chair) \_\_\_\_\_**

**Members:** Hayden Hamilton \_\_\_\_\_

**Alternates:** Cynthia Gray \_\_\_\_\_

- 4. INSTRUCTIONS TO ALLOW PUBLIC COMMENT ON AGENDA ITEMS FROM THOSE ATTENDING THIS MEETING VIA TELECONFERENCE OR VIDEO CONFERENCE**

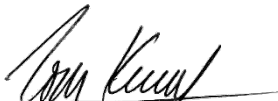
**CHAIR TO READ ALOUD** - "If at any point, anyone would like to ask a question or make a comment and have joined this meeting with their computer, they can click on the "Raise Hand" button located at the bottom of the screen. We will be alerted that they would like to speak. When called upon, please unmute the microphone and ask the question or make comments in no more than three minutes.

Those who have joined by dialing a number on their telephone, will need to press \*6 to unmute themselves and then \*9 to alert us that they would like to speak.

A slight pause will also be offered at the conclusion of each agenda item discussion to allow public members an opportunity to make comments or ask questions."

5. SEATING OF ALTERNATES
6. ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA (Government Code §54954.2)
7. PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes)
- \*8. APPROVAL OF MINUTES
  - A. October 6, 2022
9. GENERAL MANAGER COMMENTS
10. COMMITTEE MEMBER COMMENTS
11. APPOINTMENT OF COMMITTEE CHAIRPERSON AND VICE CHAIRPERSON
12. COMMITTEE MEMBER RECRUITMENT UPDATE
13. HOA AND SUBMETERING OUTREACH UPDATE
14. RMWD HEADQUARTERS BECOMING FIELD TRIP DESTINATION FOR LOCAL SCHOOLS UPDATE
15. PUBLIC COMMUNICATIONS AND RELATED MEDIA STORIES
16. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
17. ADJOURNMENT

**ATTEST TO POSTING:**

  
\_\_\_\_\_  
FOR: Pam Moss  
Secretary of the Board

10-31-2022 @ 2:50 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  
OCTOBER 6, 2022**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on October 6, 2022 was called to order by Chairperson Shute at 3:32 p.m. in the Board Room of the District, 3707 Old Highway 395, Fallbrook, CA 92028. *(All meetings are being held with in-person attendance following County and State COVID guidelines as well as virtually.)* Chairperson Shute, presiding.

2. **PLEDGE OF ALLEGIANCE**

3. **ROLL CALL:**

**Present:** Member Hamilton *(via video conference)*, Member Shute, Alternate Gray.

**Also Present:** General Manager Kennedy, Customer Service Representative Kilmer, Information Technology Manager Khattab

One member of the public was present in person, via teleconference or video conference.

4. **INSTRUCTIONS TO ALLOW PUBLIC COMMENT ON AGENDA ITEMS FROM THOSE ATTENDING THIS MEETING VIA TELECONFERENCE OR VIDEO CONFERENCE**

Mr. Shute read the instructions aloud for those attending the meeting via teleconference or video conference.

5. **SEATING OF ALTERNATES**

Ms. Gray was seated as an alternate.

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

There were no amendments to the agenda.

7. **PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes)**

There were no comments.

\*8. **APPROVAL OF MINUTES**

A. September 1, 2022

**Motion:**

**To approve the minutes.**

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

**Vote: Motion carried by unanimous roll call vote (summary: Ayes = 3).**

**Ayes: Member Hamilton, Member Shute, Alternate Gray.**

**9. GENERAL MANAGER COMMENTS**

Mr. Kennedy mentioned he spoke on a panel at the Farm Bureau last month regarding statements regarding there would not being any water coming down for agricultural users next year. He stated this was not the case and some allocations are expected. Discussion ensued.

**10. COMMITTEE MEMBER COMMENTS**

Mr. Shute stated that he also attended the Farm Bureau meeting and how there seemed to be an undercurrent in the room to allow the process takes its course as opposed to all the barriers being put in place to slow it down.

Mr. Shute also complimented a crew member, Clem Taylor, for his assistance with an issue related to his Flume device and meter. He expressed how impressed he is with the information Flume devices provide.

**11. APPOINTMENT OF COMMITTEE CHAIRPERSON AND VICE CHAIRPERSON**

This item was deferred to November.

**12. COMMITTEE MEMBER RECRUITMENT UPDATE**

Mr. Shute stated he has sent an email out to his neighborhood which resulted in one volunteer who will hopefully attend the November committee meeting. He asked Ms. Gray to ask Director Stewart if he would be willing to circulate the same email out to his neighborhood.

**13. HOA AND SUBMETERING OUTREACH UPDATE**

Mrs. Gray reported staff was currently working on a list provided by Mr. Khattab and how once that is complete, it will be returned to Mr. Khattab. Mr. Kennedy stated since has the data; therefore, the next time RMWD sends a mailer, those who are not customers, but reside within the district boundaries would be included to receive the same communications as regular customers.

Discussion ensued.

**14. RMWD HEADQUARTERS BECOMING A FIELD TRIP DESTINATION FOR LOCAL SCHOOLS UPDATE**

Mrs. Gray stated although she did not have an update on this item, she would contact the school officials to coordinate the first trial runs for the first week of November. Discussion ensued regarding whether the trial run could be combined with the facilities tours staff was in the process of coordinating.

Mr. Kennedy clarified the field trip trial runs would be a very basic description of what information will be shared at each location.

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***DRAFT***

***DRAFT***

**15. PUBLIC COMMUNICATIONS AND RELATED MEDIA STORIES**

Mr. Kennedy mentioned a prior Board Member, Bob Lucy, was featured in the local section of the Union-Tribune regarding the avocado crop being low which was somewhat impacted by water costs.

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

It was noted that the appointment of the committee chairperson and vice chairperson, committee member recruitment update, HOA and submetering update, as well as an update on RMWD headquarters becoming a field trip destination for local schools should be on the next agenda.

**17. ADJOURNMENT**

*The meeting was adjourned by Chairperson Shute.*

The meeting adjourned at 4:17 p.m.

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**Bill Shute, Committee Chairperson**

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**Dawn M. Washburn, Board Secretary**

