

COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

RAINBOW MUNICIPAL WATER DISTRICT Thursday, April 4, 2019

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

| 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, April 4, 2019.

AGENDA

- 1. CALL TO ORDER
- 2. PLEDGE OF ALLEGIANCE
- 3. ROLL CALL: Jeanna Kirby (Chair) _____ Julie Johnson (Vice Chair) _____

Russell Vernon _____

Members: Hayden Hamilton

| _ | Bill Stewart | |
|---|--------------|--|
| _ | Bill Shute | |

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)

COMMITTEE ACTION ITEMS

- *7. APPROVAL OF MINUTES A. March 7, 2019
- 8. DOOR HANGER REVIEW
- 9. DISCUSSION REGARDING PHONE TREE
- 10. PROPOSED LANGUAGE FOR FLUME PROGRAM INFORMATION
- 11. WATER SERVICE UPGRADE PROJECT UPDATE
- 12. CONSIDER POLICY LANGUAGE RELATED TO LEGISLATIVE SUPPORT OR OPPOSITION

13. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS

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

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:

For: Carl Rindfleisch Secretary of the Board

3-29-19 @ 2:00 p.m.

Date and Time of Posting Outside Display Cases