



COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

**RAINBOW MUNICIPAL WATER DISTRICT
Thursday, February 7, 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, February 7, 2019.

AGENDA

1. **CALL TO ORDER**
2. **PLEDGE OF ALLEGIANCE**
3. **ROLL CALL: Jeanna Kirby (Chair) _____ Julie Johnson (Vice Chair) _____**
 Members: Hayden Hamilton _____
 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 COMMITTEE CHAIRPERSON ROLES AND RESPONSIBILITIES**

COMMITTEE ACTION ITEMS

- *8. **APPROVAL OF MINUTES**
 - A. **January 9, 2019**
9. **FLUME PILOT STUDY UPDATE**
10. **WATER SERVICE UPGRADE PROJECT UPDATE**
11. **DOOR HANGER REVIEW**
12. **DISCUSSION REGARDING “LEAK” VERSUS “HIGH USAGE” LANGUAGE**
13. **VIDEO BRIEFING**

14. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS

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

15. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES

16. COMMITTEE MEMBER COMMENTS

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

18. ADJOURNMENT

ATTEST TO POSTING.



Carl Rindfleisch
Secretary of the Board

2-1-19 @ 2:00 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
JANUARY 9, 2019**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on January 9, 2019 was called to order by Vice Chairperson Johnson at 3:31 p.m. in the Board Room of the District, 3707 Old Highway 395, Fallbrook, CA 92028. Vice Chairperson Johnson, presiding.

2. **PLEDGE OF ALLEGIANCE**

3. **ROLL CALL:**

Present: Member Hamilton, Member Johnson, Alternate Gray.

Also Present: General Manager Kennedy, Executive Assistant Washburn, Customer Service Supervisor Rubio, Project Manager Johnson.

Absent: Member Kirby.

No members of the public were present.

4. **SEATING OF ALTERNATES**

Member Johnson noted Ms. Gray would be seated to serve as an alternate member at this meeting.

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

Discussion ensued regarding if an item should be added to the agenda as Item #5A to discuss committee membership and possible appointments to the committee.

5A. **DISCUSSION REGARDING COMMITTEE MEMBERSHIP AND POSSIBLE APPOINTMENTS TO THE COMMITTEE**

Ms. Washburn pointed out since Mr. Griffiths had notified the District he was no longer interested in serving on the committee, the other interested public member was not present, and the committee has already voted to recommend the Board appoint Mr. Stewart to the committee, taking action on this item may not be necessary.

Ms. Johnson stated for the record the committee would not be accepting or approving any new committee members for the Communications and Customer Service Committee at this time.

Mr. Kennedy said a notice for applicants will be placed in the newsletter again and that he would reach out to the Rotary members for references.

6. PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA

There were no comments.

7. REVIEW OF COMMITTEE CHAIRPERSON ROLES AND RESPONSIBILITIES

This item was deferred to the next committee meeting.

COMMITTEE ACTION ITEMS

***8. APPROVAL OF MINUTES**

A. December 6, 2018

Motion:

To approve the minutes as stated.

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

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

Ayes: Member Hamilton, Member Johnson, Alternate Gray.

9. FLUME PILOT STUDY UPDATE

Ms. Gray noted the Flume technician has reached out to RMWD who has agreed to present some language for some terms regarding offering rebates to RMWD to be passed on to the customers. She noted the District wants to wait until the anticipated hardware update occurs at which time an additional pilot program may be implemented. Discussion followed.

Ms. Johnson asked if a survey conducted with those who participated in the initial pilot program and what was the data from that survey. Ms. Gray stated approximately 2/3 of the 50 participants responded of which a good number found leaks and stated they would refer the product to others. She noted there was no negative feedback. She shared one customer was pleased to report their water bill was reduced by \$300 per month utilizing the device and was surprised all the water districts do not offer the product. Mr. Hamilton inquired as to whether RMWD could receive referral credits.

Mr. Kennedy shared the preliminary results from the nineteen respondents at the time of which eighteen indicated the device changed their water use habits, seventeen reported they were practicing efficiencies, and twelve had leaks. He noted the only negative response was related to WIFI problems at their residence.

Member Johnson asked for information to be shared in the newsletter. Mr. Hamilton suggested this information include the feedback provided today as well. Mr. Kennedy agreed to do so.

Member Johnson inquired as to whether the funding would come from a grant. Mr. Kennedy stated RMWD does not currently have a grant; however, the District does have certain amounts available for conservation programs. Member Johnson offered to assist with researching potential grant opportunities. Discussion followed.

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Member Johnson suggested those customers contacting the District regarding high usage be presented with information about the Flume devices. Mr. Kennedy pointed out a number of those customers have been included in the pilot program.

Discussion took place regarding the timing for the hardware update and what would be upgraded.

10. WATER SERVICE UPGRADE PROJECT UPDATE

Mr. Hamilton asked for confirmation the logo and District name will be incorporated on the signs. Ms. Johnson added there would be badging the sides of the vehicles positioned at the work sites.

Mr. Kennedy explained some contract details still being worked out. Mr. Hamilton asked if the contract concerns needs to be brought to the Board for consideration. Mr. Kennedy stated not yet; however, they may in the future. Discussion followed.

Ms. Johnson stated in an ideal world, the project would start in March 2019. She stated she hoped to have an update to share after the next meeting with the vendor.

Discussion ensued regarding the newsletter article content and getting input from the committee members.

Ms. Johnson excused herself from the meeting at 4:02 p.m.

The meeting adjourned for lack of a quorum and the remaining agenda items were deferred to the next committee meeting.

11. DOOR HANGER REVIEW

This item was deferred to the next meeting.

12. DISCUSSION REGARDING “LEAK” VERSUS “HIGH USAGE” LANGUAGE

This item was deferred to the next meeting.

13. VIDEO BRIEFING

This item was deferred to the next meeting.

14. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS

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

This item was not addressed.

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15. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES

This item was not addressed.

16. COMMITTEE MEMBER COMMENTS

This item was no addressed.

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

The review of committee chairperson roles and responsibilities, door hanger review, “leak” versus “high usage” language, and video briefing were deferred to the next meeting.

18. ADJOURNMENT

The meeting adjourned due to lack of a quorum at 4:02 p.m.

The meeting adjourned at 4:02 p.m.

Julie Johnson, Committee Vice Chairperson

Dawn M. Washburn, Board Secretary