



**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 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, December 6, 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**

COMMITTEE ACTION ITEMS

- *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:


Hayden Hamilton
Secretary of the Board

11/27/18 @ 3:00 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
NOVEMBER 1, 2018**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on November 1, 2018 was called to order by Chairperson Daily at 3:35 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, Alternate Gray.

Absent: Member Hamilton, Member Johnson.

Also Present: Executive Assistant Washburn, District Engineer Strapac.

No members of the public were present.

4. **SEATING OF ALTERNATES**

Mr. Daily stated for the record Mrs. Gray would be seated as an alternate.

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

There were no changes.

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

Mrs. Gray introduced Steve Strapac, District Engineer, who will present information on Item #12.

7. **REVIEW OF ADMINISTRATIVE CODE POLICY 2.09 – COMMITTEES**

Mrs. Gray mentioned the Board requested this policy be handed out to all the committee members so they understand their role in communicating with the Board. Mr. Strapac added there was also concern about self-dealing by members of other committees with some members possibly using the committee to advance their own personal causes.

Mr. Daily suggested this policy could be provided to prospective committee members as part of a welcome packet.

COMMITTEE ACTION ITEMS

- *8. APPROVAL OF MINUTES**
 - A. October 4, 2018

Motion:

To approve the minutes.

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

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

Ayes: Member Daily, Member Kirby, Alternate Gray.

- 9. VIDEO PRESENTATION UPDATE**

Mrs. Gray talked about how she has been reviewing photos, the videographer was making cuts to Mr. Hitt's interview, and possibly dividing the presentation into two parts. She stated she hoped to have something for the next committee meeting to present.

- 10. WATER SERVICE UPGRADE PROJECT UPDATE**

Mr. Strapac mentioned a new Project Manager will start on November 13, 2018 who will be helping with many of RMWD's Capital Improvement Projects.

Mrs. Gray pointed out an article was published in the previous month's newsletter. She announced the voting results on the logo choices. Discussion ensued.

- 11. FLUME PROJECT UPDATE**

Mr. Strapac shared his experience with utilizing the Flume device as part of the pilot program as a ratepayer and the District Engineer. He stated he was pleased.

Mr. Daily inquired as to when the feedback period will expire. Mrs. Gray stated November would conclude the three-month comment period. She explained the communications will come to RMWD through Flume.

Mrs. Gray pointed out there were three participants no capable of fully installing the devices. Discussion ensued regarding when this would be taken to the Board for consideration.

Mrs. Gray solicited Mr. Strapac and the committee members on the draft "Flume Pilot Study Questionnaire". Ms. Rubio pointed out "detected" in Question #4 should be "detect". Discussion ensued regarding the benefits of having an app to assist in tracking water use. Mrs. Gray suggested adding a question related to grove managers utilizing the app to more efficiently run the grove owner's system. Mr. Strapac recommended asking whether the customer would be willing to pay for the device.

- 12. LEAK POLICY REVIEW**

Mr. Strapac referenced the draft Leak Policy for Section 8.30 of the Administrative Code. Ms. Rubio pointed out adjustments were only applying to variable rates.

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Mr. Daily asked if the draft policy presented was manageable by the customer service team members. Ms. Rubio stated she was looking forward to having this policy in place in that it would allow for more positive information to be presented to the customers and overall improve customer service altogether once getting through the initial adjustment of implementing a new policy. Mr. Strapac pointed out this leak policy will assist customer service throughout RMWD's staff, including engineering.

Mrs. Kirby asked about staff's process for checking for leaks. Ms. Rubio explained the steps taken by staff when investigating a reported leak. Mrs. Kirby stated her agency has dropped the word "leak" and instead use the term "high usage" or "meter running" due to those customers told they have a "possible leak" hiring a leak detection company for which they seek reimbursement from the agency. Ms. Rubio stated she has recently started encouraging the customer service staff to pass along to the customers that Mission Resource Conservation District conducts free leak evaluations. Mrs. Kirby did note; however, RMWD was asking for repair receipts which she found to be a good idea. Discussion followed.

13. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS

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

Mr. Strapac referenced the proposed Administrative Code updates related to disputed bills. Mrs. Gray mentioned staff was currently reviewing this policy and proposing additional revisions to the language currently before the committee. Discussion ensued.

Mrs. Gray pointed out there were some objectives added to the Strategic Plan related to communications. Mr. Daily inquired as to how often the objectives are reviewed. Mrs. Gray answered she attempts to conduct a mid-year review; however, if that does not take place, an annual review is conducted.

Mr. Daily asked if there were any changes made to the Calendar per Item #13C. Mrs. Gray pointed out the Board has added all community events to the goals and objectives and how her visibility at the Bonsall School District has been increased significantly since her involvement with the Bonsall Rotary.

Ms. Rubio and Mr. Strapac provided updates from the Budget and Finance and Engineering and Operations Committees, respectively. Discussion ensued regarding the pipeline replacement project.

14. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES

Discussion ensued regarding the KPBS article on the SDCWA settling legal disputes with MWD as well as The Village News article on water rights and the Division 4 elections.

15. COMMITTEE MEMBER COMMENTS

Mr. Daily announced it was his intent to resign from the committee effective January 1, 2019. Mrs. Kirby suggested putting something in The Village News soliciting for committee members.

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

It was noted the video presentation update, water service update, flume project, bill dispute policy review, discussion regarding the use of “leak” versus “high usage”, and annual committee chairperson elections should be on the next committee agenda.

17. ADJOURNMENT

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

The meeting adjourned at 4:58 p.m.

Mike Daily, Committee Chairperson

Dawn M. Washburn, Board Secretary