



**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

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.



For Carl Rindfleisch
Secretary of the Board

2-1-19 @ 2:00 P.M.

Date and Time of Posting
Outside Display Cases