



**DUE TO THE COVID-19 STATE OF EMERGENCY AND PURSUANT TO WAIVERS TO CERTAIN BROWN ACT PROVISIONS UNDER THE GOVERNOR'S EXECUTIVE ORDERS, THIS MEETING IS BEING CONDUCTED VIA TELECONFERENCE AND THERE WILL BE NO PHYSICAL LOCATION FROM WHICH MEMBERS OF THE COMMITTEE OR PUBLIC MAY PARTICIPATE**

**MEMBERS OF THE COMMITTEE AND PUBLIC ARE TO PARTICIPATE IN THE COMMITTEE MEETING BY GOING TO <https://us02web.zoom.us/j/87105705513> OR BY CALLING 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 ID: 871 0570 5513).**

MEMBERS OF THE PUBLIC WISHING TO ADDRESS THE COMMITTEE UNDER PUBLIC COMMENT OR ON A SPECIFIC AGENDA ITEM MAY SUBMIT WRITTEN 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 PUBLIC 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, June 4, 2020**

**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, June 4, 2020.

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**AGENDA**

**1. CALL TO ORDER**

**2. PLEDGE OF ALLEGIANCE**

**3. ROLL CALL: Julie Johnson (Chair) \_\_\_\_\_ Bill Shute (Vice Chair) \_\_\_\_\_**

**Members:** Hayden Hamilton \_\_\_\_\_ Bill Stewart \_\_\_\_\_  
Russell Vernon \_\_\_\_\_

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

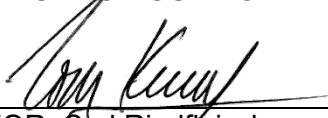
**4. SEATING OF ALTERNATES**

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

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

7. GENERAL MANAGER COMMENTS TO INCLUDE AN UPDATE ON REOPENING THE RMWD HEADQUARTERS
8. COMMITTEE MEMBER COMMENTS
- \*9. APPROVAL OF MINUTES
  - A. May 7, 2020
10. STRATEGIC PLAN OBJECTIVES REVIEW
11. CSUSM STUDENT PROGRAM UPDATE
12. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS
  - A. Topics
  - B. Calendar
  - C. Snipes Calendar
  - D. Updates from Other Committees
  - E. Customer Relations
  - F. Monthly Newsletter Review
  - G. Social Media Post Updates
13. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
14. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
15. ADJOURNMENT

**ATTEST TO POSTING:**



FOR: Carl Rindfleisch  
Secretary of the Board

5-28-20 @ 2:45 p.m.

Date and Time of Posting  
Outside Display Cases