

COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

RAINBOW MUNICIPAL WATER DISTRICT

*10. COMMITTEE POLICY REVIEW

11. CUSTOMER PAYMENT PORTAL UPDATE

12. COORDINATION OF INFORMATION TO CUSTOMERS

Thursday, November 7, 2019

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

District Office		3707 Old High	way 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, November 7, 2019.					
AGE	ENDA				
1.	CALL TO ORDER				
2.	PLEDGE OF ALLEGIANCE				
3.	ROLL CALL: Julie Johnson (Chair) Bill Shute (Vice Chair)				
	Members:	Hayden Hamilton Russell Vernon	Bill Stewart		
	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.	COMMITTEE MEMBER COMMENTS				
*8.	APPROVAL OF MINUTES A. October 3, 2019				
9.	STRATEGIC PLAN OBJECTIVES REVIEW				

PROGRAM MISCELLANEOUS PIPELINE REPLACEMENT PROJECTS

13. CREATION OF A LOGO AND FORMAL NAME FOR THE CAPITAL IMPROVEMENT

- 14. 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
- 15. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
- 16. MEMORANDUM OF UNDERSTANDING WITH EASTERN MUNICIPAL WATER DISTRICT UPDATE
- 17. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
- 18. ADJOURNMENT

ATTEST TO POSTING:

FOR: Carl Rindfleison Secretary of the Board 10-25-19 @ 2:15 p.m.

Date and Time of Posting Outside Display Cases