



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://zoom.us/j/92168665759> 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: 921 6866 5759).

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 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, May 7, 2020

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, May 7, 2020.

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. COMMITTEE MEMBER COMMENTS

- *8. **APPROVAL OF MINUTES**
 - A. March 5, 2020
- 9. **DISCUSSION REGARDING CONSUMER CONFIDENCE REPORT BEING PROVIDED ON THE RMWD WEBSITE OR AS MAILERS**
- 10. **WSUP AND PUP COMMUNICATIONS UPDATE**
- 11. **DISCUSSION REGARDING ADMINISTRATIVE CODE SECTION 1.02.030 – PUBLIC COMPLAINTS POLICY**
- 12. **CSUSM STUDENT PROGRAM UPDATE**
- 13. **COMMUNITY EVENT UPDATE**
- 14. **COVID-19 UPDATE AND RMWD PROVIDING BUSINESS CONTINUITY IN CUSTOMER SERVICE AND COMMUNICATIONS IN THE EVENT OF AN EMERGENCY**
- 15. **GENERAL MANAGER COMMENTS**
- 16. **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
- 17. **REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES**
- 18. **LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**
- 19. **ADJOURNMENT**

ATTEST TO POSTING:



FOR: Carl Rindfleisch
Secretary of the Board

4-30-20 @ 11:00 a.m.

Date and Time of Posting
Outside Display Cases