

**MINUTES OF THE COMMUNICATIONS AND CUSTOMER SERVICE
COMMITTEE MEETING
OF THE RAINBOW MUNICIPAL WATER DISTRICT
SEPTEMBER 6, 2018**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on September 6, 2018 was called to order by Chairperson Daily at 3:36 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, Member Hamilton, Member Johnson, Alternate Gray.

Also Present: General Manager Kennedy

Absent: Executive Assistant Washburn

No members of the public were present.

4. **SEATING OF ALTERNATES**

It was noted Mrs. Gray would be seated as an alternate.

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

There were no changes to the agenda.

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

There were no comments.

COMMITTEE ACTION ITEMS

*7. **APPROVAL OF MINUTES**

A. August 2, 2018

Motion:

To approve the minutes.

Action: Approve, Moved by Member Hamilton, Seconded by Member Johnson.

Vote: Motion carried by unanimous vote (summary: Ayes = 4).

Ayes: Member Daily, Member Kirby, Member Hamilton, Member Johnson

Abstain: Alternate Gray.

8. VIDEO PRESENTATION UPDATE

Mr. Kennedy announced Bill Hitt spent three hours doing videography during which he provided some great historical stories as a contribution to the presentation. He shared some of Mr. Hitt's experiences.

Mr. Kennedy mentioned staff was going through old pictures and were looking into getting a picture of the one located at San Luis Rey Municipal Water District. Mrs. Gray added LAFCO did not have anything because the organization was not involved at that time as it did not exist at the same level it does today. Mr. Hamilton suggested visiting the Fallbrook Historical Society as well as asking Mr. Hitt if he had any photographs from the period in time he covered in his interview.

9. DISCUSSION REGARDING LEAK POLICY

Mr. Kennedy explained staff has been assembling a variety of local agency policies which have been provided as handouts for review when considering how to address customer leaks. He noted the Marin MWD policy states the maximum two billing periods are limited to one adjustment every three years; however, the customer has to have fixed the leak and show proof of the repair before receiving the adjustment. He pointed out the Palmdale and Olivenhain policies state they will charge the customer at the lowest tier as opposed to the upper tier. He stated Olivenhain allows for an adjustment every five years with the customer coming to the agency time certain to make the claim and Palmdale says they will make an adjustment every twelve months. He noted the leak has to amount to 50% more of the customer's average usage in the Palmdale policy.

Mr. Kennedy mentioned there were other agencies that have procedures that include budget adjustments, household adjustments, and concealed leak adjustments. He stated he does not prefer RMWD utilizing these particular procedures, but rather allow for adjustments every five years after meeting a certain magnitude with the District giving the customer the wholesale cost of the water for whatever is over the customer's "normal" usage.

Mr. Kennedy inquired as to how Vallecitos addresses these types of leaks. Mrs. Kirby stated Vallecitos provides for a one-time adjustment with proof the usage is definitely over the customer average, proof of repair, and approval by the Customer Service Supervisor. She explained if the leak is of a larger amount, the approval must be given by the Finance Manager.

Mr. Kennedy stated this policy needs to be upfront with very specific steps that will be taken by staff including the types of adjustments that will be allowed and how often as well as an appeal process to come before the Communications and Customer Service Committee.

Mr. Kennedy said based on the feedback received today, a policy will be drafted for the Committee to review at their next meeting. He said once the policy is finalized, it will be brought to the Board for approval and inclusion in the Administrative Code after which time forms will be provided on the District website for customer use and staff will start applying the new policy and procedures. He explained some of the steps staff will follow are flagging the account when a customer receives an adjustment and how long until they will be eligible to receive another.

Mr. Daily asked how long before the policy will go into place. Mr. Kennedy stated once the committee approves the policy, it will be brought to the Board for consideration which could be as early as October 23, 2018. Mr. Daily suggested notifying the public of this new policy. Mr. Kennedy offered to put an article in the newsletter once in place.

Mr. Hamilton suggested there be a dollar amount limit as well as approval process included in the internal practices. Mr. Kennedy stated it will state there will be no adjustment exceeding \$750 and if the amount exceeds such, Committee approval of a recommendation to the Board for consideration.

10. METER REPLACEMENT PROJECT COMMUNICATIONS

Mr. Kennedy stated the Board approved moving forward with the project; therefore, staff was in the process on working on the funding and related details which will be finalized over the next couple of months. He noted it was anticipated this project will start later this year.

Mr. Kennedy shared his thoughts on what pertinent information about the project should be shared with the public. He solicited the committee for their input. Mrs. Kirby suggested adding something about who will be paying for the meter itself.

Mr. Hamilton recommended sharing the revenue recovered from water loss will go toward infrastructure that will in turn save having to increase rates. Ms. Johnson agreed this would be very important to get out to the customers. Mr. Hamilton encouraged Mr. Kennedy to keep it simple and focus on the meter stuff.

Mr. Kennedy mentioned the next step would be to create a logo for advanced notifications and postcards.

Mr. Hamilton suggested there be an alerts and notices section for customers to check periodically when they want to know what projects are taking place in their area. Discussion ensued regarding utilizing social media for important messaging.

Mr. Kennedy stated the timeframe for completion was 12-18 months with Concord Utility Services being selected as the labor vendor for installations through the bidding process.

11. FLUME PROJECT UPDATE

Mr. Hamilton stated he was hooked up with the Flume device and that it was working quite nicely. He talked about the distance between the device and the receiver. He mentioned the only basic issue he experienced is that we are dealing with a company still in its infancy that has some big steps to make to be applicable to him in terms of the alarm system allowing for more than 10 gallons per minute as opposed to 50 gallons per minute; however, he found the group to be very responsive and he was ecstatic about the product.

Discussion ensued regarding the leaks that were immediately detected during the onset of the pilot program.

Mr. Kennedy talked about the steps to follow once it is confirmed the software works. Discussion followed.

12. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS

- A.** Topics
- B.** Strategic Plan Objectives

- C. Calendar
- D. Snipes Calendar

Mr. Kennedy stated there would be information published on the Ordinance 95-1 repeal including notice of a public hearing should the Board set the date at their September 18, 2018 meeting.

13. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES

Mr. Kennedy announced he would be on Fox news soon talking about the Flume device program.

14. COMMITTEE MEMBER COMMENTS

Mr. Daily noted there were a couple articles related to Valley Center Municipal Water District having Meadowood added to their sphere of influence. Discussion ensued.

Mr. Daily also noted there was an announcement published FPUD has a new General Manager.

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

It was decided updates from the other committees should be included on future Communications and Customer Service agendas.

It was also noted updates on the video presentation, meter replacement, and flume project as well as the leak policy review should be on the next agenda.

16. ADJOURNMENT

The meeting adjourned at 4:39 p.m.

Mike Daily, Committee Chairperson

Dawn M. Washburn, Board Secretary