



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/86565792716> 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/MEETING ID: 865 6579 2716).

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 6, 2021

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

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| 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 6, 2021.

AGENDA

- 1. **CALL TO ORDER**
- 2. **PLEDGE OF ALLEGIANCE**
- 3. **ROLL CALL: Bill Shute (Chair) _____ Russell Vernon (Vice Chair) _____**

Members: Hayden Hamilton _____ Bill Stewart _____

Alternates: Cynthia Gray _____

- 4. **INSTRUCTIONS TO ALLOW PUBLIC COMMENT ON AGENDA ITEMS FROM THOSE ATTENDING THIS MEETING VIA TELECONFERENCE OR VIDEO CONFERENCE**

CHAIR TO READ ALOUD - "If at any point, anyone would like to ask a question or make a comment and have joined this meeting with their computer, they can click on the "Raise Hand" button located at the bottom of the screen. We will be alerted that they would like to speak. When called upon, please unmute the microphone and ask the question or make comments in no more than three minutes.

*Those who have joined by dialing a number on their telephone, will need to press *6 to unmute themselves and then *9 to alert us that they would like to speak.*

A slight pause will also be offered at the conclusion of each agenda item discussion to allow public members an opportunity to make comments or ask questions."

5. SEATING OF ALTERNATES
6. ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA (Government Code §54954.2)
7. PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes)
- *8. APPROVAL OF MINUTES
 - A. April 1, 2021
9. GENERAL MANAGER COMMENTS AND UPDATE ON REOPENING THE RMWD HEADQUARTERS
10. COMMITTEE MEMBER COMMENTS
11. CALL VOLUME COMPARISON REVIEW
12. DISCUSSION ON COMMUNICATIONS RELATED TO BACKFLOW TESTING ISSUE
13. CONDUCTING SURVEYS TO RECEIVE CUSTOMER FEEDBACK UPDATE
14. WATER SERVICE UPGRADE PROJECT (WSUP) PROGRAM UPDATE
15. 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
16. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
17. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
18. ADJOURNMENT

ATTEST TO POSTING:



Pam Moss
Secretary of the Board

4-29-21 @ 1:30 p.m.

Date and Time of Posting
Outside Display Cases