



**COMMUNICATIONS AND CUSTOMER  
SERVICE COMMITTEE MEETING**

**RAINBOW MUNICIPAL WATER DISTRICT**

**Thursday, August 2, 2018**

**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, August 2, 2018.

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**AGENDA**

**1. CALL TO ORDER**

**2. PLEDGE OF ALLEGIANCE**

**3. ROLL CALL: Mike Daily (Chair) \_\_\_\_\_ Jeanna Kirby (Vice Chair) \_\_\_\_\_**

**Members:** Hayden Hamilton \_\_\_\_\_

**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**

**COMMITTEE ACTION ITEMS**

**\*7. APPROVAL OF MINUTES**

**A. July 12, 2018**

**8. VIDEO PRESENTATION UPDATE**

**9. DISCUSSION REGARDING METER REPLACEMENT PROJECT COMMUNICATIONS**

**10. DISCUSSION REGARDING POLICY CHANGES RELATED TO LEAKS ON THE CUSTOMER SIDE OF THE METER**

**11. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS**

**A. Topics**

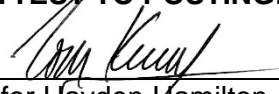
**B. Strategic Plan Objectives**

**C. Calendar**

**D. Snipes Calendar**

- 12. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES**
- 13. COMMITTEE MEMBER COMMENTS**
- 14. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**
- 15. ADJOURNMENT**

**ATTEST TO POSTING:**

  
\_\_\_\_\_  
for Hayden Hamilton  
Secretary of the Board

7-26-18 @ 3:00 p.m.  
\_\_\_\_\_  
Date and Time of Posting  
Outside Display Cases