

**MINUTES OF THE COMMUNICATIONS AND CUSTOMER SERVICE
COMMITTEE MEETING
OF THE RAINBOW MUNICIPAL WATER DISTRICT
AUGUST 2, 2018**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on August 2, 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 Hamilton, Member Johnson.

Also Present: General Manager Kennedy, Executive Assistant Washburn.

Absent: Member Kirby, Alternate Gray.

No members of the public were present.

4. **SEATING OF ALTERNATES**

There were no alternates seated for this meeting.

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 public comments.

COMMITTEE ACTION ITEMS

*7. **APPROVAL OF MINUTES**

A. July 12, 2018

Motion:

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

Vote: Motion carried by unanimous vote (summary: Ayes = 3).

Ayes: Member Daily, Member Hamilton, Member Johnson.

8. VIDEO PRESENTATION UPDATE

Mr. Kennedy explained staff was working on putting together a video on the history of the District. He said he was seeking detailed input from the Committee. He mentioned Bill Hitt has vast knowledge of the District's early history and will be interviewed as part of the video. He talked about possibly getting shots of the image the San Luis Rey Municipal Water District's picture of the surrounding valley from the 1930s.

Ms. Johnson inquired as to the audience for the video. Mr. Hamilton explained it would be on the website for customers to get an overview of the District and its history.

Mr. Kennedy asked if the committee wanted to include something about the distance water travels to get to the customers. Mr. Hamilton said there should be a history as well as a strategic vision which would include the challenges of where the water comes from and how it reaches the area as well as what the District will be doing over the next 10-15 years to have an infrastructure that will continue to supply water and other water resources. Mr. Daily added there should also be dialog about what it takes to have the sustainment. It was agreed there may be a need for two separate videos. Discussion ensued.

Mr. Kennedy recommended video one including interviews with Russ Hatfield, a former Board Member and avocado grower as well as a general overview. Ms. Johnson suggested there be a short video with historical knowledge, another with current trends, and another with simple techniques for conserving water that provides links for customers who have further interests.

9. DISCUSSION REGARDING METER REPLACEMENT PROJECT COMMUNICATIONS

Mr. Kennedy talked about the steps to be taken as well as the determining if there is a benefit to both the District as well as the customers. Discussion ensued.

Mr. Daily suggested a member of the Communications Committee meet with the other committees to socialize about this project.

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

Mr. Kennedy explained there are situations where customers have a leak on their side of the meter that are more often undetected leaks. He stated RMWD's Administrative Code does not have any provisions for how these situations should be addressed.

Ms. Johnson inquired as to whether internal staff with expertise in this area would be able to provide information for the committee to consider. Mr. Kennedy explained some of the options available including the legal requirements, possible challenges, and risks.

Mr. Kennedy solicited the committee for input on the policy. Mrs. Johnson noted there were many unknown occurrences that could take place to be taken into consideration. Mr. Daily pointed out RMWD needs to make it available for customers to apply for funds. Mr. Kennedy noted the purpose for bringing this to the committee is to find a resolve that is both the best for the District and the customer.

Mr. Hamilton mentioned voluntary third-party insurance as a potential option. Discussion ensued.

It was noted the committee members would review the information provided in the handout and give their feedback at the next committee meeting.

11. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS

- A. Topics
- B. Strategic Plan Objectives
- C. Calendar
- D. Snipes Calendar

Mr. Kennedy reported the extended newsletter snipe read “Special Addition Newsletter” as opposed to “Special Edition Newsletter”. He stated he would be looking into what happened and possibly get a refund on the Snipes fee. Discussion followed.

12. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES

Mr. Daily shared an article from The Village News.

13. COMMITTEE MEMBER COMMENTS

There were no comments.

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

It was noted a video presentation update, meter replacement communications, and policy changes for leaks on the customer side need to be on the next agenda.

15. ADJOURNMENT

The meeting was adjourned by a motion made by Member Daily.

The meeting adjourned at 4:47 p.m.

Mike Daily, Committee Chairperson

Dawn M. Washburn, Board Secretary