



COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

RAINBOW MUNICIPAL WATER DISTRICT

Thursday, January 9, 2019

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

District Office

3707 Old Highway 395

Fallbrook, CA 92028

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, January 9, 2019.

AGENDA

- 1. CALL TO ORDER**
- 2. PLEDGE OF ALLEGIANCE**
- 3. ROLL CALL: Jeanna Kirby (Chair) _____ Julie Johnson (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**
- 7. REVIEW OF COMMITTEE CHAIRPERSON ROLES AND RESPONSIBILITIES**

COMMITTEE ACTION ITEMS

- *8. APPROVAL OF MINUTES**
A. December 6, 2018
- 9. FLUME PILOT STUDY UPDATE**
- 10. WATER SERVICE UPGRADE PROJECT UPDATE**
- 11. DOOR HANGER REVIEW**
- 12. DISCUSSION REGARDING “LEAK” VERSUS “HIGH USAGE” LANGUAGE**
- 13. VIDEO BRIEFING**

- 14. **PUBLIC COMMUNICATIONS AND OUTREACH ITEMS**
 - A. Topics
 - B. Strategic Plan Objectives
 - C. Calendar
 - D. Snipes Calendar
 - E. Updates from Other Committees
 - F. Customer Relations

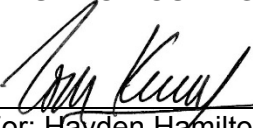
- 15. **REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES**

- 16. **COMMITTEE MEMBER COMMENTS**

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

- 18. **ADJOURNMENT**

ATTEST TO POSTING:



For: Hayden Hamilton
Secretary of the Board

1-2-19 @ 1:30 p.m.

Date and Time of Posting
Outside Display Cases

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

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on December 6, 2018 was called to order by Chairperson Daily at 3:33 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 (*arrived at 3:50 p.m.*), Alternate Gray.

Also Present: Executive Assistant Washburn, Finance Manager Largent, Project Manager Johnson, Customer Service Supervisor Rubio.

Absent: Member Kirby, Member Johnson, General Manager Kennedy.

Two members of the public were present.

4. **SEATING OF ALTERNATES**

Mr. Daily seated Alternate Gray.

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

There were no changes to the agenda.

Discussion returned from Item #12.

Mr. Daily recommended an item be added as #12A to discuss committee membership.

Discussion went to Item #12A.

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

Sarah Johnson introduced herself as the new RMWD Project Manager.

Bill Stewart introduced himself as a Board Member until the end of the day due to the recent election results; however, he was interested in serving on the committee. He thanked Mr. Daily for his service.

Mike Griffiths introduced himself as a member of the public interested in observing and possibly serving on this committee.

Tracy Largent introduced herself as the new RMWD Finance Manager.

COMMITTEE ACTION ITEMS

***7. APPROVAL OF MINUTES**

A. November 1, 2018

Motion:

To approve the minutes as written.

Action: Approve, Moved by Alternate Gray, Seconded by Member Hamilton.

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

Ayes: Member Daily, Member Hamilton, Alternate Gray.

8. FLUME PILOT STUDY SURVEY

Ms. Gray updated the committee on a recent weekly phone meeting and how they will be adopting a new version of the software. She said based on this information, RWMD will most likely go forward with a second pilot study. Mr. Hamilton suggested Flume be asked what happens to those customers participating in the current pilot program.

Ms. Rubio asked if the second pilot program would have the same participants or new customers would be selected. Ms. Gray stated it would be a new set of customers.

Ms. Gray noted discussions were ongoing with the Board on this project which she will share with the committee going forward.

9. WATER SERVICE UPGRADE PROJECT UPDATE

Ms. Gray referenced the handout containing updated versions of the logo samples. She solicited for committee input. Mr. Hamilton pointed out the first two should stay “project upgrade” as opposed to “upgraded project”. It was agreed using the blank ink as opposed to blue would be best. Mr. Hamilton suggested reducing the size of the logo and shifting it to the right or left top portion of the page and then emphasize the name of the project.

Ms. Johnson asked if a test install was scheduled for January, would this logo be prepared in time for the start of the water service upgrade project pilot program kickoff. Discussion ensued regarding the project timeframes. It was noted Board approval was not required for project signage.

10. BILL DISPUTE POLICY UPDATE

Ms. Rubio referenced the current and proposed updated copies of the policy regarding bill disputes as she reviewed the changes being proposed. She noted the updated policy will go to the board for consideration in January. There was no additional input on the policy from the committee.

Member Johnson joined the meeting at 3:50 p.m.

11. DISCUSSION REGARDING “LEAK” VERSUS “HIGH USAGE” LANGUAGE

Ms. Gray explained at the November Committee meeting, Ms. Kirby had stated why she suggested RMWD use the work “high usage” as opposed to “leak” as a means of protecting the District from excessive claims for reimbursement.

Ms. Johnson inquired about what transpires when landlords of multi-residential properties include high water usage in their rental agreements. Discussion ensued.

Ms. Rubio offered to bring sample door hangers to the next committee meeting to share with the members and get their input.

12. DISCUSSION AND POSSIBLE ACTION TO APPOINT 2019 COMMITTEE OFFICERS

Ms. Washburn announced the Board of Directors approve a Resolution commending Mr. Daily for his service on the Communications and Customer Service Committee including serving as Committee Chairperson.

Ms. Gray nominated Jeanna Kirby as Chairperson.

Motion:

Member Kirby serve as Committee Chairperson and Member Johnson as Committee Vice Chairperson.

Action: Approve, Moved by Alternate Gray, Seconded by Member Hamilton.

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

Ayes: Member Daily, Member Hamilton, Member Johnson, Alternate Gray.

Discussion returned to Item #5.

12A. DISCUSSION OF COMMITTEE MEMBERSHIP

Motion:

To recommend to the Board that Bill Stewart be appointed as a member of the Communications and Customer Service Committee at their January Board meeting.

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

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

Ayes: Member Daily, Member Hamilton, Member Johnson, Alternate Gray.

13. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS

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

- C. Calendar
- D. Snipes Calendar
- E. Updates from Other Committees

Discussion ensued regarding ideas for each of the items listed.

14. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES

Mr. Daily noted this item was intended to keep the committee savvy in terms of what is being said about RMWD in the media.

15. COMMITTEE MEMBER COMMENTS

Mr. Hamilton mentioned Director Mack suggesting RMWD participate in the Fallbrook Christmas Parade with a float next year. He recommended the committee investigate the cost as well as evaluate the practicality or feasibility of such. Ms. Gray offered to investigate this and bring the committee some information. Discussion ensued.

Mr. Hamilton inquired as to the status of the video presentation. Ms. Gray stated there has not been any more progress made; however, the videographer has accepted a job up north and will not be available as of January. She noted 400 photographs have been scanned by Mr. Hayden of which some may be useful in the video. She stated the videographer has every intention of completing the project whether that includes finishes the shootings within the next month or in early 2019; however, he was hoping to do something in mid-December, but she was unsure it could be completed that quickly. She said she hopes to go through the photographs she does have, select some to present to Tom for his approval, get those to the videographer to put in the front part of the video. She solicited the committee as to whether they wanted an additional video or review Mr. Hitt’s interview before deciding to add another perspective with one more interview. Mr. Hamilton said he would provide Ms. Gray with another bunch of photographs he has scanned; however, they may be out of chronological order.

Mr. Daily recommended a welcome package be prepared to present to the incoming and new committee members.

Customer relations to be added to Item #13 as a recurring item.

Discussion ensued regarding communicating any potential rate changes to the public.

Ms. Washburn thanked Mr. Daily for his service noting it has been pleasure working with him and that he will be missed. Mr. Daily appreciated the comments and stated he could not be happier with the progress this committee has made.

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

It was noted the flume pilot study, Water Service Upgrade Project, door hanger review, and utilizing “leak” versus “high usage” discussion item need to be on the next committee agenda.

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17. ADJOURNMENT

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

The meeting adjourned at 4:41 p.m.

Julie Johnson, Committee Vice Chairperson

Dawn M. Washburn, Board Secretary

