



**COMMUNICATIONS AND CUSTOMER
SERVICE COMMITTEE MEETING**

RAINBOW MUNICIPAL WATER DISTRICT

Thursday, September 5, 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, September 5, 2019.

AGENDA

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL: Julie Johnson (Chair) _____ Bill Shute (Vice Chair) _____

Members: Hayden Hamilton _____ Bill Stewart _____
Russell Vernon _____

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 (Limit 3 Minutes)

7. COMMITTEE MEMBER COMMENTS

***8. APPROVAL OF MINUTES**

A. August 1, 2019

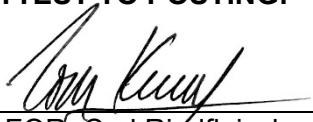
***9. DISCUSSION REGARDING NEW BILLING PORTAL (REQUESTED BY BILL SHUTE)**

**10. DISCUSSION REGARDING CUSTOMER SERVICE DEPARTMENT INPUT REGARDING
COMMUNICATING ACCESS FOR THE EQUITY OF THE COMMUNITY IN RELATION TO
SECONDARY LANGUAGES**

**11. DISCUSSION REGARDING NEW BILLING SYSTEM TRANSITION REPORT INCLUDING
CUSTOMER IMPACT**

- *12. REVIEW OF ADMINISTRATIVE CODE POLICY CHAPTER 2.09**
(Board President Brazier has requested all committee members to review this Administrative Code policy and provide any input in terms of updates related to current committee activity.)
- 13. BROCHURE REVIEW**
- 14. DISCUSSION REGARDING RESPONSE TO SOCIAL MEDIA POSTS**
- 15. SUBCOMMITTEE MISSION STATEMENT UPDATE**
- 16. UPDATED “THE BETTER WAY” FORM REVIEW**
- 17. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS**
- A.** Topics
 - B.** Strategic Plan Objectives
 - C.** Calendar
 - D.** Snipes Calendar
 - E.** Updates from Other Committees
 - F.** Customer Relations
 - G.** Monthly Newsletter Review
- 18. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES**
- 19. MEMORANDUM OF UNDERSTANDING WITH EASTERN MUNICIPAL WATER DISTRICT UPDATE**
- 20. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING**
- 21. ADJOURNMENT**

ATTEST TO POSTING:



FOR: Carl Rindfleisch
Secretary of the Board

8-29-19 @ 1:15 p.m.

Date and Time of Posting
Outside Display Cases