

**MINUTES OF THE COMMUNICATIONS AND CUSTOMER SERVICE  
COMMITTEE MEETING  
OF THE RAINBOW MUNICIPAL WATER DISTRICT  
JULY 1, 2021**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on July 1, 2021, was called to order by Chairperson Shute at 3:30 p.m. in the Board Room of the District, 3707 Old Highway 395, Fallbrook, CA 92028. *(All meetings are being held with in person attendance following County and State COVID guidelines as well as virtually.)* Chairperson Shute presiding.

2. **PLEDGE OF ALLEGIANCE**

3. **ROLL CALL:**

**Present:** Member Hamilton, Member Shute *(via video conference)*, Member Vernon *(via video conference)*, Member Stewart *(arrived at 3:38 p.m.)*, Alternate Gray *(via video conference)*.

**Also Present:** General Manager Kennedy, Executive Assistant Washburn, Finance Manager Largent, Information Technology Manager Khattab.

No members of the public were present via teleconference or video teleconference.

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

Due to no public members present, these instructions were not read aloud.

5. **SEATING OF ALTERNATES**

Ms. Gray was seated as an alternate.

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

Mr. Vernon recommended adding the July 7<sup>th</sup> Town Hall meeting to the agenda. Mr. Kennedy recommended this be discussed under Item #14B.

7. **PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes)**

There were no comments.

\*8. **APPROVAL OF MINUTES**  
A. June 3, 2021

**Motion:**

**To approve the minutes.**

**Action: Approve, Moved by Member Vernon, Seconded by Member Hamilton.**

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

***Ayes: Member Hamilton, Member Shute, Member Vernon, Alternate Gray.***

**9. GENERAL MANAGER COMMENTS AND UPDATE ON REOPENING THE RMWD HEADQUARTERS**

Mr. Kennedy reported the headquarters were now open in accordance with state and county guidelines. It was noted the reopening of the headquarters portion should be removed from this item and any updates going forward will be provided by the General Manager as deemed necessary.

**10. COMMITTEE MEMBER COMMENTS**

There were no comments.

**11. RATE COMMUNICATIONS**

Mr. Kennedy noted the Prop 218 notice provided to the committee members via email and as handouts have been prepared and finalized by Ms. Largent, Legal Counsel, as well as the rate consultant.

Ms. Largent explained the information contained in the letter noting there were specific requirements that need to be included in the notices such as the public hearing date. She pointed out in order to meet the 45-day notification requirement, time did not permit for these to be presented to the committee for review; however, she wanted to solicit feedback from the committee on their appearance for use when mailing future notifications.

Mr. Shute stated the notice was visually appealing as well as inquired as to whether there were no rate increases over the past three years. Ms. Largent clarified, RMWD has not added to its rates since early 2019 but has passed through increases from SDCWA.

***Mr. Stewart joined the meeting at 3:38 p.m.***

Mr. Vernon recommended all the acronyms be defined. Ms. Largent offered to update these for the web version of the notification.

Discussions ensued.

Mr. Kennedy announced the public hearing will be held on August 24, 2021.

**12. PHONE SYSTEM STATUS UPDATE**

Mr. Khattab reported staff received quotes from three different companies noting one was too costly, another with pretty good solutions, and the third being Kyocera who offers solutions for everything RMWD's currently experiencing. He said staff was currently working with Kyocera to schedule a demonstration as well as proof of concept. He pointed out one of the features Kyocera offers is an opportunity for customers to request a call back when wait times are extensive as well as identification of accounts based on call-in telephone numbers. Mr. Kennedy noted more research was being conducted with two of the responsive companies to determine the most viable option. Discussion followed.

Mr. Shute asked what type of comparison was conducted. Mr. Khattab explained staff provided a list of items to Kyocera in relation to some of the challenges experienced with the current provider as well as some other preferable features.

Discussion ensued.

Mr. Shute inquired as to the timeline for conducting another proof of concept and deciding. Mr. Khattab stated a meeting has been scheduled to ensure all staff requirements can be met. Mr. Kennedy confirmed an update should be available at the next committee meeting.

Mr. Stewart asked whether emergency robo call system would fall within this platform. Ms. Gray explained these services are provided by a separate entity. Discussion ensued regarding collecting emergency contact information from RMWD customers. Mr. Hamilton inquired as to whether emergency contact information could be included on customer bills as a means of prompting those customers with no information listed may be prompted to contact the District to update their records. Ms. Largent confirmed this could be done.

### **13. WATER SERVICE UPGRADE PROJECT (WSUP) UPDATE**

Mr. Kennedy reported the project was 62% complete and how collection of bad data has significantly decreased.

Mr. Shute inquired as to where calls using the telephone prompt for WSUP ring. Ms. Gray stated these calls are transcribed and emailed to her, Mr. Gutierrez, Mr. Williams, as well as the contractor which has been working very well.

### **14. 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

Mr. Kennedy announced the Town Hall meeting will be held on Wednesday, July 7, 2021, at 6:00 p.m. at the Bonsall Community Center as well as noted some of the key speakers. He pointed out this meeting will also be available to attend via Zoom and will be broadcast live via YouTube.

Discussion ensued regarding possibly sending a reminder email to the customer base.

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

Mr. Hamilton mentioned the vote on the Heli-Hydrant was published in a recent edition of The Village News.

Mr. Shute talked about a recent article published in the San Diego Times related to the detachment efforts. Mr. Kennedy noted SDCWA was countering an article RMWD and FPUD put out a few weeks ago.

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

It was noted updates on the phone system status, emergency notification program, and Heli-Hydrant as well as feedback from the Town Hall meeting should be on the next committee agenda.

**17. ADJOURNMENT**

*The meeting was adjourned by Chairperson Shute.*

The meeting adjourned at 4:40 p.m.

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**Bill Shute, Committee Chairperson**

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**Dawn M. Washburn, Board Secretary**