

CALAVERAS COUNTY WATER DISTRICT External Relations Committee Meeting

OUR MISSION

Protect, enhance, and develop Calaveras County's water resources and watersheds to provide safe, reliable, and cost-effective services to our communities.

2021-2026 Strategic Plan, Adopted April 28, 2021, can be viewed at this [link](#)

External Relations Committee
Tuesday, May 28, 2024
1:00 p.m.

Calaveras County Water District
120 Toma Court
San Andreas, California 95249

Board Chambers are open to the public and the following alternative is available to members of the public who wish to participate in the meeting virtually:

Microsoft Teams meeting

Join on your computer, mobile app or room device.

[Click here to join the meeting](#)

Meeting ID: 238 636 677 359

Passcode: p6j7Qz

Or call in (audio only)

[+1 323-647-8603,43938722#](#)

Phone Conference ID: 439 387 22#

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Administration Office at 209-754-3028. Notification in advance of the meeting will enable CCWD to make reasonable arrangements to ensure accessibility to this meeting. Any documents that are made available to the Board before or at the meeting, not privileged or otherwise protected from disclosure, and related to agenda items, will be made available at CCWD for review by the public.

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. **ROLL CALL**
2. **PUBLIC COMMENT**

COMMITTEE MEMBERS

Russ Thomas, Chair Cindy Secada Director

3. APPROVAL OF MINUTES

3a Approval of Minutes for the April 23, 2024, Committee Meeting

4. NEW BUSINESS

4a* External Affairs Update
(Kelly Gerkensmeyer, External Affairs Manager)

4b* Customer Service Update
(Kelly Richards, Business Services Manager)

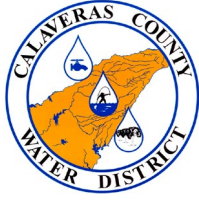
5.* GENERAL MANAGER COMMENTS

6.* DIRECTOR COMMENTS OR FUTURE AGENDA ITEMS

7. NEXT COMMITTEE MEETING

- Tuesday, June 25, 2024, at 1:00 p.m.

8. ADJOURNMENT



**CALAVERAS COUNTY WATER DISTRICT
EXTERNAL RELATIONS COMMITTEE MEETING**

**MINUTES
APRIL 23, 2024**

The following Committee Members were present:

Cindy Secada	Director
Russ Thomas	Director

Staff Present:

Michael Minkler	General Manager
Rebecca Hitchcock	Clerk to the Board
Kelly Richards	Business Services Manager
Kelly Gerkenmeyer	External Affairs Manager
John Coleman	Water Resources Manager
Jeffrey Meyer*	Director of Administrative Services
Haley Airola*	Engineering Coordinator
Bana Rousan-Gedese*	Water Resources Specialist
Tiffany Burke*	Operations Administrative Technician

Public Present:

Francisco De La Cruz*
Michael Rogers*

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. ROLL CALL

The meeting was called to order at 1:04 p.m., the Pledge of Allegiance was led by Thomas.

2. PUBLIC COMMENT

No public comment was heard.

3. APPROVAL OF MINUTES

3a Approval of Minutes for the March 26, 2024, Committee Meeting

4. NEW BUSINESS

4a [External Affairs Update](#)
(Kelly Gerkenmeyer, External Affairs Manager)

DISCUSSION: Kelly Gerkenmeyer, External Affairs Manager, presented an External Affairs update and responded to questions from the committee.

PUBLIC COMMENT: No public comment was heard.

- 4b [Customer Service Update](#)
(Kelly Richards, Business Services Manager)

DISCUSSION: Kelly Richards, Business Services Manager, presented the customer service update and she responded to questions from the Committee.

PUBLIC COMMENT: No public comment was heard.

5. **GENERAL MANAGER COMMENTS**

Mr. Minkler reported on the Mountain Counties Water Resources Association planning meeting.

6. **DIRECTOR COMMENTS OR FUTURE AGENDA ITEMS**

Director Secada requested more detailed information listed on the agenda. She would also like another report on the Strategic Plan goals for Customer Service, metrics tracking, and a customer satisfaction survey.

Director Thomas requested information on leak adjustments compared to construction meters. He also asked for more information on the AWWA Conference invitation.

7. **NEXT COMMITTEE MEETING**

- Tuesday, May 28, 2024, at 1:00 p.m.

8. **ADJOURNMENT**

The meeting was adjourned at 2:21 p.m.

Respectfully Submitted,

Rebecca Hitchcock
Clerk to the Board