



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, March 14, 2023
2:00 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

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Meeting ID: 234 590 087 530

Passcode: A9RFTX

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[+1 323-647-8603,,211743932#](#) United States

Phone Conference ID: 211 743 932#

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ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. **ROLL CALL**

2. **PUBLIC COMMENT**

3. **APPROVAL OF MINUTES**

3a Approval of Minutes for February 14, 2023 Committee Meeting

COMMITTEE MEMBERS

Director Underhill, Chair

Russ Thomas, Director

4. **NEW BUSINESS**

4a* External Affairs Update
(Michael Minkler, General Manager)

4b* Customer Service Update
(Kelly Richards, Customer Service Supervisor)

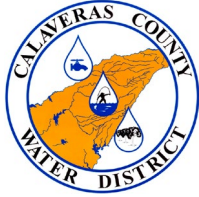
5.* **GENERAL MANAGER COMMENTS**

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

7. **NEXT COMMITTEE MEETING**

- Tuesday April 11, 2023 at 2:00 p.m.

8. **ADJOURNMENT**



CALAVERAS COUNTY WATER DISTRICT EXTERNAL RELATIONS COMMITTEE MEETING

**MINUTES
FEBRUARY 14, 2023**

The following Committee Members were present:

Director Underhill
Director Thomas

Staff Present:

Michael Minkler, General Manager
Rebecca Hitchcock, Clerk to the Board
Kelly Richards, Customer Service Supervisor
Kelly Gerkenmeyer, Water Resources Specialist
Kate Jesus, Engineering Coordinator
Jeffrey Meyer, Director of Administrative Services
Stacey Lollar, Human Resources Manager
Jesse Hampton, Plant Operations Manager

Others Present:

Scott Ratterman
Cindy Secada

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. ROLL CALL

Director Underhill called the meeting to order at 2:00 p.m.

2. PUBLIC COMMENT

There was no public comment.

3. NEW BUSINESS

- 3a Discussion regarding the Scope and Objectives of the External Relations Committee (Michael Minkler, General Manager)

Discussion: Michael Minkler stated that a team has been created to help cover the District's public outreach now that there is an opening for the External Affairs Manager. This team will meet regularly to discuss outreach items and prepare for this committee meeting. There was discussion regarding the scope of the new committee. Director Thomas expressed his excitement over the direction this Committee could take the District regarding its reputation. He believes this Committee is a big

opportunity for the District. Director Underhill discussed the history of CCWD's reputation and feels the District has come a long way.

- 3b Discussion regarding the Rate Study Public Outreach Strategy
(Michael Minkler, General Manager)

Discussion: Mr. Minkler gave a brief update on the public outreach plan for the rate study. He discussed the various ways the District plans on communicating with the community throughout the process. The Directors discussed ways to discuss possible rate increases that will help people understand. There was discussion about potential tours of District facilities and a tour video on the website to give people a good understanding of treatment process.

- 3c External Affairs Update
(Michael Minkler, General Manager)

Discussion: Mr. Minkler stated the updates had already been covered in the previous topics.

- 3d Customer Service Update
(Kelly Richards, Customer Service Supervisor)

Discussion: Kelly Richards presented the first Customer Service report out. She reviewed the number of calls, emails, and work orders for the past three months. She spoke about the projects and programs the customer service department is involved in and answered questions from the Committee.

5. **OTHER BUSINESS**

There was discussion about the next Committee meeting schedule.

6. **GENERAL MANAGER COMMENTS**

Mr. Minkler had nothing additional to report.

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

Director Thomas would like a report out on construction water meters. He also stated he would like to invite customers to this meeting.

Director Underhill had a question on prescribed burns and how they affect CCWD and the ACWA DC Conference.

8. **NEXT COMMITTEE MEETING**

- Tuesday March 14, 2023, 2:00 p.m.

9. **ADJOURNMENT**

The meeting was adjourned at 3:31 p.m.

Respectfully Submitted,

Rebecca Hitchcock, Clerk to the Board