



CALAVERAS COUNTY WATER DISTRICT EXTERNAL RELATIONS COMMITTEE MEETING

MINUTES JUNE 15, 2026

The following Committee Members were present:

Jeffrey Robertson	Director
Scott Ratterman	Director

Staff Present:	Michael Minkler	General Manager
	Rebecca Hitchcock	Clerk to the Board
	Kelly Gerkensmeyer	External Affairs Manager
	Kelly Zahniser	Director of Administrative Services
	Monica Remus	Business Services Manager
	Damon Wyckoff*	Director of Operations
	Pat Burkhardt*	Construction and Maintenance Manager
	Dylan Smith*	Information Systems Administrator
	Kate Jesus*	Human Resources Technician

Public Present:	Roxanne Freitas-Souza
	Michael Rodgers*

*Attended the meeting virtually

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. ROLL CALL

The meeting was called to order at 1:00 p.m., and Director Robertson led the Pledge of Allegiance.

2. PUBLIC COMMENT

No public comment was heard.

3. APPROVAL OF MINUTES

3a Approval of the Minutes from the Committee Meeting held on March 23, 2026

Director Ratterman moved to approve the Minutes and Director Robertson seconded the motion.

4. NEW BUSINESS

4a Student Scholarship Program – 2026 Awards
(Kelly Gerkensmeyer, External Affairs Manager)

DISCUSSION: Kelly Gerkenmeyer provided an update on the student scholarship program. This year's subject was "Water Roots: Our Local Source Story-Where Does Your Community's Water Come From and Why Does it Matter?" He stated about 30 to 50 essays were received and staff prioritized essays that demonstrated an understanding of where local water comes from and its importance to the community. The winners, Brayden Bowersox, Daryn Rose Janssen, Molly Miller, and Urijah Gish were selected based on these criteria.

PUBLIC COMMENT: No public comment was heard.

- 4b Customer Impact of the Duplicate Billing Issue
(Kelly Zahniser, Director of Administrative Services)

DISCUSSION: Kelly Zahniser reported on the recent duplicate billing incident, outlining the technical cause, vendor responsibility, customer service response, and steps being taken to prevent recurrence.

PUBLIC COMMENT: No public comment was heard.

- 4c Workshop on Potential Billing Changes and Public Input
(Kelly Gerkenmeyer, External Affairs Manager)

DISCUSSION: Kelly Gerkenmeyer and Michael Minkler led a workshop-style discussion on potential changes to the billing structure, including monthly versus bi-monthly billing, separating water and sewer bills, and adding sewer charges to property tax rolls. The discussion included significant input from Roxanne Freitas-Souza and other staff on public outreach, survey design, and the impact on fixed-income customers.

PUBLIC COMMENT: Public comment provided by Roxanne Freitas-Souza.

- 4d Committee's Video Production Request
(Jeffrey Robertson, Director)

DISCUSSION: Director Robertson discussed creating a concise educational video to explain CCWD's rates, infrastructure challenges, and value to the community. It should aim to improve public understanding and address negative perceptions.

PUBLIC COMMENT: No public comment was heard.

- 4e External Affairs Report
(Kelly Gerkenmeyer, External Affairs Manager)

DISCUSSION: Kelly Gerkenmeyer presented an update on external affairs, highlighting recent participation in emergency management training, ongoing community presentations, upcoming events at libraries and public gatherings, and efforts to increase public understanding of CCWD's operations and billing.

PUBLIC COMMENT: Public comment provided by Roxanne Freitas-Souza..

5. GENERAL MANAGER COMMENTS

Michael Minkler indicated that he had no further updates and would reserve his remarks for the next Board meeting.

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

Director Robertson and Director Ratterman both had nothing additional to report.

7. **NEXT COMMITTEE MEETING**

- September 21, 2026, at 1:00 p.m.

8. **ADJOURNMENT**

The meeting was adjourned at 2:44 p.m.

Respectfully Submitted,



Rebecca Hitchcock
Clerk to the Board