

# CALAVERAS COUNTY WATER DISTRICT EXTERNAL RELATIONS COMMITTEE MEETING

**MINUTES  
JULY 20, 2023**

The following Committee Members were present:

Director Underhill  
Director Thomas

Staff Present:

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

Others Present:

Cindy Secada  
Ralph Copeland

## **ORDER OF BUSINESS**

### **CALL TO ORDER / PLEDGE OF ALLEGIANCE**

#### **1. ROLL CALL**

Director Underhill called the meeting to order at 1:03 p.m.

#### **2. PUBLIC COMMENT**

There was no public comment.

#### **3. APPROVAL OF MINUTES**

3a Approval of Minutes for April 20, 2023, Committee Meeting

Directors Thomas/Underhill approved the Minutes for the April 20, 2023, Committee Meeting.

#### **4. NEW BUSINESS**

4a External Affairs Update and Rate Communication Strategy  
(John Osbourn, External Affairs Manager)

**Discussion:** John Osbourn gave a brief update on the various communications done for the rate study. Michael Minkler gave additional information on his communications. He stated the Prop 218 Notice was sent to the printer moments before the Committee meeting for mailing out on Monday July 24, 2023. That triggers the 45-day timeline for the Public Hearing scheduled for September 13, 2023. The District will hold community workshops the week of August 14. Director Underhill would like a list of the organizations or people that are being spoken to out the rate study. There was significant discussion on the rate study and communications plans.

**Public Comment:** Ralph Copeland thanked Director Underhill for asking for empathy for ratepayers. He stated he does not care about comparators with other agencies. Customers only care about what CCWD does. He would like more discussion on how to protest and counted.

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

**Discussion:** Kelly Richards reported on the following items: 1) updated the Committee on the information on the back of the bill; 2) the call volume for June and July; 3) the Customer Assistance Program renewals; 4) next month's tax roll delinquencies report; 5) the LIWAP program through the state; 6) the gallon conversion on the bills; 7) automated phone calls for emergencies; 8)

#### 5. GENERAL MANAGER COMMENTS

Mr. Minkler reported on the Wallace Community Service District meeting attended by staff.

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

Director Thomas asked about the Tyler update.

Director Underhill had nothing additional to report.


#### 7. NEXT COMMITTEE MEETING

- Thursday, August 17, 2023, at 1:00 p.m. (Propose new date)

The Directors agreed to change the meeting schedule to the fourth Tuesday of the month. The next meeting will now be Tuesday, August 22, 2023.

#### 8. ADJOURNMENT

The meeting was adjourned at 2:22 p.m.

Respectfully Submitted,  
  
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Rebecca Hitchcock  
Clerk to the Board