

**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*

*Attended the meeting virtually

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.

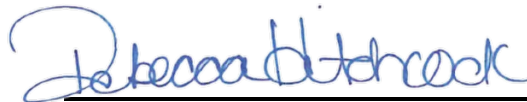
7. **NEXT COMMITTEE MEETING**

- 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