

CALAVERAS COUNTY WATER DISTRICT External Relations Committee Meeting

MINUTES
DECEMBER 7, 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
Stacey Lollar, Human Resources Manager
Jeff Meyer, Director of Administrative Services
Pat Burkhardt, Construction and Maintenance Manager
Tiffany Burke, Administrative Technician

Others Present:

Francisco de la Cruz

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. ROLL CALL

Director Underhill called the meeting to order at 1:00 p.m.

2. PUBLIC COMMENT

Francisco de la Cruz asked for data on the new billing volumes and information on the status of the dashboard.

3. NEW BUSINESS

3b Customer Service Update
(Kelly Richards, Business Services Manager)

Discussion: Kelly Richards reported on the following items: 1) call queues, emails, and work orders; 2) the vacancy in customer service has been filled. There was discussion regarding remaining the temporary position; 3) the go live date of the Customer Portal; 4) and the Customer

Assistance program including the open slots in Waver and Wastewater; and 5) the LIWAP program through ATCAA has been closed. Assistance of \$52,242 was provided to CCWD customers through that program.

There was discussion between Ms. Richards and the Committee regarding the call volume and the possibility of a reduction when the customer portal goes live.

PUBLIC COMMENT: There was no public comment.

3a External Affairs Update
(Kelly Gerkenmeyer, External Affairs Manager)

Discussion: Kelly Gerkenmeyer reported on the following items: 1) the Copperopolis town hall the previous evening; 2) the outreach exposure on the town hall; 3) the recent tours in West Point and Jenny Lind; 4) the status of the dashboard; 5) the Ops reports; 6) the customer survey presented at the town hall; and 6) the location of the 2022 Water Quality Report on the website.

PUBLIC COMMENT:

Francisco de la Cruz commented on the Dashboard sample presented. He said it did not show trends in cost effectiveness.

4. **GENERAL MANAGER COMMENTS**

Michael Minkler discussed the roll out of the customer portal, the presentation at the MCWRA Water Forum, and the Copperopolis Town Hall.

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

Director Thomas stated he enjoyed attending the ACWA Fall Conference.

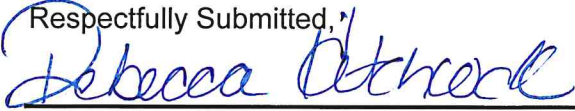
Director Underhill discussed winter storms now that winter has arrived.

6. **NEXT COMMITTEE MEETING**

- Thursday, January 4, 2024, at 1:00 p.m.

7. **ADJOURNMENT**

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

Respectfully Submitted,


Rebecca Hitchcock
Clerk to the Board