



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, August 22, 2023
1:00 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

Or call in (audio only)

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

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 July 20, 2023, Committee Meeting

COMMITTEE MEMBERS

Director Underhill, Chair

Russ Thomas, Director

4. NEW BUSINESS

4a* External Affairs Update and Rate Communication Strategy
(Michael Minkler, General Manager)

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

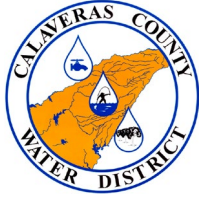
5.* GENERAL MANAGER COMMENTS

6.* DIRECTOR COMMENTS OR FUTURE AGENDA ITEMS

7. NEXT COMMITTEE MEETING

- Tuesday, September 26, 2023, at 1:00 p.m.

8. ADJOURNMENT



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 Gerkensmeyer, 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 FUTIRE 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,

Rebecca Hitchcock
Clerk to the Board