



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
Thursday, July 20, 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:

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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 April 20, 2023, Committee Meeting

COMMITTEE MEMBERS

Director Underhill, Chair

Russ Thomas, Director

4. **NEW BUSINESS**

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

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

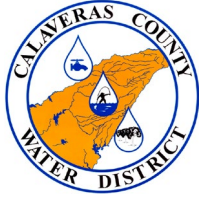
5.* **GENERAL MANAGER COMMENTS**

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

7. **NEXT COMMITTEE MEETING**

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

8. **ADJOURNMENT**



CALAVERAS COUNTY WATER DISTRICT EXTERNAL RELATIONS COMMITTEE MEETING

**MINUTES
APRIL 20, 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
Jeffrey Meyer, Director of Administrative Services
Stacey Lollar, Human Resources Manager
Tiffany Burke, Operations Administrative Assistant

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

Ralph Copeland gave a list of suggested items the District should highlight during the rate workshops in the upcoming months: 1) past, current, and future ratepayer funded improvements; 2) applications and awards of grants; 3) CCWD State and Federal Lobbyists working towards funding; 4) developing lines of credit for water and sewer development; 5) installation of electronic metering systems which improve accuracy and lessen waste; 6) proactive with creation of independent field crew; 6) skilled employees doing work that would normally be outsourced; 7) excellent service response during winter storms and summer fires; 8) negotiation of Union contracts; 8) equipment purchases that will pay for themselves in the long run; and 9) develop a proactive team lead by GM Minkler that includes Engineering, Accounting, and Customer Service.

3. APPROVAL OF MINUTES

3a Approval of Minutes for the February 14, 2023, Committee Meeting

Directors Thomas/Underhill approved the Minutes for the February 14, 2023, Committee Meeting.

4. NEW BUSINESS

- 4a External Affairs Update
(Michael Minkler, General Manager)

Discussion: Michael Minkler reported on the following items: 1) announced the new External Affairs Manager will be John Osbourn from Calaveras County. He will start his new position with the District on May 1, 2023. He stated the new Public Relations Team will remain intact and will work directly with John on outreach projects; 2) the recent town hall meetings were very successful; 3) Kelly Gerkenmeyer reported on the District's participation in the On the Right Track Program at the high schools; 3) the ACWA Conference; 4) the CCWD Fair Booth; and 5) the Washington, D.C. legislative meetings.

- 4b Customer Service Update
(Kelly Richards, Customer Service Supervisor)

Discussion: Kelly Richards reported on the following items: 1) updated the Committee on the consumption calculation which are now available on the customer portal and a conversion calculator on the website. These will tell customers how much water they use in gallons since we bill in cubic feet. She is also attempting to have gallons listed along with the cubic feet on the bill. Work is being done for the bill backer to contain new information now that the drought information can be removed; 2) the number of customers taking advantage of the Customer Assistance Program (CAP) Program; 3) the Low Income Household Water Assistance Program (LIWAP) administered by the Amador Tuolumne Community Action Agency (ATCAA); and 4) the leak adjustment process for customers.

5. GENERAL MANAGER COMMENTS

Mr. Minkler reported that he will give a presentation to the Sons in Retirement of Ebbetts Pass and the Valley Springs Rotary. He also reported the mechanics shop move is almost complete and there are many office moves happening in the main office.

6. DIRECTOR COMMENTS OR FUTURE AGENDA ITEMS

Director Thomas stated the residents of Copperopolis should consider starting a group similar to Ebbetts Pass Property Owners Council (EPPOC).

Director Underhill mentioned the "Our Water Our Gold" video event at Ironstone on May 4, 2023. She would also like to have a contest to create a CCWD motto.

7. NEXT COMMITTEE MEETING

- Tuesday March 14, 2023, 2:00 p.m.

8. ADJOURNMENT

The meeting was adjourned at 2:26 p.m.

Respectfully Submitted,

Rebecca Hitchcock
Clerk to the Board