

## EXTERNAL RELATIONS COMMITTEE MEETING

# AGENDA

Monday, September, 21, 2026 • 1:00 p.m.

**IN-PERSON****Calaveras County Water District**

120 Toma Court  
San Andreas, California 95249

**REMOTE ACCESS**[Join the meeting now](#)

Meeting ID: 225 220 594 007 96

Passcode: 3Tz9qg9U

**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 | [View strategic plan](#)

**COMMITTEE MEMBERS**

District 1 – Jeffrey Robertson, Chair  
District 5 – Scott Ratterman Director  
District 4 – Jeff Davidson, Alternate Director

**ACCESSIBILITY** | In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, contact the Administration Office at 209-754-3028. Advance notification will enable CCWD to make reasonable arrangements. Documents made available to the Board before or at the meeting, not privileged or otherwise protected from disclosure and related to agenda items, will be available at CCWD for public review.

**PUBLIC PARTICIPATION** | District Board meetings are open to in-person attendance and are conducted virtually. Remote participants will have an opportunity to address the Board, and comments will be included in the meeting recording. Remote access is offered for convenience. If a technological malfunction occurs, the Board can guarantee receipt of live comments only through in-person attendance and may proceed without remote access, except during a noticed teleconference meeting.

## ORDER OF BUSINESS

**CALL TO ORDER / PLEDGE OF ALLEGIANCE****1 ROLL CALL****2 PUBLIC COMMENT**

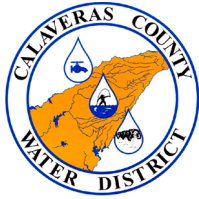
Members of the public may address the Board on any non-agendized item. The public is encouraged to work through staff to place items on the agenda for Board consideration. No action can be taken on matters not listed on the agenda. Comments are limited to three minutes per person.

|                                      |                                                                                                                    |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| 3                                    | APPROVAL OF THE MINUTES                                                                                            |
| 3a                                   | Approval of the Minutes for the Committee Meeting of June 15, 2026<br><i>Rebecca Hitchcock, Clerk to the Board</i> |
| 4                                    | NEW BUSINESS                                                                                                       |
| 4a *                                 | Report on the External Affairs Department Outreach Efforts<br><i>Kelly Gerkenmeyer, External Affairs Manager</i>   |
| 5                                    | GENERAL MANAGER COMMENTS                                                                                           |
| 6                                    | DIRECTOR COMMENTS / FUTURE AGENDA ITEMS                                                                            |
| 7                                    | NEXT COMMITTEE MEETING                                                                                             |
|                                      | Monday, December 21, 2026 at 1:00 p.m.                                                                             |
| 8                                    | ADJOURNMENT                                                                                                        |
| * No information included in packet. |                                                                                                                    |



# *Agenda Item*

*3a*



**CALAVERAS COUNTY WATER DISTRICT  
EXTERNAL RELATIONS COMMITTEE MEETING**

**MINUTES  
JUNE 15, 2026**

The following Committee Members were present:

|                   |          |
|-------------------|----------|
| Jeffrey Robertson | Director |
| Scott Ratterman   | Director |

|                |                    |                                      |
|----------------|--------------------|--------------------------------------|
| Staff Present: | Michael Minkler    | General Manager                      |
|                | Rebecca Hitchcock  | Clerk to the Board                   |
|                | Kelly Gerkensmeyer | External Affairs Manager             |
|                | Kelly Zahniser     | Director of Administrative Services  |
|                | Monica Remus       | Business Services Manager            |
|                | Damon Wyckoff*     | Director of Operations               |
|                | Pat Burkhardt*     | Construction and Maintenance Manager |
|                | Dylan Smith*       | Information Systems Administrator    |
|                | Kate Jesus*        | Human Resources Technician           |

|                 |                       |
|-----------------|-----------------------|
| Public Present: | Roxanne Freitas-Souza |
|                 | Michael Rodgers*      |

\*Attended the meeting virtually

**ORDER OF BUSINESS**

**CALL TO ORDER / PLEDGE OF ALLEGIANCE**

**1. ROLL CALL**

The meeting was called to order at 1:00 p.m., and Director Robertson led the Pledge of Allegiance.

**2. PUBLIC COMMENT**

No public comment was heard.

**3. APPROVAL OF MINUTES**

3a Approval of the Minutes from the Committee Meeting held on March 23, 2026

Director Ratterman moved to approve the Minutes and Director Robertson seconded the motion.

**4. NEW BUSINESS**

4a Student Scholarship Program – 2026 Awards  
(Kelly Gerkensmeyer, External Affairs Manager)

**DISCUSSION:** Kelly Gerkenmeyer provided an update on the student scholarship program. This year's subject was "Water Roots: Our Local Source Story-Where Does Your Community's Water Come From and Why Does it Matter?" He stated about 30 to 50 essays were received and staff prioritized essays that demonstrated an understanding of where local water comes from and its importance to the community. The winners, Brayden Bowersox, Daryn Rose Janssen, Molly Miller, and Urijah Gish were selected based on these criteria.

**PUBLIC COMMENT:** No public comment was heard.

- 4b Customer Impact of the Duplicate Billing Issue  
(Kelly Zahniser, Director of Administrative Services)

**DISCUSSION:** Kelly Zahniser reported on the recent duplicate billing incident, outlining the technical cause, vendor responsibility, customer service response, and steps being taken to prevent recurrence.

**PUBLIC COMMENT:** No public comment was heard.

- 4c Workshop on Potential Billing Changes and Public Input  
(Kelly Gerkenmeyer, External Affairs Manager)

**DISCUSSION:** Kelly Gerkenmeyer and Michael Minkler led a workshop-style discussion on potential changes to the billing structure, including monthly versus bi-monthly billing, separating water and sewer bills, and adding sewer charges to property tax rolls. The discussion included significant input from Roxanne Freitas-Souza and other staff on public outreach, survey design, and the impact on fixed-income customers.

**PUBLIC COMMENT:** Public comment provided by Roxanne Freitas-Souza.

- 4d Committee's Video Production Request  
(Jeffrey Robertson, Director)

**DISCUSSION:** Director Robertson discussed creating a concise educational video to explain CCWD's rates, infrastructure challenges, and value to the community. It should aim to improve public understanding and address negative perceptions.

**PUBLIC COMMENT:** No public comment was heard.

- 4e External Affairs Report  
(Kelly Gerkenmeyer, External Affairs Manager)

**DISCUSSION:** Kelly Gerkenmeyer presented an update on external affairs, highlighting recent participation in emergency management training, ongoing community presentations, upcoming events at libraries and public gatherings, and efforts to increase public understanding of CCWD's operations and billing.

**PUBLIC COMMENT:** Public comment provided by Roxanne Freitas-Souza..

## **5. GENERAL MANAGER COMMENTS**

Michael Minkler indicated that he had no further updates and would reserve his remarks for the next Board meeting.

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

Director Robertson and Director Ratterman both had nothing additional to report.

7. **NEXT COMMITTEE MEETING**

- September 21, 2026, at 1:00 p.m.

8. **ADJOURNMENT**

The meeting was adjourned at 2:44 p.m.

Respectfully Submitted,

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Rebecca Hitchcock  
Clerk to the Board