



**VALLEY COUNTY WATER DISTRICT
MINUTES FOR THE MEETING OF THE PUBLIC AFFAIRS & EDUCATION COMMITTEE HELD
THURSDAY, AUGUST 13, 2020**

Committee Members Present: Director Javier E. Vargas, Chairperson
Vice President Lenet Pacheco, Co-Chairperson

Staff Present: Jose Martinez, General Manager
Jandy Macias, Finance & Customer Service Manager
Colleen Malaiba, Executive Assistant/Board Liaison
Tom Mortenson, Operations & Maintenance Manager
Priscilla Aceituno, Human Resources Coordinator

Others Present: Director Jazmin Lopez

A. CALL TO ORDER

The meeting of the Public Affairs & Education Committee held on Thursday, August 13, 2020, was called to order at 10:30am by Director Vargas.

B. PUBLIC COMMENT

- No Comment

C. DISCUSSION/INFORMATION ITEMS

1. Review Social Media Schedule – June 2020

- General Manager reviewed that the District uses social media to maintain constant communication with our customers; presented planned social posts for the month of June; explained that the District will focus on water service-related communications on the District's Twitter account
- Director Vargas suggested having recorded messages on the District answering service for service interruption related information
- Vice President Pacheco asked how the District address brown water concerns
- General Manager explained that during instances where temporary water service interruptions produce brown water for local customers, the operations department typically go door-to-door to speak with residents or leave a door tag notification when necessary

2. Website Design Update

- General Manager reported that the District received a first draft of the design concept for the website from the consultants and provided notes for revisions
- Vice President Pacheco suggested that the District contact information be visible in the homepage without having to scroll

3. Discuss the District's 95th Anniversary

- General Manager presented several proposed logos for the District's 95th Anniversary
- The Committee discussed their preferences and suggestion minor revisions between options
- The Committee suggested presenting the certain drafts to the Board of Directors for review

4. *Discuss the Automated Meter Infrastructure (AMI) Installation Notification Plan*


- General Manager reported the Board of Directors approved an Automated Meter Infrastructure (AMI) Project, that would replace 11,050 of the residential meters with advanced meters and infrastructure; stated that as part of the preparation for the upcoming installations, District staff prepared material explaining the benefits of the new meters, what to expect during the installation, impacts on traffic and parking, and water service disruptions
- The Committee recommended presenting the prepared material to the Board of Directors at the next meeting

D. ADJOURNMENT

The meeting of the Public Affairs & Education Committee held Thursday, August 13, 2020, was adjourned 11:12am by Director Vargas.

SIGNED:

ATTEST:



President of the Board of Directors
(OFFICIAL VCWD SEAL)



Secretary of the Board of Directors