

Minutes
Community Outreach Committee Meeting

June 9, 2020

1. Call to Order:

The June 9, 2020 meeting was called to order at 3:37 p.m. by Director Cortez. In attendance via Zoom teleconference were:

- Committee members: Director Cortez and Director Zefferman
- Staff: Derek Cray and Paula Riso
- Public members: None

2. Public Comments on Any Item Not on the Agenda:

There was no public comment.

3. Approve the Draft Minutes of the May 12, 2020 Meeting:

Director Zefferman made a motion to approve the minutes of May 12, 2020. Director Cortez seconded the motion. The minutes were approved by a vote of 2-Ayes (Cortez, Zefferman), 0-Noes, and 0-Absent.

4. Discuss District Outreach Strategy Concerning COVID-19:

The Committee agreed to discuss this in the fall after more information is gathered on the Customer Assistance Program.

5. Update on the Board Procedures Manual:

The Committee agreed to postpone this item until July.

6. Discuss Water Conservation Commission Restructure:

Mr. Cray briefly explained that there has been discussion of restructuring the Water Conservation Commission (WCC) to make it an Outreach Commission. Mr. Breen noted that there was a consensus between the General Manager, District staff and the Community Outreach Committee members that the WCC should become more of a public facing body and not in an advisory role to the Board. He added that they would not hold monthly Brown Act meetings but would meet with staff periodically and become Water Conservation Ambassadors who assist District staff at outreach events, presentations, tours, and assist with the development of materials to promote the District and its Conservation programs and incentives. Mr. Breen stated that Ambassadors would be volunteers who are interested in water conservation and there will not be a term limit or member limit to the volunteers.

Director Zefferman suggested letting the WCC members know about the restructure so they are not caught off guard with the decision. Director Cortez agreed and suggested informing them that they could participate in upcoming Outreach Committee discussion to work out the new direction and implementing the new change in January.

7. Review District Bill Contents – Printed Bill vs Electronic Bill

The Commission reviewed both printed bill and electronic bill information that goes out to customers. The Committee agreed to have staff bring a draft billing message to the next meeting that explains if customers have any concerns over Covid and paying their bills to call customer service. This message will go out in the fall billing.

8. Identify Agenda Items for the Next Committee Meeting:

Director Cortez stated he was looking forward to getting information on the Customer Assistance Program. The next meeting is scheduled for July 14th.

9. Committee Member Comments:

Director Zefferman and Director Cortez thanked staff for their time.

10. Adjournment:

Meeting adjourned at 4:26 p.m.