



Marina Coast Water District

Minutes Community Outreach Committee Meeting

April 6, 2021

1. Call to Order:

The April 6, 2021 meeting was called to order at 3:00 p.m. by Director Cortez. In attendance via Zoom teleconference were:

- Committee members: Director Cortez and Director Zefferman
- Staff: Derek Cray, Kelly Cadiente and Paula Riso
- Public members: Remleh Scherzinger

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

There was no public comment.

3. Approve the Draft Minutes of the March 2, 2021 Meeting:

Director Zefferman noted the hanging sentence under Item 7 and made a motion to approve the minutes of March 2, 2021 with the last partial sentence in Item 7 removed. Director Cortez seconded the motion. The minutes were approved by a vote of 2-Ayes (Cortez, Zefferman), 0-Noes, and 0-Absent.

4. Discuss Strategy for the NextDoor Forum:

Mr. Cray reviewed the water information/links, and emergency contact information that will be shared on social media.

5. Discuss Billing Options after the Moratorium is Lifted; and, Breakdown of How Customers Pay Their Bills:

Mr. Cray explained that there is a payment plan available to customers and explained there are other payment plan options that are being discussed. Ms. Cadiente shared a graph showing an average of how many payments the District receives monthly and how they are received, e.g., direct mail, online payment, mail to the lockbox, etc. Discussion followed.

6. Identify Agenda Items for the Next Committee Meeting:

The Committee members asked for a discussion on the draft past due letter to customers; and, draft a flyer/mailed fact sheet explaining the rates to be sent in out with billing.

7. Committee Member Comments:

Director Cortez noted he received an email on the Preston Park Rate Forum. Director Zefferman welcomed Mr. Scherzinger to the District, and thanked Mr. Cray for all he has done and the Interim General Manager.

8. Adjournment:

Meeting adjourned at 3:48 p.m.