

**Burney Water District
Board of Director's Public Relations Standing Committee Meeting
April 30th, 2018**

ITEM

1. CALL TO ORDER AND ROLL CALL

PRESENT: Directors Britta Rogers, Tanya Taylor, and District Manager Willie Rodriguez.

ABSENT: None.

CALL TO ORDER: Director Taylor called the Meeting to order at 12:02 p.m.

2. PUBLIC SPEAKERS:

None.

NEW BUSINESS:

- 3. Review Consumer Attitudes Towards Water Services:** District Manager Willie Rodriguez summarized the Consumer Attitudes Towards Water Services handout with the Committee and answered questions. Committee Direction to do the Following:
- Investigate what we have to do to change everything from cubic feet to gallons so our customers can get a better understanding of how much water they are using.
 - Work on our online bill pay to correct issues with connectivity.
 - Put together brochures to give to new customers so they are aware of services that we provide, what they are paying for and information about what to do if a problem occurs.
- 4. Discuss and Road Map Customer Communication Strategy (Alex Colvin):** District Manager Willie Rodriguez discussed the possibility of outsourcing our Customer Communications. He would like to see if Alex Colvin would be interested in putting documents together to inform the public about the past, present and future of the District.
- 5. Review Future Agenda Items and Summarize Board Direction:** Process of Converting from Cubic Feet to Gallons, Billing Connectivity, Closing Statement from Low Income Hearing, Brochures / Alex Update and next Public Relations Meeting on May 29th, 2018 at 12:00 p.m.
- 6. Adjournment:** Director Taylor called for adjournment at 1:06 p.m.

CHAIRPERSON

BOARD SECRETARY