

## **Kirkwood Meadows PUD Communications Committee Meeting Minutes FINAL**

**August 26, 2013**

### **In Attendance**

Board Members: Chairmen Bob Epstein and Eric Richert; Staff: Manager Sharp; Community Members: Cheryl Stern

The meeting was called to order at 4 pm.

### **Approval of Minutes**

The minutes from the July 30, 2013 meeting were approved as submitted.

### **Website Development**

Computer Courage has completed the templates for the meetings, added a 'view all meetings' to accommodate display of more than 5 meetings, and added functionality to archive newsletters so that prior issues are available for viewing.

Director Epstein covered the Customer Login which will be ready in the next day or so for viewing and testing. Once this goes live, customers will be asked to re-enter their information in the Community Directory. Director Epstein has had discussion with Sensus personnel about obtaining meter data once an hour that can then be fed into the website. He also has access to prior bills from PCS which too can be loaded into the website to satisfy the capability to compare year on year usage.

Discussion ensued about the status of the water meter install as well as the details associated with the implementation of the second phase of the website, the costs, the timing for launch and whether it might be possible to provide an emergency notification system via the website.

### **Customer Satisfaction Survey Results**

Cheryl Stern shared the Power Point presentation which covers the results and learning from the Customer Satisfaction Survey. Questions and suggestions were offered by the committee. This presentation is on the Board Agenda for September 1. The results will be posted on the website under News prior to the end of the month.

### **5K/10K August 31**

This event has been promoted in local publications and through flyers in the surrounding area. Due to the smoke from the Rim Fire, the District will contact Tahoe Mountain Milers and make a decision if the run should go forward.

It has been suggested that the District may want to host a table at the Chili Cook-Off to offer information and answer questions about the Out Valley project and other District news. The table will be staffed during the afternoon by one of three people: Manager Sharp, Rick Ansel and Rena Sullivan.

### **Newsletter**

The new version of the Newsletter was reviewed by the committee.

### **Committee Recognition**

This project is intended to acknowledge and recognize those community volunteers serving on the various sub-committees. A proposal as to how to accomplish this and the costs associated with it was presented and agreed to by the committee. These awards will be presented at the December 14, 2013 Board meeting with a Resolution.

**Other Business**

Manager Sharp reported that the new phone system has been installed and every phone call is now answered by a live person who directs the call to the appropriate party. It is a substantial improvement.

**Next Meeting**

The next meeting was scheduled for October 4, 2013 at 4 pm.

Meeting was adjourned.