

# Kirkwood Meadows PUD Communications Committee Meeting Minutes FINAL

April 8, 2014

## In Attendance

Committee Members: Chairmen Bob Epstein and Director Robert Ende

Community Members: Cheryl Stern and Melene Smith

Staff: Manager Sharp, Jill Campbell and Kelly McBride

### 1. Approval of Minutes

The minutes from the March 4, 2014 meeting were approved as submitted.

### 2. Web Site Launch

Chairman Epstein presented an update on the website activities stating that we have begun tracking how many people have registered, stating that we have 831 accounts and we have 220 accounts that have at least one person registered. Secondary users is a new feature allowing a second or more people to have access to the same account.

#### a. Increasing Registrations at kmpud.com

Jill Campbell stated that staff has met with Vail to go over the website to encourage Vail to sign up and we will be meeting with the Homeowner Associations during the July meetings to encourage commercial sign ups. A discussion ensued with regards to the various ways to encourage sign ups and it was reported that a live demonstration/sign-ups will be available at the KVFD Wine Tasting/BBQ. Chairman Epstein suggested implementing a raffle and to be eligible you need to register.

#### b. Increasing ACH Usage

Manager Sharp reported that we presently have two incentives. One is a letter that went out to customers who had penalties with an offer that we would discount up to \$100 of their penalty if they signed up for ACH. Secondly, the KVFD Wine Tasting/BBQ Registration will go out with the April billing and a statement has been added that if you have already purchased a ticket you will get a second ticket for free if you sign up for ACH. We currently have 127 ACH customers out of a potential of 750 customers.

Jill Campbell stated that a one time ACH transaction for those who do not want a recurring ACH withdrawal is currently being set up with Bank of the West.

#### c. Meter Usage Alarms

Manager Sharp stated that the neighborhoods (defined by streets and cluster of homes, i.e. Glove Rock, etc.) have been completed and we are now receiving the Sensus information. The next step is to establish the Algorithms. As an example, this will help to alert just those effected in the case of a power or water outage, etc.

#### d. One Call Now

Chairman Epstein stated that the One Call Now has been re-implemented and is part of the website. A draft email, which will be sent out, was presented and a discussion ensued with regards to if the Voice option will be offered. The consensus was to leave Voice as an option. It was the Committee's recommendation to move forward with the draft email, as is, and it will be emailed to all those who have registered. A discussion ensued as to who/how it will be emailed.

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**3. Web Content**

**a. Donations Page/Registration**

Cheryl Stern stated that the donations page has been loaded onto the website. Cheryl inquired about a "Donation Button" being put onto the home page that will take you directly to the donation form. A discussion ensued and it was determined that Cheryl Stern will contact Computer Courage to implement.

The Registration Flyer is awaiting approval and then will also be posted. A discussion ensued with regards to how we will implement sign-up/payment options on the website. The Committee approved the version of the Registration Flyer that was presented.

**b. Graphics for KVFD Wine Tasting**

This Agenda item was discussed with Agenda Item #3a.

**c. Staff Pictures / Certifications**

Manager Sharp stated that Rena Sullivan is working on updating the Staff page on the website with pictures and certifications, which was suggested by Melene Smith.

**d. Meadow Trail System**

Manager Sharp stated that he has received a comment with regards to people not knowing about the Meadow Trail System, which has spurred an effort to get the information out. An article has been put into the Newsletter and posted on the website and it has been decided that a table will be set up at the KVFD Wine Tasting/BBQ to share information on this topic.

A discussion ensued with regards to a response letter that Director Ende composed and it was suggested that we offer an invitation to a representative to attend the next Planning Committee meeting. A survey was also discussed and will be addressed at the next Planning Committee meeting.

**e. BBQ Registration Sign Up**

This Agenda item was discussed with Agenda Item #3a.

**4. Update on Livestream Video and Digital Presentations**

Jill Campbell stated that we are working with our new IT Company, Wired Solutions, on this and they are investigating our options, with one being WebEx. A discussion ensued.

**5. Newsletter**

Manager Sharp presented the current Newsletter for April.

**6. Other Business**

There was no other business to discuss at this time.

**7. Next Meeting**

The next meeting was scheduled for Tuesday, June 10, 2014 at 3:30 p.m.