

# Kirkwood Meadows PUD Communications Committee Meeting Minutes FINAL

June 10, 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 April 8, 2014 meeting were approved as submitted.

### 2. Web Site Launch Update

Chairman Epstein reported that we have now been presenting our bills through the new system for six billing cycles. We have 834 accounts at the District and to date 296 (35%) accounts are accessed online and those accounts are managed by 253 users and 129 (17%) customers have signed up for ACH.

Chairman Epstein stated that the remote read meter system, that will alert staff to unusual usage, still needs to be completed as well as integrating the hourly weather data.

### 3. Web Content

Kelly McBride reported that the website is up to date and a link has been added to be able to sign up for the KVFD Barbeque. Also being tested in the development site is the ability for people to sign up for services if they do not have a utility account with the District. A discussion ensued with regards to the pictures that should be posted to the website.

Chairman Epstein will teach Kelly McBride how to send out group emails, which she will do to alert customers about the change in price for the KVFD Barbeque that goes into effect on June 23rd.

### 4. Survey

Manager Sharp presented the Meadow Trail Survey that is being discussed in the Planning Committee, and also wanted to share it with the Communications Committee. The survey was discussed and the Committee concurred on a few verbiage changes.

Geoff Smith will man an information table at the KVFD Barbeque and Manager Sharp suggested inviting Jim Hinton to help him. A discussion ensued.

It was the consensus of the Committee to send the survey out on July 5th so that customers would have a chance to view the Demonstration Trail during the holiday weekend with a deadline of July 18th.

### 5. Update on Livestream Video and Digital Presentations

Kelly McBride reported that she has tested the WebEx system with our IT provider, Wired Solutions, and it was agreed that this type of service is not what we are looking for. UStream is closer to what we want, however, to get rid of the lag that we are experiencing we would have to upgrade our service at a cost of \$99/month. Other options were discussed taking into consideration the 6-7 people who may be tuning in. A discussion ensued. Kelly McBride will contact Vox and Wired Solutions to see if there

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is a way to integrate our phone system in with our current audio set-up in the Board Room, or as Chairman Epstein stated, take the output of the audio mix and put that into the Vox phone.

**6. Newsletter**

Manager Sharp presented the June Newsletter stating that it is one of our main sources of communication and always open to comments. We have received good feedback as to the information being shared. Manager Sharp also mentioned that the required Consumer Confidence Report is attached with this Newsletter.

**7. General Manager Objectives 2014-2015**

Manager Sharp stated that he will be producing the status of the 2013-2014 General Manager Objectives and some suggestions for the objectives for the Communications Committee for 2014-2015. Any comments should be returned by June 25th to both Manager Sharp and President O'Grady. The goal is to have these completed by the July 6<sup>th</sup> Board meeting.

Chairman Epstein stated that the objectives that he would like to add are to solve the communication issues during the Board meetings and to increase the online participation.

**8. Other Business**

Kelly McBride mentioned that we used our Service Alert for the first time with the last power outage and there was good response that it worked well.

**9. Next Meeting**

The next meeting was scheduled for Tuesday, August 5, 2014 at 3:30 p.m.