

Kirkwood Meadows PUD Communications Committee Meeting Minutes FINAL

August 5, 2014

In Attendance

Committee Members: Chairmen Bob Epstein and Director Robert Ende

Community Members: Cheryl Stern and Melene Smith

Staff: Manager Sharp, Jill Campbell

1. Approval of Minutes

The minutes from the June 10, 2014 meeting were approved as submitted.

2. Web Site Launch Update

Chairman Epstein stated that the biggest change to discuss would be that Staff now has the ability to detect leaks and communicate this to customers, who, we hope, will then sign up online. Jill Campbell stated that there has been an increase in people signing up online and receiving an emailed statement, which has cut the bill processing time in half. Chairman Epstein stated that out of the 828 accounts we now have 335 that have online accounts.

Chairman Epstein stated that we are working on detecting non-use of propane on cold days and integrating the information from our meteorological station to be able to see the average temperatures and be able to compare this to their billed usage.

a. Training

Jill Campbell stated that we will need to schedule a time when Chairman Epstein can train staff on the report server.

3. Web Content

Jill Campbell reported that Rena Sullivan has taken over the posting of Board meetings, Agendas, Minutes, Newsletters, etc. and Kelly McBride has been checking the website daily/weekly to make sure everything is up to date.

4. Meadow Trail Survey

Director Ende announced that Cheryl Stern began the effort to create the Meadow Trail Survey and Geoff Smith joined in the effort along with the Communications and Planning Committees. Chairman Epstein reported that we received 135 responses, which is a great response rate and feels we have a good representation. Manager Sharp commented that he feels that the Communications Committee would be most interested in the process of the survey while the Planning Committee would be more interested in the results of the survey. Cheryl Stern summarized the responses that were received. A discussion ensued.

Director Ende stated that this survey will be discussed at length at the Planning Committee meeting to determine what the next steps should be prior to going before the Board. Communication to the community will certainly be a next step along with explaining what the District's role will be. A discussion ensued.

5. Board Teleconference Quality

Jill Campbell announced that District staff has been in contact with Vox, our current phone system provider, to see what we can do to upgrade our current phone system to tie into

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the teleconference line for a better quality audio sound. Two options were shared and costs are being investigated. Chairman Epstein stated that a third option may be to not use telephones at all and just use the internet as our audio, and not be limited by a phone system. A discussion ensued.

6. Newsletter

Manager Sharp presented the August 2014 Newsletter stating that this is one of our main communication tools and invited comments from the Committee.

7. Other Business

Chairman Epstein recalled that the Committee had discussed reaching out to the HOA's to encourage online registration. Cheryl Stern offered to revisit this and Melene Smith offered to help. Melene Smith also suggested that we continue to advertise this option in the Newsletter. A discussion ensued with regards to encouraging the commercial accounts to register and the need to work out the details that will work for them. Chairman Epstein stated that he will produce a report by street address/condominium and perhaps an email campaign or changing the registration procedure to be a one step process would be helpful. An online registration information table at the Chili Cook-Off was discussed.

8. Next Meeting

The next meeting was scheduled for Tuesday, October 7, 2014 at 3:30 p.m.