

Kirkwood Meadows Public Utility District

Communications Committee

REGULAR MEETING NOTICE

NOTICE IS HEREBY GIVEN that the Communications Committee of the Kirkwood Meadows Public Utility District has called a Regular Meeting of the Committee to be held on **Thursday, May 9, 2024 at 2:00 PM** via Zoom at: <https://us02web.zoom.us/j/89141086495>

HOW TO PARTICIPATE / OBSERVE THE MEETING:

Telephone: Call Zoom at (669) 900-6833 and enter Meeting ID# **891 4108 6495** followed by the pound (#) key.

Computer: Follow this link to join the meeting automatically: <https://us02web.zoom.us/j/89141086495>

Mobile: Open the Zoom mobile app on a smartphone and enter Meeting ID# **891 4108 6495**

ACCESSIBILITY INFORMATION:

Committee meetings are accessible to people with disabilities and others who need assistance. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to observe and/or participate in this meeting and access meeting-related materials should contact the District, at least 48-hours before the meeting at (209) 258-4444 or info@kmpud.com. Advanced notification will enable the District to swiftly resolve such requests and ensure accessibility.

Kirkwood Meadows Public Utility District

Communications Committee

REGULAR MEETING NOTICE

- 1) **Customer Communication Policies.** Discussion & possible action.
 - a) Fire & EMS Protocols/Procedures – Staff
- 2) **FAQs.** Discussion
 - a) Electric – Staff
 - b) Propane – Staff
 - c) General – Pamela
 - d) Fire and Emergency Medical Services – Sandy
 - e) Water – Chris
 - f) Wastewater – Chris
- 3) **KVFD New Logo.** Discussion & possible action.
- 4) **Road Map.** Update.
- 5) Next Meeting/Staff Recommendation: *Thursday, June13, 2024, 2:00 PM.*

The Kirkwood Meadows Public Utility District is an equal opportunity provider and employer.

In compliance with the Americans with Disabilities Act, if you are a disabled person and you need a disability-related modification or accommodation to participate in this meeting, please contact the District at (209) 258-4444, by email to jgillies@kmpud.com. Requests must be made as early as possible, and at least two business days before the meeting.

Communications Committee Report

Meeting Date(s): [April 11, 2024](#)

Attendees

- *KMPUD Board*: Chair Doug Mitarotonda, Chris Tucher
- *KMPUD Staff*: Assistant GM Rick Ansel
- *Community Committee Members*: Sandy Goldberg, Pamela Hyde
- *Community Members*: Mike Fake, Steve King

1) Customer Communications Policies

The Communications Committee reviewed the policies prepared by Staff and approved the changes made to versions previously reviewed (Snow Removal, Electric, and Propane) and approved the new versions presented at this meeting (Water, Wastewater, and Solid Waste).

2) FAQs

The Communications Committee reviewed and edited the Solid Waste FAQ (prepared by Doug). This document is now ready for Staff to provide answers, when assigned.

The Water (Chris), Wastewater (Chris), General (Pamela), and Fire and Emergency Medical Services (Sandy) FAQs were not prepared for this meeting and have been assigned to our next meeting.

3) Road Map

The Committee discussed and updated our Road Map, see attached.

Recommendations

None.

ELECTRIC COMMUNICATIONS POLICY

	Wildfire Emergencies	Structure Fires	County Health Officer EMS Emergencies	Residential Avalanche Emergencies	Directed Hazardous Material Emergencies Chemical, Fuel, Propane Leaks
With Whom We Communicate Fire and EMS Issues					
All customers					
Customers / HOAs affected by issue					
Individual Customers					
What We Communicate Regarding Fire and EMS Issues					
Alert & explanation of the situation, its reason, and planned actions of the Volunteer Fire Department					
Expected duration (if known) of the situation					
Updates (as necessary)					
How We Communicate Fire and EMS Issues					
Via emergency notifications(only if there is potential for significant risk to life & safety)					
Via kmpud.com					
Via social media					
Via choice of email, text, or phone call (if signed up at kmpud.com)					

Background

Can you provide more detail on the electric service provided by KMPUD?

- The Kirkwood In Valley electric system was acquired from Mountain Utilities in 2011 and was connected to the Cal-ISO grid in 2014 via the Out Valley project.

What is the service area for electric?

- The District's service area encompasses 1.875 square miles and includes approximately 220 single family homes and 437 multifamily residential units, in addition to commercial facilities owned and operated by the ski resort and others.

What facilities / equipment does KMPUD have for electric?

- The system includes 170 transformers, 6 circuit routing switches, 37 underground electric vaults, approximately 11.5 miles of underground circuits, and 13 aboveground line junction enclosures.

What are upcoming major infrastructure needs for electric?

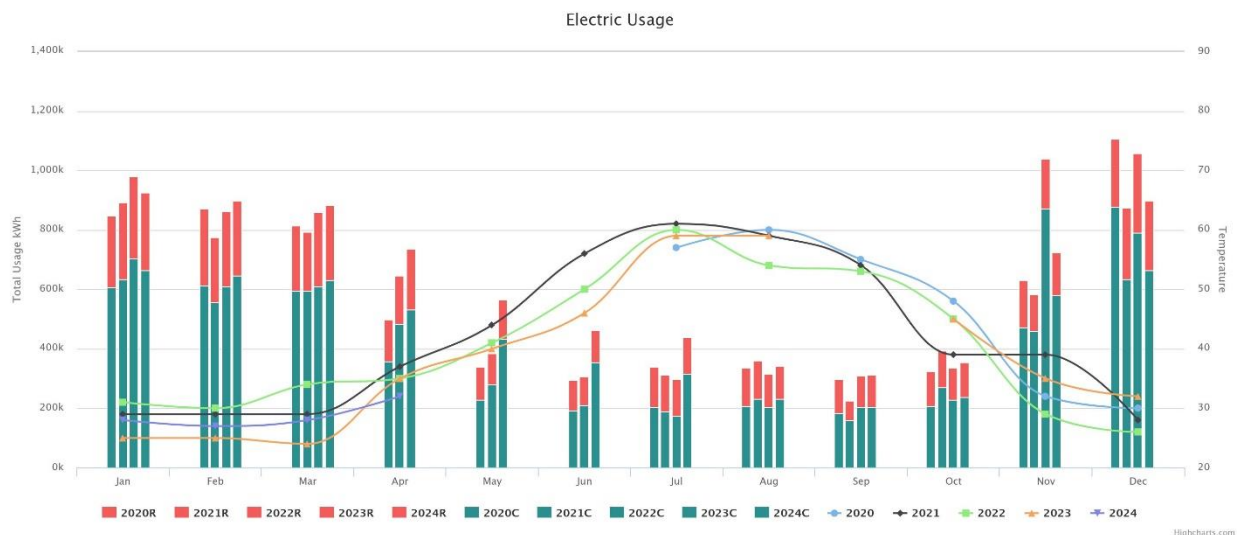
- Replacement of the oldest infrastructure is the current priority, including any direct burial cable owned by the District.

How many connections does the KMPUD service for electric?

- The District currently has 637 residential and 158 commercial connections.

How does electric usage compare between residential and commercial customers?

- Residential use through April 2024 is in red and commercial in green below.



What does the range of residential electric usage look like?

- Please refer to the graph above.

How does electric usage typically change over the course of the year?

- Usage peaks between November and March. See the above graph.

Why did KMPUD build the Out Valley electric line?

- Previous to the construction of the Out Valley project, the District relied 100% on diesel generation for power in Kirkwood. For reliability and environmental reasons, the Board

decided to connect to the Cal-ISO grid and finance the construction over 35 years through low-interest loans from USDA Rural Utility Services.

Why does KMPUD still have its own power generation if we have the out-valley electric line?

- The District constructed and operates a 5-megawatt standby Powerhouse for use when the Out Valley electric line is down. This currently provides 100% redundancy so that outages for customers are significantly reduced.

What does KMPUD do to support EV charging?

- An electric master plan is currently underway that will identify further projects over a 25-year period, including accommodation of EV charging for any customer or developer wishing to install charging stations.

Why doesn't KMPUD build EV charging stations?

- KMPUD purchased its first EV vehicle in 2023 and built a charging station for KMPUD EV vehicle use.
- Kirkwood Mountain Resort currently offers EV charging at the VIP lot. They are also working with a vendor to provide third-party EV charging stations elsewhere on their properties.
- Some HOAs are considering providing communal charging stations for their residents.
- Currently there are numerous private companies that build/own/operate/maintain for-profit charging stations. Many of these entities have approached KMPUD with various inquiries, but to date have yet to construct any facilities.
- KMPUD is not equipped, staffed, nor is there sufficient property owned by KMPUD available, to become an EV charging vendor.

What is the fuel mix of the power KMPUD buys?

- Please see the [KMPUD Power Content Label](#). Unspecified Power is power purchased off the CAISO grid, while Other is power generated at the KMPUD powerhouse using diesel fuel.

How much carbon dioxide does KMPUD generate?

- Please see the [KMPUD Power Content Label](#).

Rates / Financials

What are the current electric rates?

- All District rates are available at <https://www.kmpud.com/departments/customer-service/rates/>

How are rates set for electric?

- Through periodic rate studies which are conducted through public hearings or regularly scheduled Board meetings and are open to the public.

How often are rates set?

- Generally, every 5 years.

What is the annual electric operating budget?

- It varies from year to year. Please see the current Operations Budget posted at <https://www.kmpud.com/about/financials/>

How much money is in the electric reserve fund?

- Reserves vary monthly, but are included in the Board packets available at kmpud.com.

Are the rates and reserve funds adequate to cover future infrastructure needs?

- Rates studies and KMPUD reserve policy generally provide sufficient capital to fund and/or finance projects anticipated over the next 5 years in the Capital Budget.

Can you explain each line item I see on my monthly electric bill?

- Base Rates generally pay for existing infrastructure and build reserves for future infrastructure.
- Meter Charges build reserves for periodic replacement of meters.
- Usage charges are applied to how many cubic-feet of propane is used monthly.

If I have questions about my individual electric bill, who do I contact?

- info@kmpud.com or (209)258-4444

What is an equivalent dwelling unit?

- Please refer to the 2021 Electric Rate Study and Ordinances 21-01, 22-01, and 23-02 at <https://www.kmpud.com/about/financials/>

What is average monthly utilization?

- Please refer to the 2021 Electric Rate Study and Ordinances 21-01, 22-01, and 23-02 at <https://www.kmpud.com/about/financials/>

I don't think my AMU is set correctly, what can I do?

- Please contact KMPUD at info@kmpud.com or (209)258-4444

Why was the electric rate designed like this?

- Please refer to the 2021 Electric Rate Study and Ordinances 21-01, 22-01, and 23-02 at <https://www.kmpud.com/about/financials/>

How much money was financed to fund the Out Valley project?

- The total principal loaned was \$61,586,879 with the principal outstanding as of 2024 being \$49,535,556.

When will the loans for the out-valley electric line be paid off?

- KMPUD received 34 distinct loans, each have varying maturation dates and interest rates. KMPUD having the option to roll-over loans based on the amount due, funds available, and timing. Generally, the longest term loan was 35 years and the shortest term loan was 5 years.

How do KMPUD rates work for customers with solar panels / net metering?

- Please refer to the 2021 Electric Rate Study and Ordinances 21-01, 22-01, and 23-02 at <https://www.kmpud.com/about/financials/>

Service

What time of year is electric service provided?

- Excepting emergency or planned outages, electricity is provided year-round.

How can I temporarily shut off my electricity?

- The District requires a minimum notice of 24 hours to schedule staff. Staff are only available during normal business hours, Monday – Friday.

- There will be a \$50 fee to stop service and another \$50 fee to start service (\$50 per occurrence).
- If the meter needs to be exposed, there will also be a cost for District labor and equipment (staff labor costs vary depending on the staff member performing the work).

How does KMPUD communicate to me about my electric service?

- [\[PLACEHOLDER FOR LINK TO COMM POLICIES\]](#)

How often does KMPUD generate its own power compared to importing it from the Cal-ISO grid?

- It varies from year to year, but is reported annually under the KMPUD Power Content Label. See above.

Can we sell electricity back to the grid via the out-valley electric line?

- No, this is prohibited as part of our agreements with PG&E, FERC, and Cal-ISO. Further, the infrastructure to do so was not constructed based on the aforementioned agreements.

Background

Can you provide more detail on the propane service provided by KMPUD?

- Propane is provided via two large storage tanks and distribution system to most of Kirkwood. Some HOAs/condominium units are electric only, and the KMPUD Board decided to not provide propane to any future subdivisions after February 2022 or to existing, unconnected lots after January 2025.

What is the service area for propane?

- Most of Kirkwood, except electric only subdivisions/condominium units.

What facilities / equipment does KMPUD have for propane?

- 2 large propane tanks with a combined capacity of approximately 80,000 gallons.
- Propane vaporizers.
- Miles of underground, propane distribution and service lines.

What are upcoming major infrastructure needs for propane?

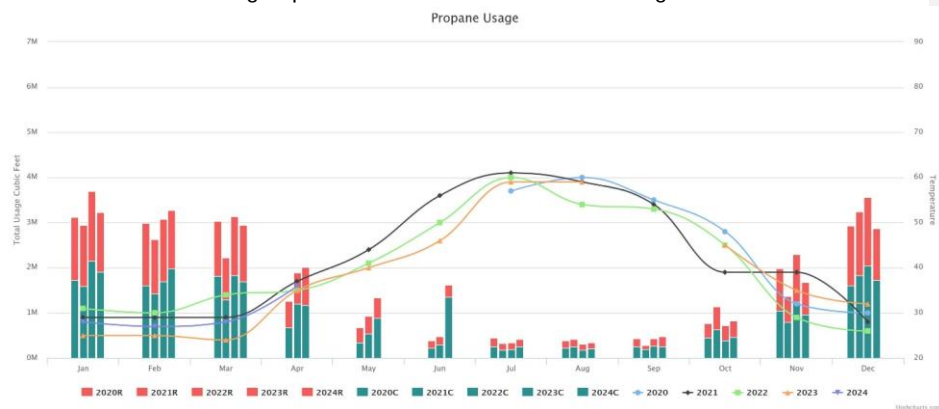
- Replacement of old service lines.
- Roofing over the propane tanks and vaporizers.
- Replacement/addition of vaporizer.

How many customers does KMPUD service for propane?

- Approximately 443.

How does propane usage compare between residential and commercial customers?

- Residential use through April 2024 is in red and commercial in green below.



What does the range of residential propane usage look like?

- Please refer to the above graph.

How does propane usage typically change over the course of the year?

- Usage peaks between November and March. See the above graph.

In big snow years, we've had problems getting propane delivered. What backup and redundancy plans has the District implemented to secure sufficient supplies?

- Propane deliveries are subject to highway closures, mandatory driver rest periods, and on occasion, lack of supply. After the near misses of 2023, the District secured a second vendor from Nevada and a new, more reliable vendor from California. This, to the extent possible, provides redundancy from both the east and west and increases the likelihood that deliveries can reach Kirkwood.

What are the District's goals for propane usage as an energy source, given sustainability/green energy goals and propane's upsides and downsides?

- Per Policy 640.1, "The Board encourages customers to shift to only using electric power to reduce the demand for propane because: (a) existing propane storage and capacity limitations in Kirkwood limit the District's ability to provide new connections; (b) of the significant fire and explosion risks associated with the transportation, storage, and use of propane; (c) of the environmental impacts associated with the transportation, storage, and use of propane; and (d) use of electric appliances and equipment is a cleaner, more carbon-free alternative to propane. The purpose of this Policy is to encourage and facilitate a program for customers to voluntarily disconnect from the District propane system on a permanent basis in order to align with the Board's goals stated above and to assist with ameliorating the climate change impacts of continued propane use in Kirkwood.

What is the plan to achieve the District goals?

- Per Resolution 22-01, the Board adopted a limitation on providing new propane service. For subdivisions recorded in Kirkwood after February 2022, the District will not offer propane service. For existing, unconnected lots within existing subdivisions, the District will not offer service after January 2025.

Is Vail Kirkwood Mountain Resort in alignment with the goals, and supporting the transition?

Commented [EC1]: I'm not sure it's wise to call out particular customers nor represent their positions on issues.

Rates / Financials

What are the current propane rates?

- All District rates are available at <https://www.kmpud.com/departments/customer-service/rates/>

How are rates set for propane?

- Through periodic rate studies which are conducted through public hearings or regularly scheduled Board meetings and are open to the public.

How often are rates set?

- Generally, every 5 years.

What is the annual propane operating budget?

- It varies from year to year. Please see the current Operations Budget posted at <https://www.kmpud.com/about/financials/>

How much money is the propane reserve fund ~~and are the funds adequate to cover future infrastructure needs?~~

- Reserves vary monthly, but are included in the Board packets available at kmpud.com.

Are the rates and reserve funds adequate to cover future infrastructure needs?

- Rates studies and KMPUD reserve policy generally provide sufficient capital to fund and/or finance projects anticipated over the next 5 years in the Capital Budget.

Formatted: Bulleted + Level: 1 + Aligned at: 0.25" + Indent at: 0.5"

Can you explain each line item I see on my monthly propane bill?

- Base Rates generally pay for existing infrastructure and build reserves for future infrastructure.
- Meter Charges build reserves for periodic replacement of meters.
- Usage charges are applied to how many cubic-feet of propane is used monthly.

If I have questions about my individual propane bill, who do I contact?

- info@kmpud.com or (209)258-4444

~~How does Kirkwood's propane rate compare to Bear Valley, Northstar, and/or any other somewhat comparable mountain community?~~

How did the change in electric rates in 2021 change propane usage?

- As can be seen in the graph regarding annual propane usage, the leftmost column for each month is 2020 and the rightmost is 2024. There has been no appreciable change since the Electric Rate Study in 2021.

Commented [EC2]: KMPUD is one of only 2 public utility propane providers in California. The other is near Ferndale. We don't have data on their use, which wouldn't be analogous since they are at sea level and a temperate climate.

Service

What time of year is propane service provided?

- Excepting emergency or planned outages, propane is provided year-round.

How does KMPUD communicate to me about my propane service?

- [PLACEHOLDER FOR LINK TO COMM POLICIES]

What is the communication process out to customers when propane supply is getting low?

- This would be considered an emergency, see the link above.

What is the specific supply level that triggers 1) action at the PUD, and 2) communication to customers?

- Supply levels, residential occupancy, time of year, and anticipated deliveries all impact whether the District believes action and communication are necessary. Due to the extreme variability of these parameters, it is based on operator judgment.

Are you reaching 100% of propane customers with your communication methods? If not 100%, how do you get to the remaining customers?

Commented [EC3]: This is overly broad, did you mean something specific? E.g. we reach all customers with bills which are communications, but we don't reach all with emergency notices as they have to sign up.

Homes have been damaged in the past from propane leaks. What has the District done to reduce future risk?

- The District implemented Ordinance 2021-01 which addressed electric and propane meter vulnerabilities and as of 2024, 96% of the deficient meter protection issues have been resolved.
- Some of the failures have occurred “after” the meter. The District has no authority on piping after the meter, rather it falls to the County building departments and California building code. Homeowners should ensure their propane piping after the meter is not exposed to the elements and should be buried or run into the house immediately after the meter to avoid damage to their piping.

Are there new building codes for new structures that improve the safety of their propane connections?

- No. New structures are subject to the respective county building department requirements. KMPUD has supported adopting Kirkwood-specific building code requirements, such as prohibiting exterior customer-owned propane service lines, due to the extreme snow loads, but these are the jurisdiction of the respective counties.

How can I temporarily shut off my propane?

- The District requires a minimum notice of 24 hours to schedule staff. Staff are only available during normal business hours, Monday – Friday.
- There will be a \$50 fee to stop service and another \$50 fee to start service (\$50 per occurrence).
- If the meter needs to be exposed, there will also be a cost for District labor and equipment (staff labor costs vary depending on the staff member performing the work).
- A homeowner or property manager will be required to be at the residence to re-light the pilot lights when the service is started.

What do I do if I smell gas?

- If it is an emergency, leave the house and call 911.
- Call KMPUD at 209-258-4444.

My propane is not working, what should I do?

- Check all your gas appliances. If one works, then most likely, it is the appliance that is not working has the issue.
- Inform your property manager, plumber, etc. for a repair.

How do I permanently disconnect my propane service?

- Per District Policy 640.1, customers may voluntarily and permanently disconnect from the propane system. Please complete the [Propane Disconnection Form](#).

FAQ: KVFD/Fire and Emergency Services, first draft by Sandy Goldberg 5/2/24

Q: When was the KVFD created? Has it always been a fully volunteer department?

A: The KVFD was established in 1985 and has always been a volunteer fire department.

Q: What services does KVFD provide?

A:

Q: What services does KVFD NOT provide?

A:

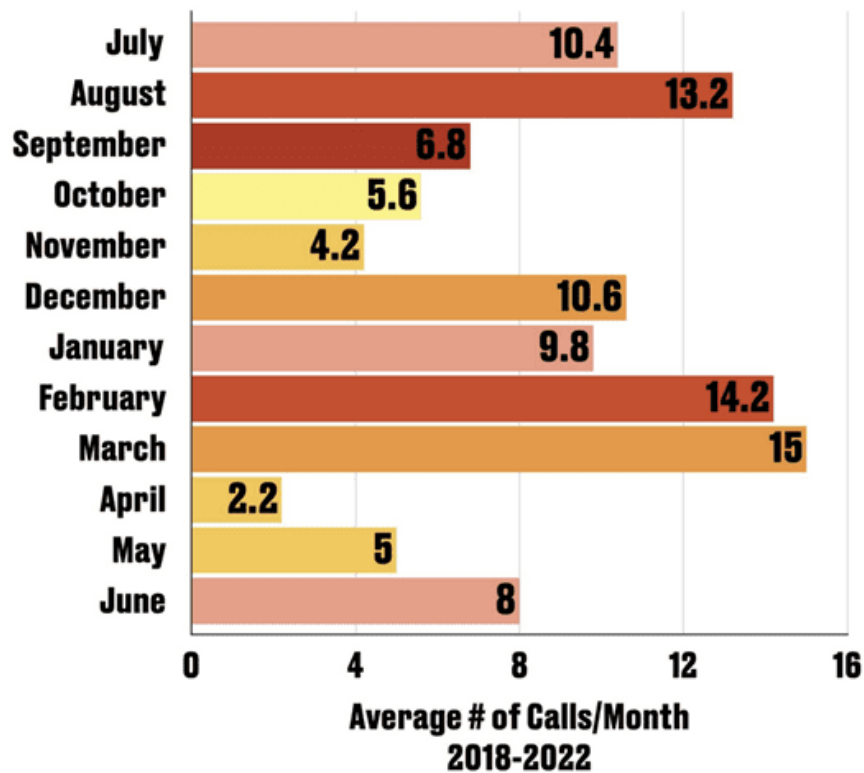
Q: Does KVFD have any full-time staff?

A: No. All Firefighters, including the Fire Chief, are volunteers. Almost 20 years ago, the District created a two-person stipend on-call calendar system 24/7 in the attempt to ensure at least two volunteers respond to every call. The stipend, along with offering volunteers a \$20 stipend to go on calls and a \$10 stipend to attend weekly training, worked for a few years but ultimately was not enough to encourage volunteers to sign up, train, or retain volunteers. The stipend is now up to \$200 dollars a day per firefighter, and we still have problems filling the on-call schedule completely.

Q: What happens if an on-call shift is left unfilled?

A: When a shift is left unfilled, and it has on several occasions in the past several years, the emergency call gets routed to Alpine or Camino Dispatch for an emergency response, which can take 40-50 minutes for firefighters / EMS to arrive if the road is open and clear of snow.

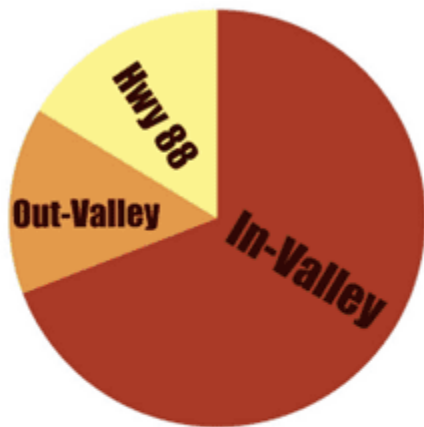
Q: How many calls does the KVFD get in a year?



The KVFD averages over 100 calls per year. These calls occur about equally between winter season and summer season, with fewer calls in specific shoulder months.

Q: Where, and what type, are the calls KVFD receives?

A: Almost 70% of calls occur In-Valley and the majority of the calls are alarms or emergency medical in nature.



Month	2018	2019	2020	2021	2022	Average # of Calls
Total Calls	124	133	97	92	80	105.2
In-Valley	64%	72%	67%	68%	73%	69%
Hwy 88	14%	16%	20%	20%	14%	16%
Out-Valley	23%	11%	14%	11%	14%	14%



Month	2018	2019	2020	2021	2022	Average # of Calls
Total Calls	124	133	97	92	80	105.2
Alarms	35%	48%	42%	37%	39%	40%
EMS	35%	34%	28%	33%	43%	34%
Rescue	16%	8%	14%	18%	10%	13%
Fire	14%	9%	13%	12%	9%	11%

Q: What is the typical KVFD response time to emergency calls?

A: When the KVFD is staffed with volunteers, the median time to respond from time of dispatch has historically been an average of 9 minutes. However, when no volunteers are available and mutual aid must arrive, the emergency call gets routed to Alpine or Camino Dispatch for an emergency response, which can take 40-50 minutes for firefighters / EMS to arrive if the road is open and clear of snow.

NATIONAL RESPONSE OBJECTIVES

PROFESSIONAL FIRE DEPT.

PER NFPA 1710

Annex D Response Objectives

911 DISPATCH(Call Processing)

1.3-2.5 MINUTES

Emergency Personnel Response

4-6 MINUTES

VOLUNTEER FIRE DEPT.

PER NFPA 1720

911 DISPATCH(Call Processing)

2.5 MINUTES+

Emergency Personnel Response

10-14 MINUTES

KVFD AVERAGES

911 DISPATCH(Call Processing)

5-10 MINUTES

Emergency Personnel Response

IN-VALLEY

9 MINUTES

Emergency Personnel Response

OUT-VALLEY

4 MINUTES + TRAVEL TIME

**OUTSIDE ASSIST
& NO VOLUNTEER RESPONSE**
MINIMUM OF 40-50 MINUTES

Q: How does having a fire department relate to my property insurance?

A: An independent company, ISO, serves insurance companies, communities, fire departments, insurance regulators, and others by providing information about fire department risk and plays an important role in the underwriting process for determining your property insurance.

Every five years, ISO collects and evaluates information from our community on their structure fire suppression capabilities and assigns a Public Protection Classification (PPC) grade. Points are assigned and weighted in 3 primary categories: Water Supply, Communications and Fire Department Equipment / Personnel.

In 2023, and as in past years, our fire department has maintained a Class 4 rating with 62.47. Maintaining a Class 4 rating is important for the purpose of property insurance and, possibly, the ability to retain property insurance in our remote area.

The District has reviewed the requirements to increase our rating, but it would be too costly due to the necessity of additional personnel, training, and purchasing of a ladder truck.

Q: Why is the KVFD needed to create a helicopter landing zone inside the valley?

A: KVFD is dispatched to medical helicopter landings to provide services in the event of a landing and takeoff accident, and to help with patient loading.

Q: How and when do you recruit volunteers for the fire department?

A: The KVFD actively recruits volunteers using multiple methods, including social media, working with Kirkwood Mountain Resort, attending job fairs, posing flyers, networking with other fire departments, recruiting from the Lake Tahoe Basin Fire Academy, and by KVFD volunteers asking friends and coworkers to join.

Q: It seems like we used to have more volunteers than we do today? Why? What has changed?

A: Volunteer member levels have fluctuated over the past several years due to numerous reasons, including affordable housing, the lack of year-round residents interested in volunteering in Kirkwood, and firefighter / emergency medical training requirements,

Q: If affordable housing is an issue, what is the KMPUD doing to provide housing?

A: The KMPUD currently has housing available for its District Staff and also has fire quarters for volunteer members who are on call.

Q: What funds KVFD today?

An annual fee paid by each property owner. This is a benefit assessment fee that was established in 1988 and (memorialized) via the 218 process in 1995. The fee is \$0.04 per square foot of

combustible floor area. This fee generates about \$65,000 per year for KVFD. The remainder of the KVFD annual budget of about \$300,000 is usually covered by property taxes. At times, the KVFD 501(3)(c) grants funds to help balance the KVFD budget (though the 501(c)(3) funds are for equipment purchases).

STAFF REPORT

KVFD New Logo

Background:

In 1998 KVFD members created the existing KVFD Logo which includes a skier and snowboarder within the design. The logo is used for all KVFD vehicle door graphics, uniforms, patches, and letterhead. The original vendor who created the artwork is no longer in business and several attempts to recreate the original artwork with other vendors have been unsuccessful due to the intricate details recreating the skier and snowboarder which becomes apparent with larger vehicle decals.



1998



2022



Proposed New Logo

Currently the fire department has no inventory of fire department vehicle logo stickers needed for the new fire truck or uniform patches. Because of this, a small group of KVFD volunteers felt it was a good opportunity to design a new logo. The new logo was created and presented to all the fire department volunteers for final review and was approved.

The estimated cost to replace six existing vehicle door KVFD logs is less than \$500. The estimated set up cost for new patches and department t-shirts / uniforms (when needed) is \$500.

Recommendation:

Staff recommends the approval of the newly created KVFD logo.

Prepared By:

Chief Rick Ansel

Order	Status	Assigned	Expected	Area	Topic	Description
10	Done	Staff	Feb 8, 2024	Policy	General Protocols / Procedures	Create a document that outlines the Districts general protocols and procedures for customer communications.
20	Done	Staff	Apr 11, 2024	Policy	Snow Removal Protocols / Procedures	Create a document that outlines District communications for the specific service.
30	Done	Staff	Apr 11, 2024	Policy	Electricity Protocols / Procedures	Create a document that outlines District communications for the specific service.
40	Done	Staff	Apr 11, 2024	Policy	Propane Protocols / Procedures	Create a document that outlines District communications for the specific service.
50	Done	Staff	Apr 11, 2024	Policy	Water Protocols / Procedures	Create a document that outlines District communications for the specific service.
60	Done	Staff	Apr 11, 2024	Policy	Wastewater Protocols / Procedures	Create a document that outlines District communications for the specific service.
80	Done	Staff	Apr 11, 2024	Policy	Solid Waste Protocols / Procedures	Create a document that outlines District communications for the specific service.
100	In flight	Staff	May 9, 2024	Policy	Fire and Emergency Medical Services Protocols /	Create a document that outlines District communications for the specific service.
110	In flight	Staff	May 9, 2024	Website	Electricity FAQ	Create a FAQ about specific service questions to post on the website.
120	In flight	Staff	May 9, 2024	Website	Propane FAQ	Create a FAQ about specific service questions to post on the website.
130	In flight	Committee	May 9, 2024	Website	General FAQ (Pamela)	Create a FAQ about general District questions to post on the website.
140	In flight	Committee	May 9, 2024	Website	Fire and Emergency Medical Services FAQ (Sand	Create a FAQ about specific service questions to post on the website.
150	In flight	Committee	May 9, 2024	Website	Water FAQ (Chris)	Create a FAQ about specific service questions to post on the website.
160	In flight	Committee	May 9, 2024	Website	Wastewater FAQ (Chris)	Create a FAQ about specific service questions to post on the website.
165	In flight	Staff	May 9, 2024	Marketing	New KVFD logo	The KVFD is drawing up a new logo and our Committee will provide feedback.
166	In flight	Staff	Jun 13, 2024	Website	Snow Removal FAQ	Create a FAQ about specific service questions to post on the website.
170	In flight	Staff	Jun 13, 2024	Website	Solid Waste FAQ	Create a FAQ about specific service questions to post on the website.
180	Scoped	Staff	Jun 13, 2024	Outbound	Newsletter subscriber campaign	Create a plan for Staff to execute in order to increase the number of KMPUD newsletter subscribers.
185	Scoped	Committee	Jun 13, 2024	Outbound	Newsletter content policy (Chris)	Define guidelines Staff should use to communicate content to customers in the newsletter.
186	Scoped	Staff	Jun 13, 2024	Outbound	Noting that comments / results will be public	When we create community surveys, note comments / results will be public (but not identifiable).
187	Scoped	Staff	Jun 13, 2024	Outbound	Bi-annual customer survey	Review questions and ensure goes out according to policies
190	Scoped	Staff	Jul 11, 2024	Policy	Community involvement for specific topics	What do we do when customers raise issues, whether they are: * New topics within subject matter jurisdiction that the Board should discuss. * Topics within our subject matter jurisdiction that Staff are already aware of / already working on. * Topics outside our subject matter jurisdiction.
				Outbound	Annual Report	Define guidelines KMPUD Board Chair should use to communicate content to customers in the annual report.
				Outbound	Social Media Presence	Should we consider hiring someone to focus on this.
				Outbound	Snow Removal talking points	Discuss key messaging around Snow Removal that should be included in outbound communications.
				Outbound	Propane talking points	Discuss key messaging around Propane that should be included in outbound communications.
				Website	Update broken links to documents	Document links were broken when moving to a cloud service, fix the broken links.
				Website	Meeting dates	They are currently shown going forward in the Calendar, but there are a few places mentioned.
				Outbound	New customer onboarding materials	Review and update KMPUD onboarding documents
				Outbound	Energy Rebate program	We need to communicate to customers the new Energy Rebate program approved by the Board, including pre-
				Outbound	Opt-in vs. Opt-out communications	Emergency communications related to phone/email/text - can we override preferences?
				Outbound	Content of snow removal text messages	What is the content that should be in the texts
				Outbound	Should we echo non-KMPUD related topics	KMD potholes, KMR announcements that impact the community (e.g., parking reservations)
				Outbound	EDU / AMU updates each year	For customers with AMU in progress, annual updates in April to tell them where they are / what final is - show it on the bill? Somewhere self-service.