

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, April 11, 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) Updated Snow Removal Protocols/Procedures
 - b) Updated Electric Protocols/Procedures
 - c) Updated Propane Protocols/Procedures
 - d) Water Protocols/Procedures
 - e) Wastewater Protocols/Procedures
 - f) Solid Waste Protocols/Procedures
- 2) **FAQs.** Discussion
 - a) Water
 - b) Wastewater
 - c) Solid Waste
 - d) General
 - e) Fire and Emergency Medical Services
- 3) **Road Map.** Update.
- 4) Next Meeting/Staff Recommendation: *Thursday, May 9, 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 jjillies@kmpud.com. Requests must be made as early as possible, and at least two business days before the meeting.

SNOW REMOVAL COMMUNICATIONS POLICY

	Predicted or actual storm conditions that prevent snow removal operations from maintaining emergency access on all roadways.	Significant equipment failure (>50% of equipment non-functional)	Insufficient snow storage (HOAs)	Obstructions / hazardous conditions preventing snow removal	Late payments	Daily notice	Seasonal reminder on customer requirements during snow removal operations
With Whom We Communicate Snow Removal Issues							
All customers							
Affected customers / HOAs							
Individual Customers							
What We Communicate Regarding Snow Removal Issues							
Alert & explanation of the situation and planned actions of the District:							
Expected duration of the situation:							
Updates (as necessary):							
Alert affected customer / HOAs of a unique situation:							
Actions requested of customers:							
Daily expected snow, staffing, equipment, & action plan							
How We Communicate Snow Removal 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):							
Via email (if provided by customer):							
Via USPS:							
Via phone call:							
Newsletter							

ELECTRIC COMMUNICATIONS POLICY

	Emergencies	Planned or emergency system-wide outages	Planned or emergency local outages	Planned maintenance / use of powerhouse	Inability to access electric meter	Issues with payments	Turn-offs / turn-ons
With Whom We Communicate Electric Issues							
All customers							
Customers / HOAs affected by issue							
Individual Customers							
Contractors / Developers	As Needed						
What We Communicate Regarding Electric Issues							
Alert & explanation of the situation, its reason, and planned actions of the District							
Expected duration of the situation							
Updates (as necessary)							
Actions requested of customers							
How We Communicate Electric 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)							
Via USPS							
Door Hanger Notices							

PROPANE COMMUNICATIONS POLICY

	Emergencies	Planned or emergency system-wide outages	Planned or emergency local outages	Inability to access propane meter	Inadequate meter protection	Issues with payments	Turn-offs / turn-ons
With Whom We Communicate Propane Issues							
All customers	Green	Green					
Customers / HOAs affected by issue			Green				
Individual Customers				Green	Green	Green	Green
Contractors / Developers	As Needed						
What We Communicate Regarding Propane Issues							
Alert & explanation of the situation, its reason, and planned actions of the District	Green	Green	Green				
Expected duration of the situation	Green	Green	Green				
Updates (as necessary)	Green	Green	Green				
Actions requested of customers				Green	Green	Green	Green
How We Communicate Propane Issues							
Via emergency notifications(only if there is potential for significant risk to life & safety)	Green	Green					
Via kmpud.com	Green	Green					
Via social media	Green	Green					
Via choice of email, text, or phone call (if signed up at kmpud.com)		Green	Green	Green	Green	Green	Green
Via USPS				Green	Green	Green	Green
Door Hanger Notices				Green	Green	Green	Green

WATER COMMUNICATIONS POLICY

	Emergencies	Reportable water quality violations	Planned or emergency outages (where system pressure drops below 20 psi)	Planned maintenance (where system pressure does not drop below 20 psi)	Annual backflow prevention device pressure	Suspected leaks or anomalous usage patterns	Inability to access water meter	Issues with payments	Turn-offs / turn-ons
With Whom We Communicate Water Issues									
All customers	Green	Green							
Customers / HOAs affected by issue			Green	Green					
Individual Customers					Green	Green	Green	Green	Green
Contractors / Developers	As Needed								
What We Communicate Regarding Water Issues									
Alert & explanation of the situation, its reason, and planned actions of the District	Green	Green	Green	Green					
Expected duration of the situation:	Green	Green	Green	Green					
Updates (as necessary):	Green	Green	Green	Green					
Alert customer / HOAs affected of the unique issues:					Green	Green			
Actions requested of customers:		Green				Green	Green	Green	Green
How We Communicate Water Issues									
Via emergency notifications(only if there is potential for significant risk to life & safety):	Green								
Via kmpud.com:	Green	Green							
Via social media:	Green								
Via choice of email, text, or phone call (if signed up at kmpud.com):			Green	Green	Green	Green	Green	Green	Green
Via USPS:							Green	Green	Green
Door Hanger Notices:			Green				Green	Green	Green
Posted/Legal Notices:		Green	Green						

WASTEWATER COMMUNICATIONS POLICY

	Emergencies	Reportable Waste Discharge Violations	Contained wastewater overflows	Planned or emergency outages	Planned maintenance	Monthly great-trap inspections	Issues with payments
With Whom We Communicate Wastewater Issues							
All customers	Green	Green					
Customers / HOAs affected by issue			Green	Green	Green		
Individual Customers						Green	Green
Contractors / Developers	As Needed						
What We Communicate Regarding Wastewater Issues							
Alert & explanation of the situation, its reason, and planned actions of the District	Green	Green	Green	Green	Green		
Expected duration of the situation	Green	Green	Green	Green			
Updates (as necessary)	Green	Green	Green	Green			
Actions requested of customers						Green	Green
How We Communicate Wastewater Issues							
Via emergency notifications(only if there is potential for significant risk to life & safety)	Green						
Via kmpud.com	Green	Green	Green				
Via social media	Green						
Via choice of email, text, or phone call (if signed up at kmpud.com)			Green	Green	Green	Green	Green
Via USPS							Green
Door Hanger Notices			Green				Green
Posted/Legal Notices		Green					

SOLID WASTE COMMUNICATIONS POLICY

	Emergencies	Permissible items for solid waste disposal	Availability of green waste, e-waste, or large item dumpsters	Illegal Dumping
With Whom We Communicate Solid Waste Issues				
All customers	Green	Green	Green	
Individual Customers				Green
Contractors / Developers	As Needed			
What We Communicate Regarding Solid Waste Issues				
Alert & explanation of the situation, its reason, and planned actions of the District	Green			
Expected duration of the situation	Green			
Updates (as necessary)	Green		Green	
Actions requested of customers				Green
How We Communicate Solid Waste Issues				
Via emergency notifications(only if there is potential for significant risk to life & safety)	Green			
Via kmpud.com	Green			
Via social media	Green			
Via newsletter		Green	Green	
Via choice of email, text, or phone call (if signed up at kmpud.com)			Green	Green
Via USPS				Green

Background

Can you provide more detail on the Solid Waste service provided by the KMPUD?
 What is the service area for Solid Waste?
 What facilities / equipment does the KMPUD have for Solid Waste?
 What are upcoming major infrastructure needs for Solid Waste?
 How many customers does the KMPUD service for Solid Waste?
 How does Solid Waste usage compare between residential and commercial customers?
 What does the range of residential Solid Waste usage look like?
 How does Solid Waste usage typically change over the course of the year?
 [additional background questions specific to the service]

Rates / Financials

What are the current Solid Waste rates?
 How are rates set for Solid Waste?
 How often are rates set?
 What is the annual Solid Waste operating budget?
 How much money is the Solid Waste reserve fund and are the funds adequate to cover future infrastructure needs?
 Can you explain each line item I see on my monthly Solid Waste bill?
 If I have questions about my individual Solid Waste bill, who do I contact?
 [additional rate questions specific to the service]

Service

What time of year is Solid Waste service provided? [most services are going to have an answer of 24/7 365, but snow removal is not]
 How does the KMPUD communicate to me about my Solid Waste service? [a chance to link to our new policies documents, in addition to other information]
 [additional questions that are specific to the service]

What items am I allowed to dispose of at the Transfer Center? For items that I am not allowed to dispose of at the Transfer Center, how do I dispose of them?

- How do I dispose of large furniture items?
- How do I dispose of appliances?
- How do I dispose of electronics?
- How do I dispose of batteries?
- How do I dispose of green waste, like trees?

How often are the solid waste bins emptied?

What happens during a winter storm cycle when waste trucks might not be able to come to Kirkwood?

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	In flight	Staff	Apr 11, 2024	Policy	Snow Removal Protocols / Procedures	Create a document that outlines District communications for the specific service.
30	In flight	Staff	Apr 11, 2024	Policy	Electricity Protocols / Procedures	Create a document that outlines District communications for the specific service.
40	In flight	Staff	Apr 11, 2024	Policy	Propane Protocols / Procedures	Create a document that outlines District communications for the specific service.
50	In flight	Staff	Apr 11, 2024	Policy	Water Protocols / Procedures	Create a document that outlines District communications for the specific service.
60	In flight	Staff	Apr 11, 2024	Policy	Wastewater Protocols / Procedures	Create a document that outlines District communications for the specific service.
70	In flight	Staff	Apr 11, 2024	Policy	Fire and Emergency Medical Services Protocol	Create a document that outlines District communications for the specific service.
80	In flight	Staff	Apr 11, 2024	Policy	Solid Waste Protocols / Procedures	Create a document that outlines District communications for the specific service.
100	Scoped	Staff	Jun 13, 2024	Website	Snow Removal FAQ	Create a FAQ about specific service questions to post on the website.
110	Scoped	Staff	Jun 13, 2024	Website	Electricity FAQ (Doug)	Create a FAQ about specific service questions to post on the website.
120	Scoped	Staff	Jun 13, 2024	Website	Propane FAQ (Pamela)	Create a FAQ about specific service questions to post on the website.
130	In flight	Committee	Apr 11, 2024	Website	General FAQ (Pamela)	Create a FAQ about general District questions to post on the website.
140	In flight	Committee	Apr 11, 2024	Website	Fire and Emergency Medical Services FAQ (S	Create a FAQ about specific service questions to post on the website.
150	In flight	Committee	Apr 11, 2024	Website	Water FAQ (Chris)	Create a FAQ about specific service questions to post on the website.
160	In flight	Committee	Apr 11, 2024	Website	Wastewater FAQ (Chris)	Create a FAQ about specific service questions to post on the website.
170	In flight	Committee	Apr 11, 2024	Website	Solid Waste FAQ (Doug)	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	May 9, 2024	Outbound	Newsletter content policy	Define guidelines Staff should use to communicate content to customers in the newsletter.
190	Scoped	Staff	Jun 13, 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.
200	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).
210	Scoped	Staff	Jun 13, 2024	Outbound	Bi-annual customer survey	Review questions and ensure goes out according to policies
				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 We need to communicate to customers the new Energy Rebate program approved by the Board, including pre-approval
				Outbound	Energy Rebate program	Emergency communications related to phone/email/text - can we override preferences?
				Outbound	Opt-in vs. Opt-out communications	What is the content that should be in the texts
				Outbound	Content of snow removal text messages	KMD potholes, KMR announcements that impact the community (e.g., parking reservations)
				Outbound	Should we echo non-KMPUD related topics	