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, November 12, 2026 at 2:00 PM** at the Kirkwood Meadows Public Utility District, Community Services Building, 33540 Loop Road, Kirkwood, CA 95646. The meeting will also be accessible via Zoom at: https://us02web.zoom.us/j/83766047931

IN ACCORDANCE WITH THE PROCEDURES SET FORTH IN GOVERNMENT CODE §54953(B) – ADDITIONAL TELECONFERENCE LOCATION: 4264 Manuela Way, Palo Alto, CA 94603

HOW TO PARTICIPATE / OBSERVE THE MEETING:

Public access is available at the physical location of the meeting. You may participate in person or via the Zoom Webinar.

Telephone: Call Zoom at (669) 900-6833 and enter Meeting ID# **837 6604 7931** followed by the pound (#) key.

Computer: Follow this link to join the meeting automatically:
https://us02web.zoom.us/j/83766047931

Mobile: Open the Zoom mobile app on a smartphone and enter Meeting ID# **837 6604 7931**

HOW TO SUBMIT PUBLIC COMMENTS:

Prior to the meeting, please mail comments to P.O. Box 247, Kirkwood, CA 95646, fax your comments to (209) 258-8727 Attn: General Manager or email at GM@kmpud.com, write "Public Comments" in the subject line. Include the agenda item number and title, as well as your comments. During the meeting, the Committee Chair will announce the opportunity to make public comments. Please utilize the "raise your hand" function via the Zoom application or your telephone if participating in this manner.

Any person may make comments during the General Public Comment period on items of interest, within the subject matter jurisdiction of the Committee, that are not listed on the posted agenda. In accordance with the Brown Act, the Committee cannot deliberate or vote on any matter brought forth by public comment that has not been posted in the published agenda.

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.

Distribution Date: November 9, 2026

Kirkwood Meadows Public Utility District
Communications Committee
REGULAR MEETING NOTICE

1) **Bi-Annual Customer Survey Results.** Discussion & possible action.

2) **Newsletter Review.** Discussion & possible action.

3) **Website Review.** Discussion & possible action.

4) **Propane FAQs.** Discussion & possible action.

5) **Future Topics.**

6) **Next Meeting/Staff Recommendation**: *Thursday, December 10, 2026, 2:00 PM.*

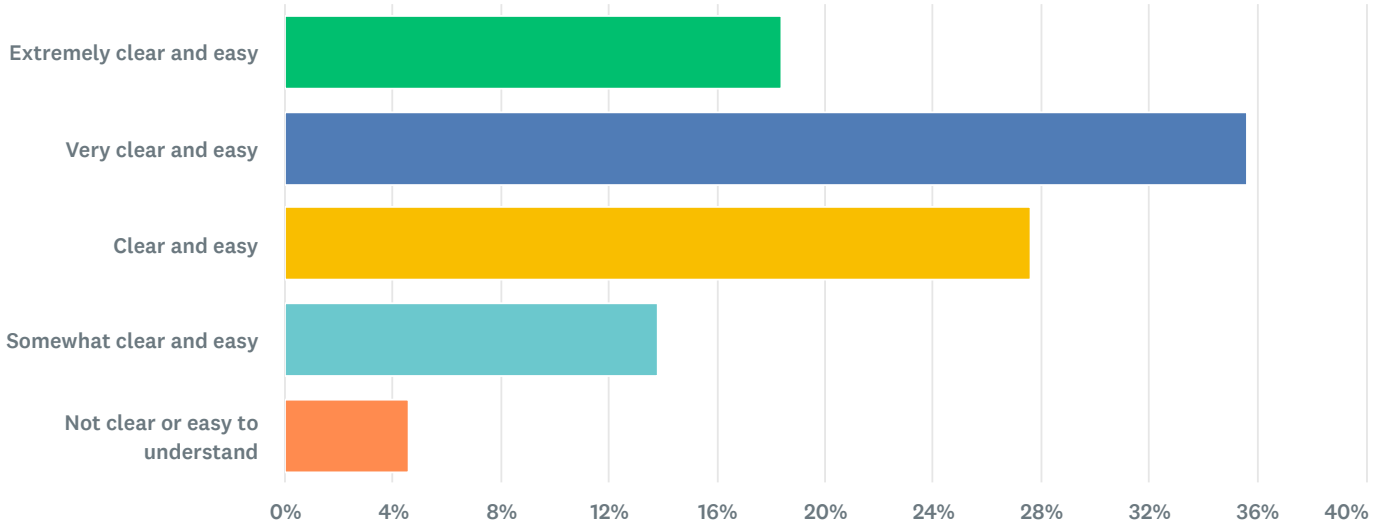
The Kirkwood Meadows Public Utility District is an equal opportunity provider and employer.

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 info@kmpud.com. Requests must be made as early as possible, and at least two business days before the meeting.

Distribution Date: November 9, 2026

Q1 87 responses

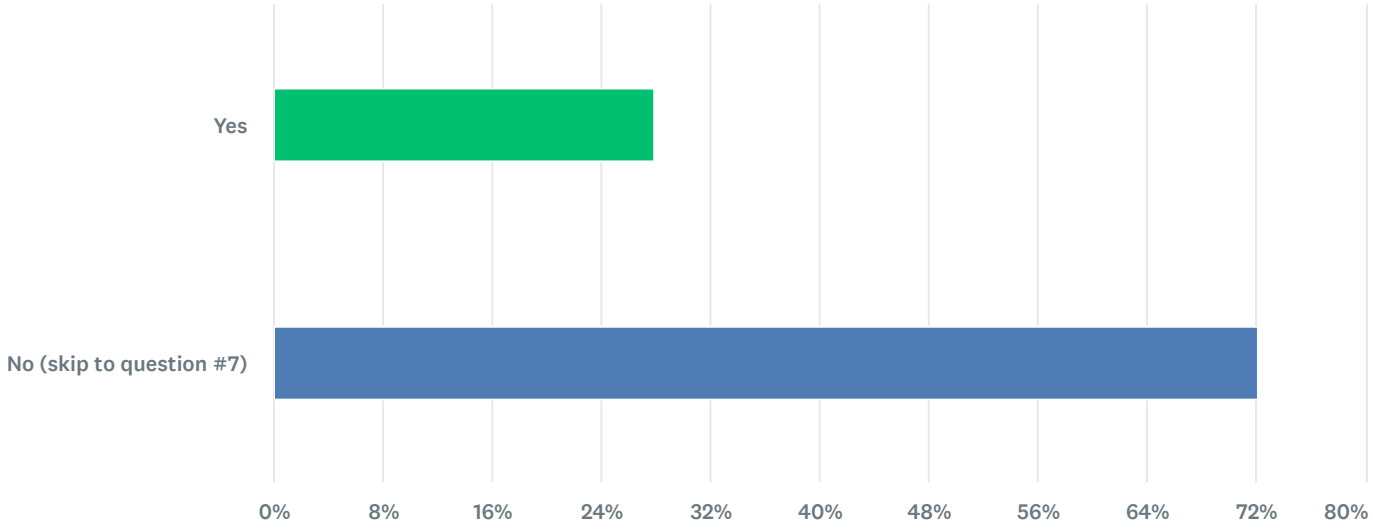
How clear and easy to understand is your monthly billing statement?



Answer Choices	Percentage	Selections
Extremely clear and easy	18.39%	16
Very clear and easy	35.63%	31
Clear and easy	27.59%	24
Somewhat clear and easy	13.79%	12
Not clear or easy to understand	4.60%	4
Total		**87**

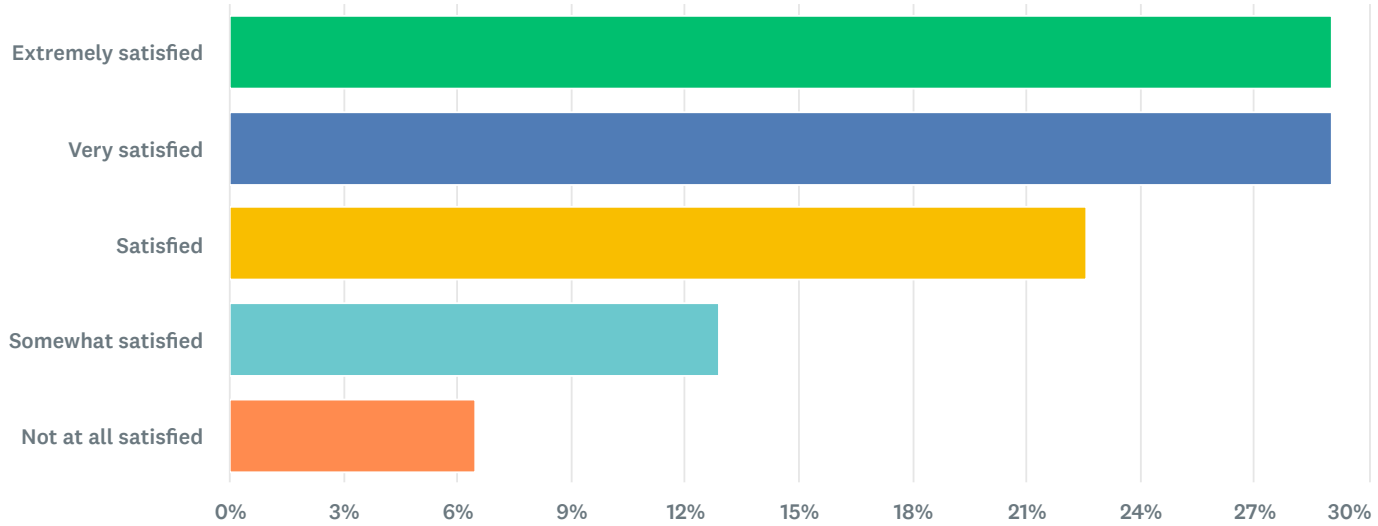
Q2 86 responses

Have you contacted our customer service staff during business hours in the past six months?



Q3 31 responses

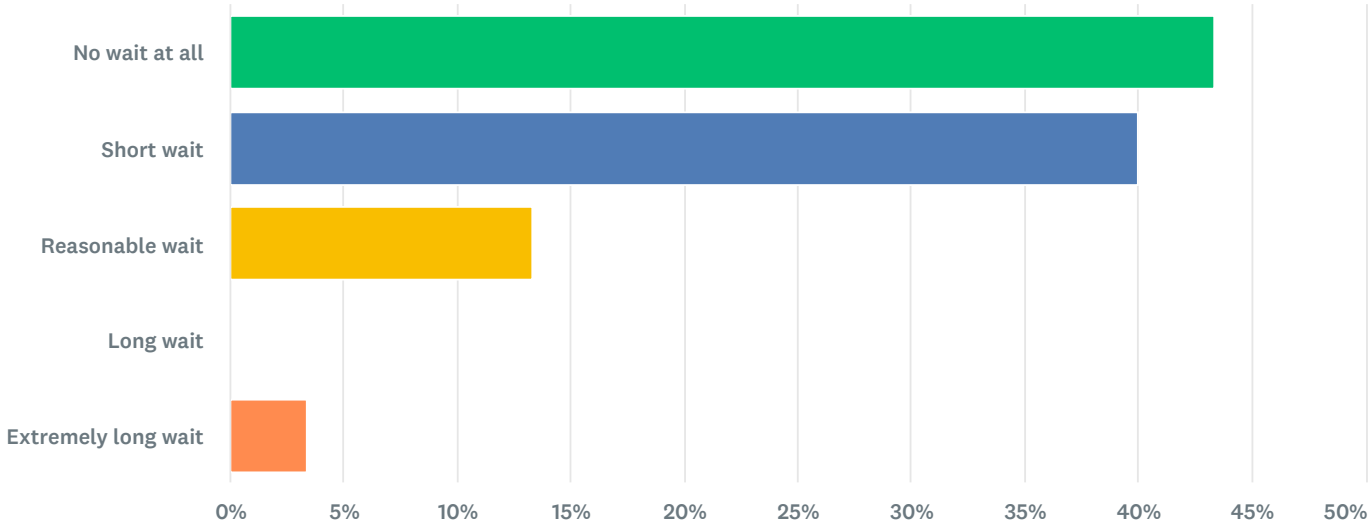
On your most recent contact with our customer service staff, how satisfied were you with the outcome?



Answer Choices	Percentage	Selections
Extremely satisfied	29.03%	9
Very satisfied	29.03%	9
Satisfied	22.58%	7
Somewhat satisfied	12.90%	4
Not at all satisfied	6.45%	2
Total		**31**

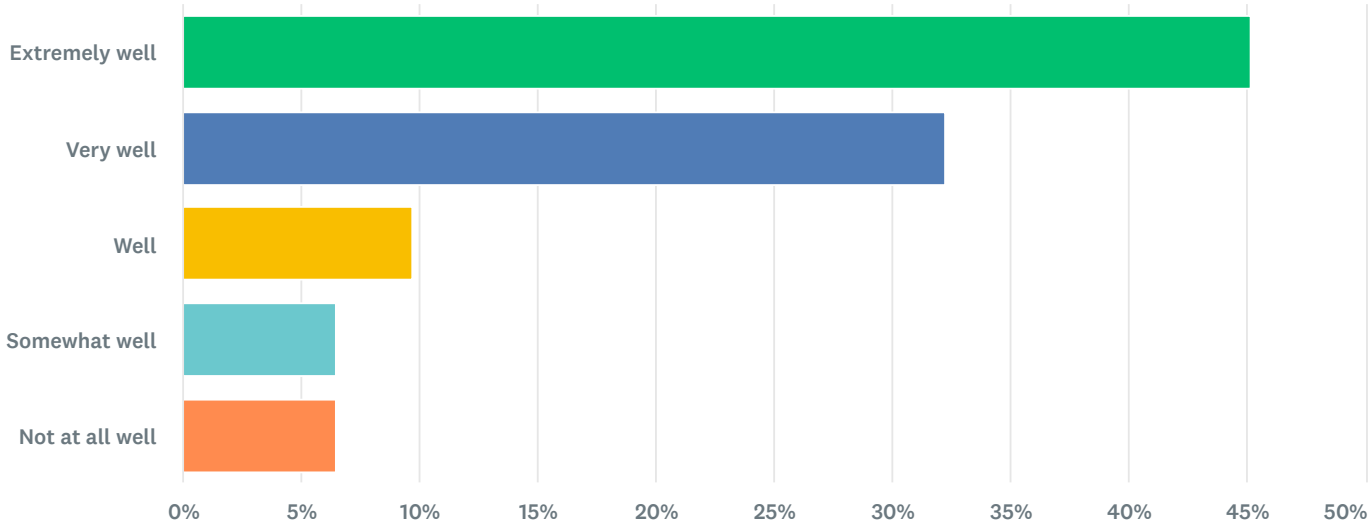
Q4 30 responses

How long did you have to wait before a representative was available to help you?



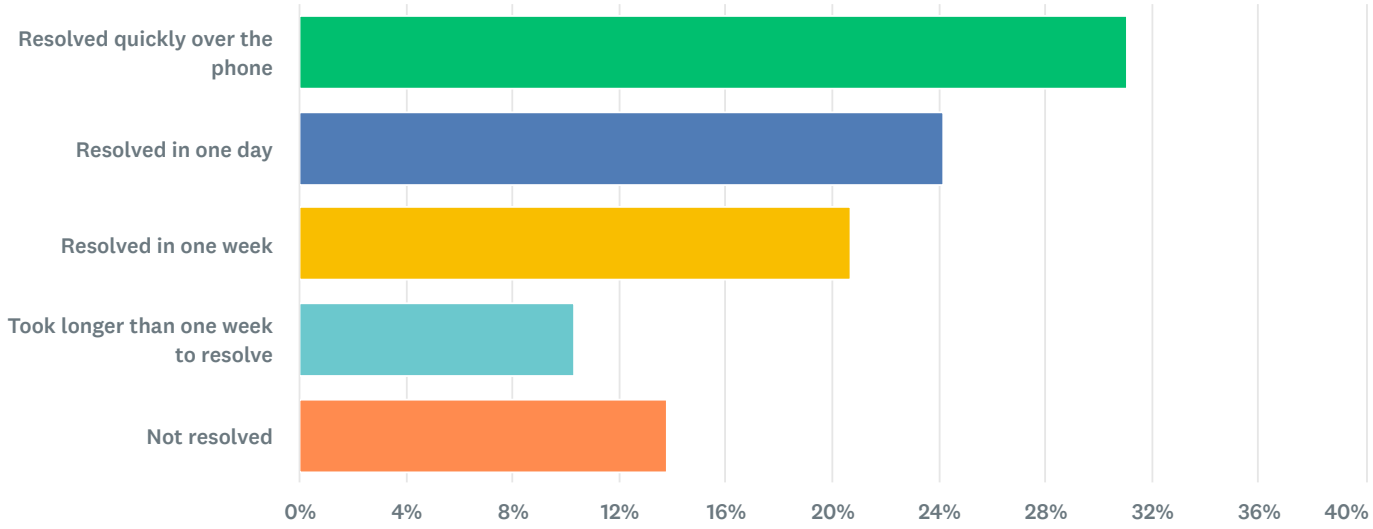
Q5 31 responses

How well did the customer service representative listen and answer our question?



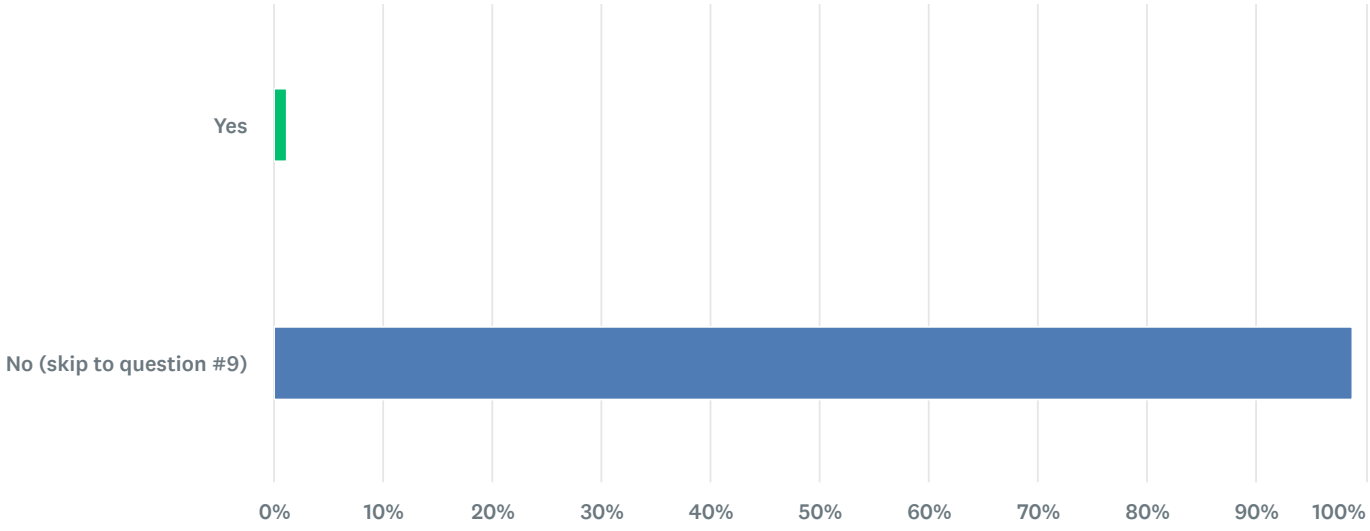
Q6 29 responses

How long did you have to wait for the issue to be resolved?



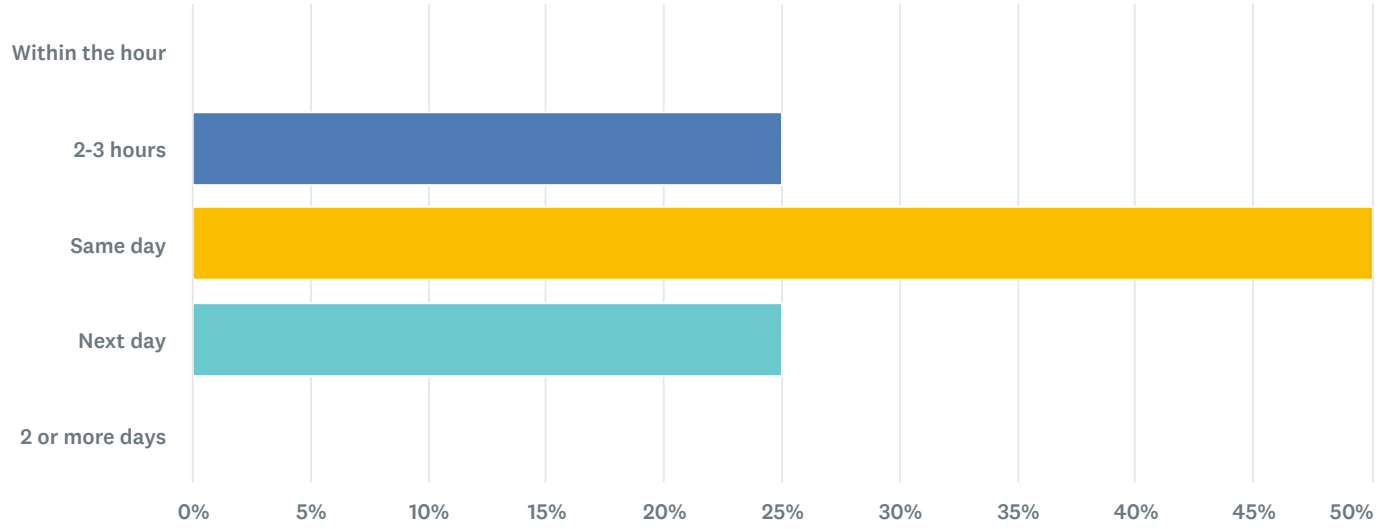
Q7 86 responses

In the past 6 months, have you placed a non-emergency call after the office was closed for the day?



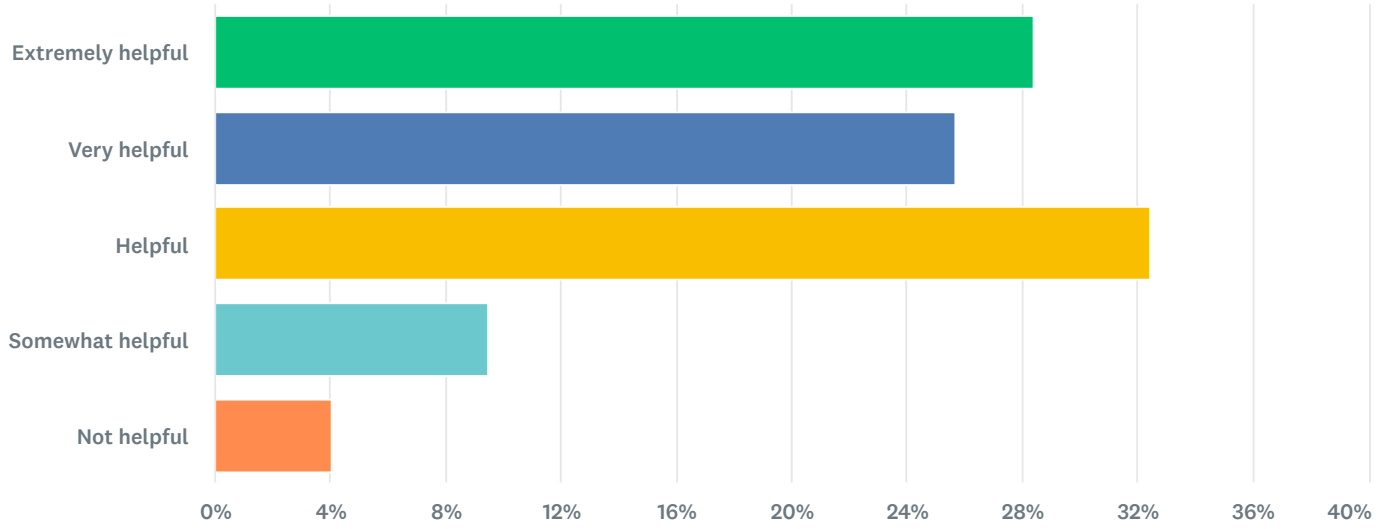
Q8 4 responses

How long did you wait for the District's operations staff to respond to your call?



Q9 74 responses

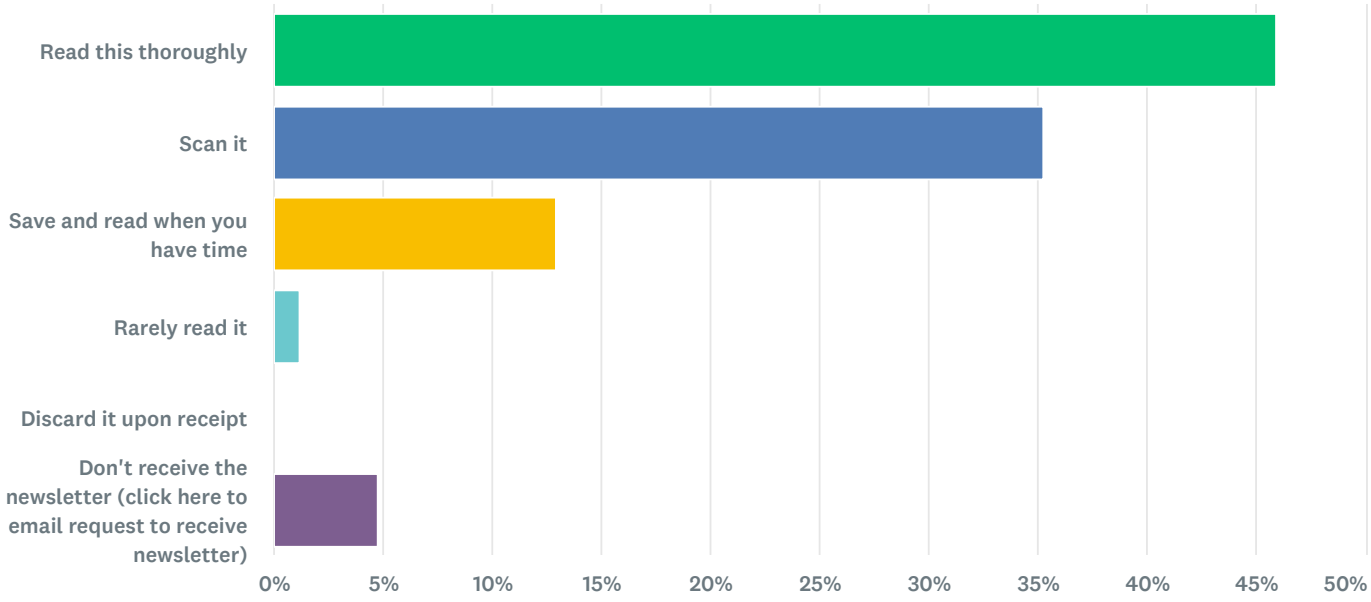
Overall how helpful do you find the District's customer service staff?



Answer Choices	Percentage	Selections
Extremely helpful	28.38%	21
Very helpful	25.68%	19
Helpful	32.43%	24
Somewhat helpful	9.46%	7
Not helpful	4.05%	3
Total		**74**

Q10 85 responses

Each month the District prepares a newsletter to communicate information about the projects that are working on and general items of interest in Kirkwood. Do you generally:



Q11 Do you have suggestions for how the newsletter might be improved or have requests regarding topics to be covered? If so, please list your ideas.

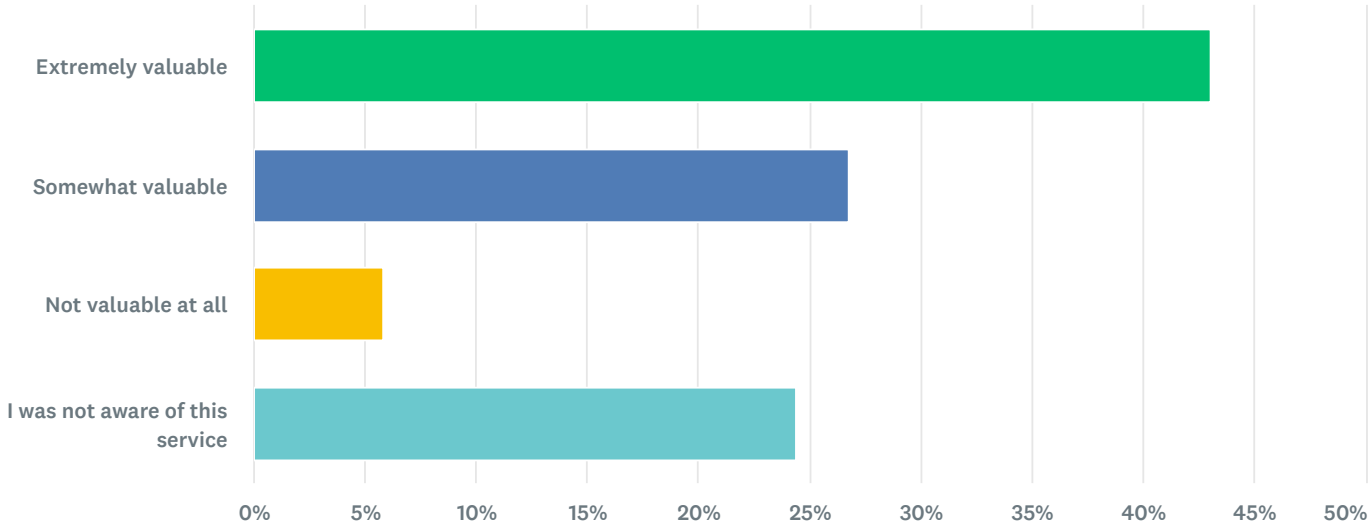
Answered: 22 Skipped: 67

Q12 If you are familiar with the District's website at kmpud.com, do you have suggestions for how the District's website could be improved? If so, please list your ideas.

Answered: 25 Skipped: 64

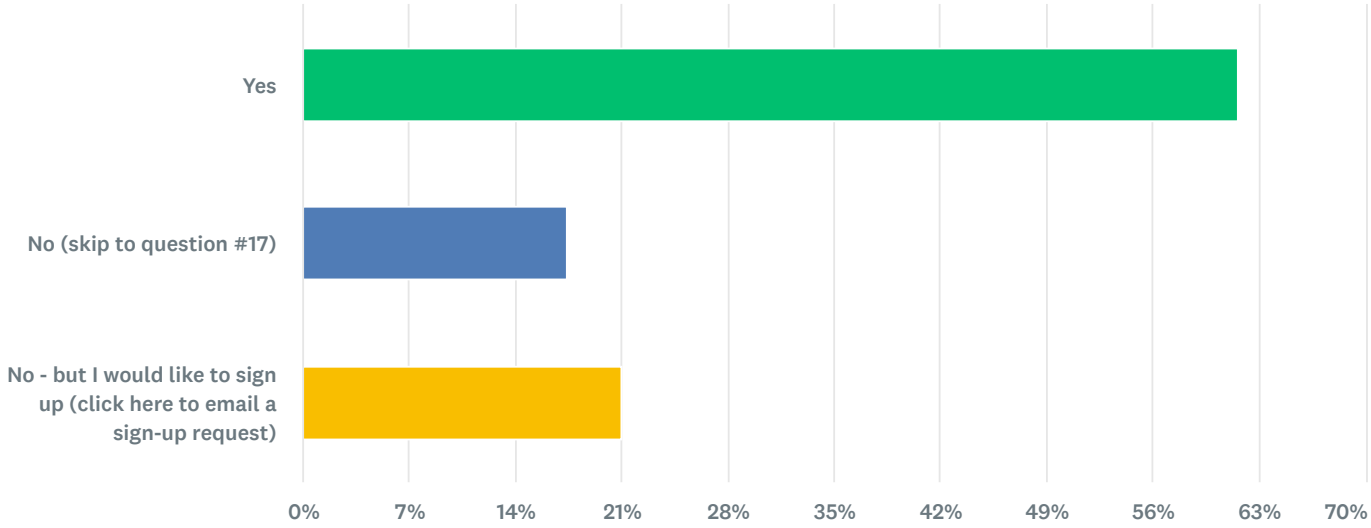
Q13 86 responses

The District provides its customers the ability to remotely and securely monitor your ongoing water, propane, and electrical usage from kmpud.com once you register and link to your property on the website. Have you found this valuable for you and your Kirkwood home?



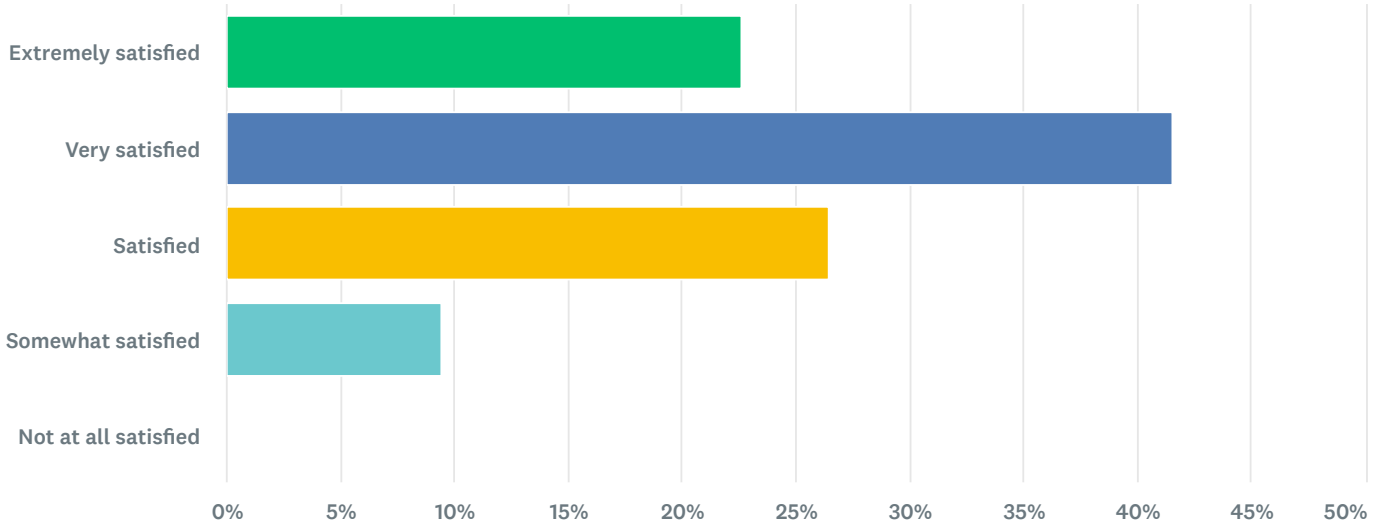
Q14 86 responses

The District provides its customers the ability to sign up for emergency notifications (via phone call, text, or email) for issues related to KMPUD services and local emergencies like wildfires. Have you signed up to receive emergency notifications?



Q15 53 responses

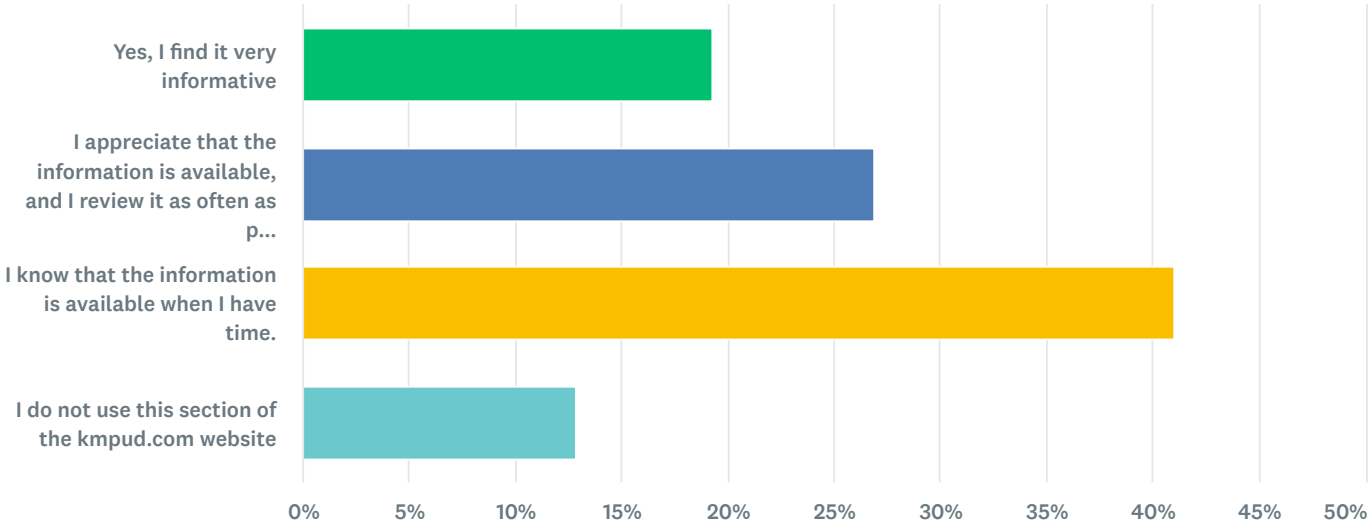
If you answered Yes to question #14, what is your level of satisfaction with the emergency notification service?



Answer Choices	Percentage	Selections
Extremely satisfied	22.64%	12
Very satisfied	41.51%	22
Satisfied	26.42%	14
Somewhat satisfied	9.43%	5
Not at all satisfied	0%	0
Total		**53**

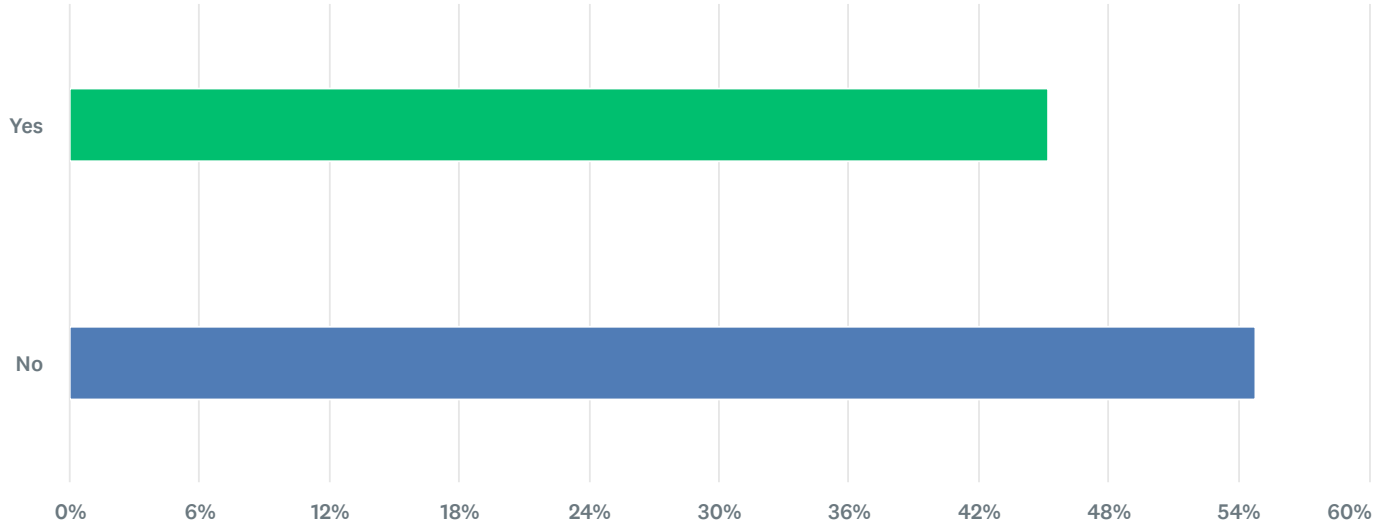
Q16 78 responses

The District website, kmpud.com includes recordings of Board meetings, Board agendas, packets, meeting minutes, other meeting notices and District news. Is this a convenient way for you to stay informed about these issues facing the District?



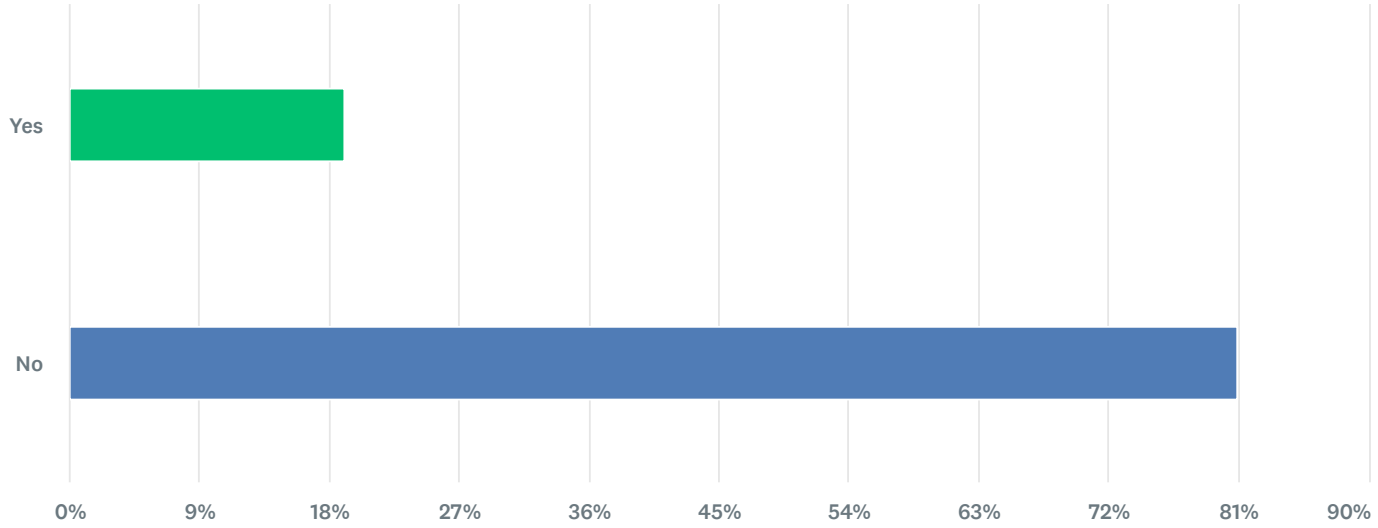
Q17 84 responses

Starting because of COVID-19, District Board and Committee meetings can be attended via video/teleconference on Zoom. Have you attended a Board or Committee meeting on Zoom?



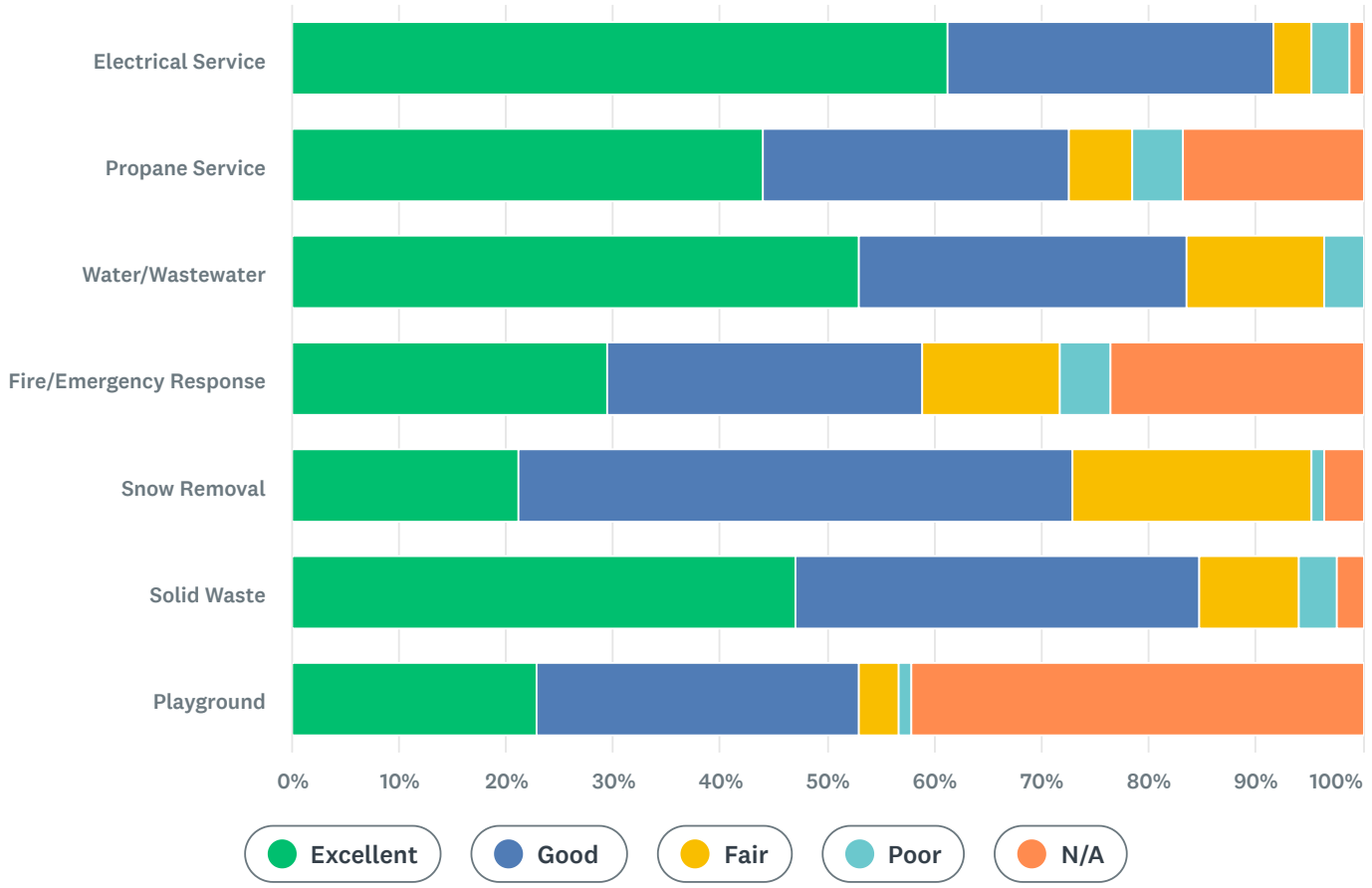
Q18 84 responses

You can participate in District Board meetings either in-person or on Zoom. Do you prefer to attend in-person?



Q19 85 responses

Currently, the District provides Electricity, Propane, Water, Wastewater, Fire/Emergency Response, Snow Removal, Solid Waste and maintains a Playground. Please evaluate the District's performance in providing the following service(s). Comments to support your evaluation are welcome.

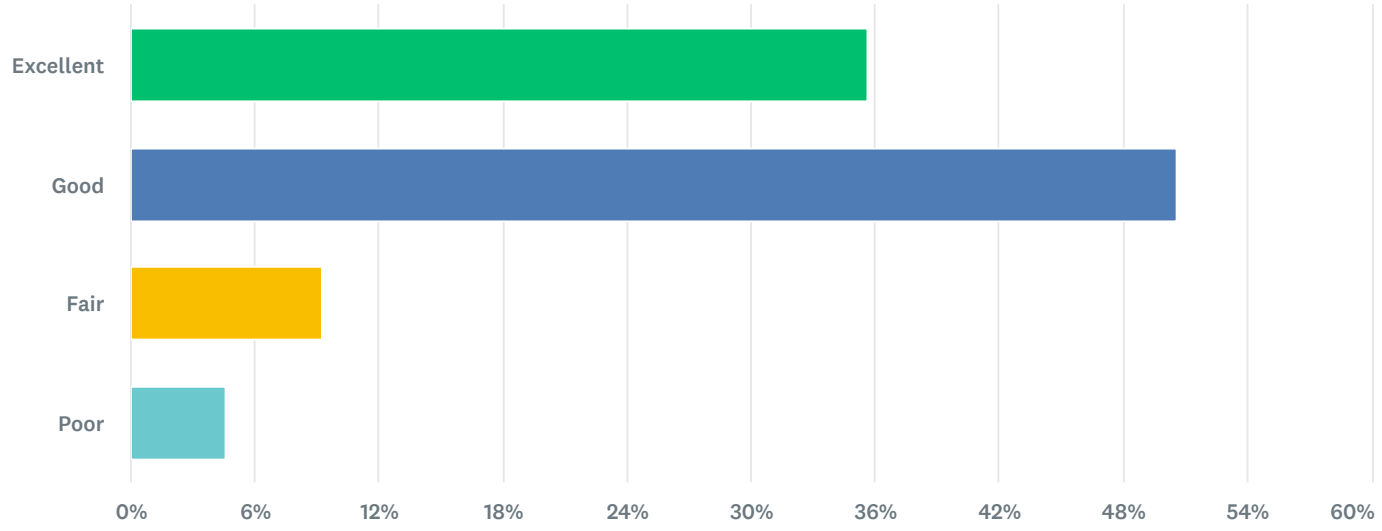


	Excellent	Good	Fair	Poor	N/A	Total
Electrical Service	61.18% 52	30.59% 26	3.53% 3	3.53% 3	1.18% 1	85
Propane Service	44.05% 37	28.57% 24	5.95% 5	4.76% 4	16.67% 14	84
Water/Wastewater	52.94% 45	30.59% 26	12.94% 11	3.53% 3	0% 0	85
Fire/Emergency Response	29.41%	29.41%	12.94%	4.71%	23.53%	85
						592

	25	25	11	4	20	
Snow Removal	21.18% 18	51.76% 44	22.35% 19	1.18% 1	3.53% 3	85
Solid Waste	47.06% 40	37.65% 32	9.41% 8	3.53% 3	2.35% 2	85
Playground	22.89% 19	30.12% 25	3.61% 3	1.20% 1	42.17% 35	83
						592

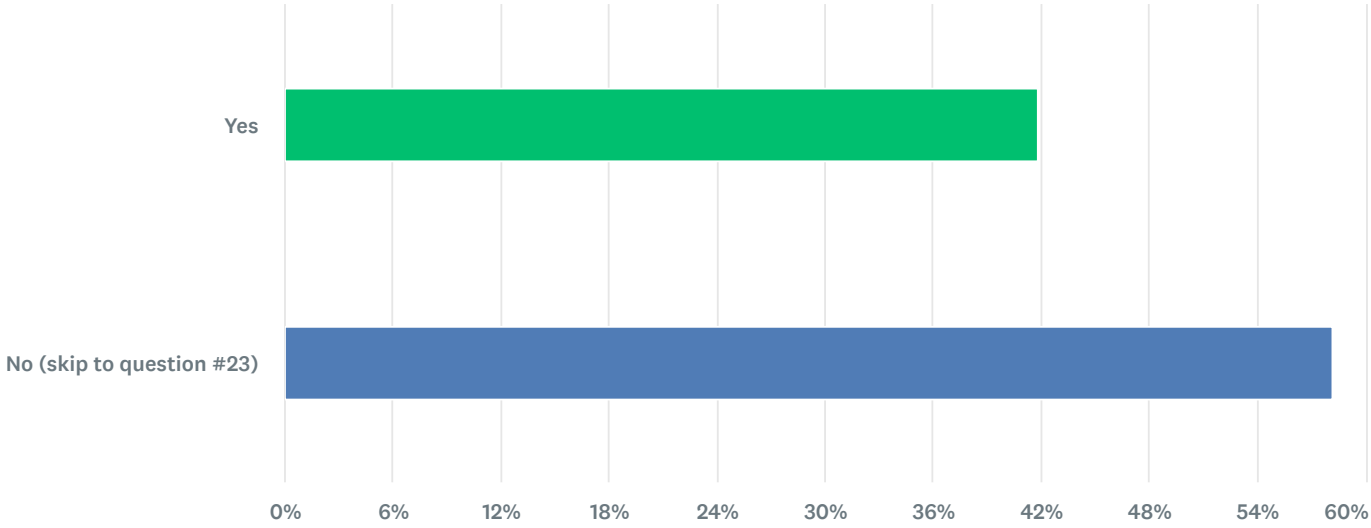
Q20 87 responses

Overall, how would you rate the District as a provider of services for the Kirkwood community in meeting your expectations?



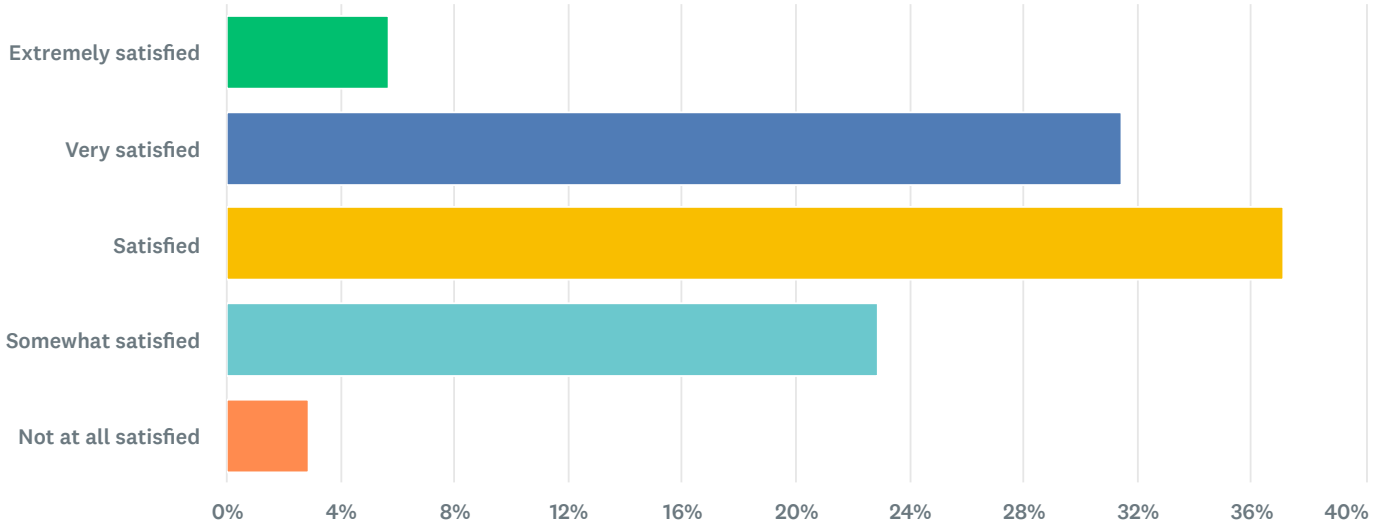
Q21 86 responses

Do you have a private driveway that received District snow removal services during Winter 2025-2026?



Q22 35 responses

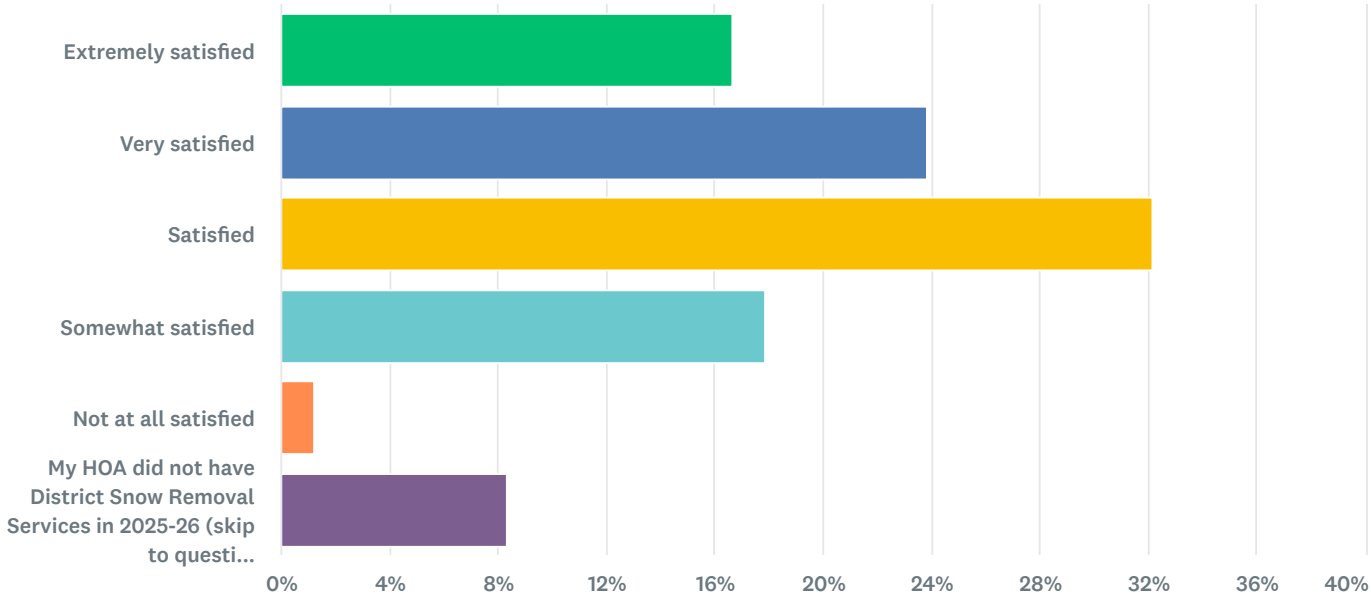
If Yes, what is your overall satisfaction with the service?



Answer Choices	Percentage	Selections
Extremely satisfied	5.71%	2
Very satisfied	31.43%	11
Satisfied	37.14%	13
Somewhat satisfied	22.86%	8
Not at all satisfied	2.86%	1
Total		**35**

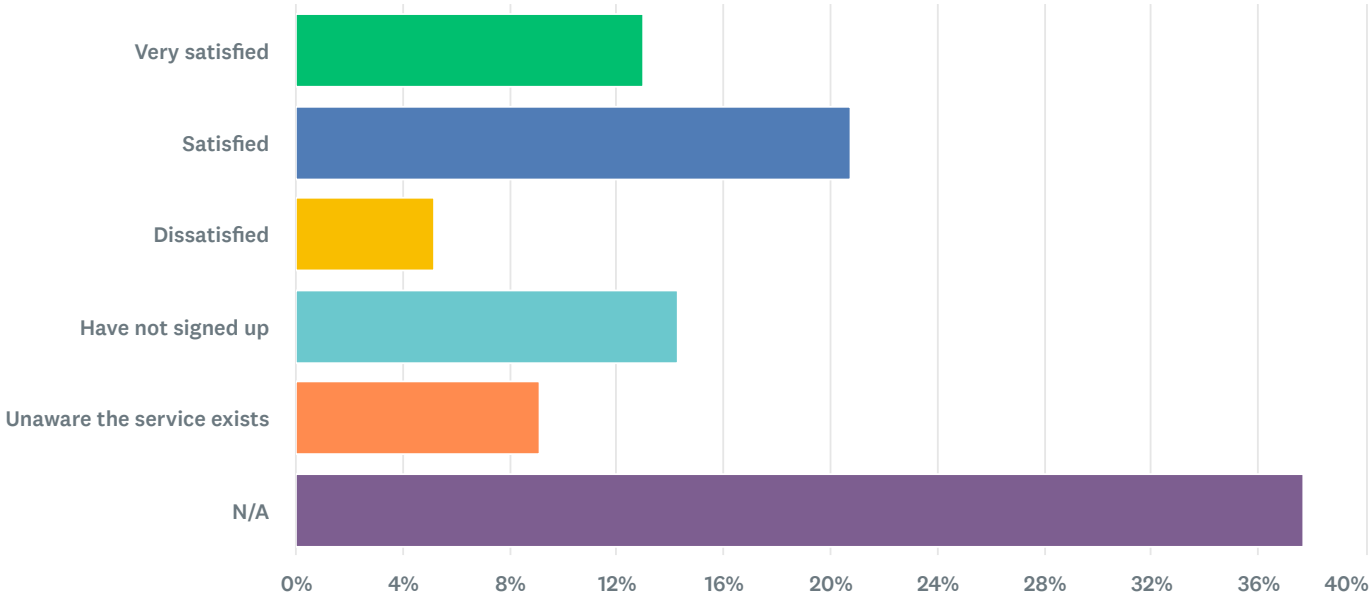
Q23 84 responses

If the District provided Snow Removal Services for your HOA during Winter 2025-2026, what is your overall satisfaction with the Snow Removal Service for your Homeowners Association (HOA)?



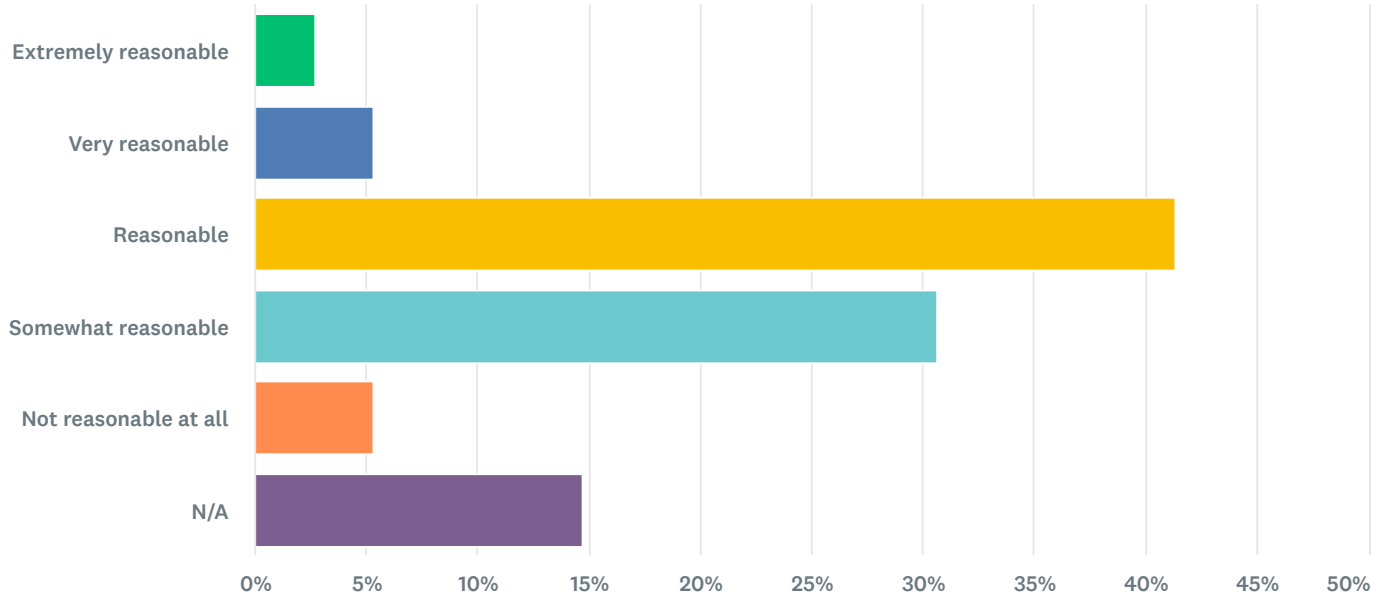
Q24 77 responses

Thinking about Snow Removal services, do you utilize the online services to tell the District when you are in residence and how do you rate it?



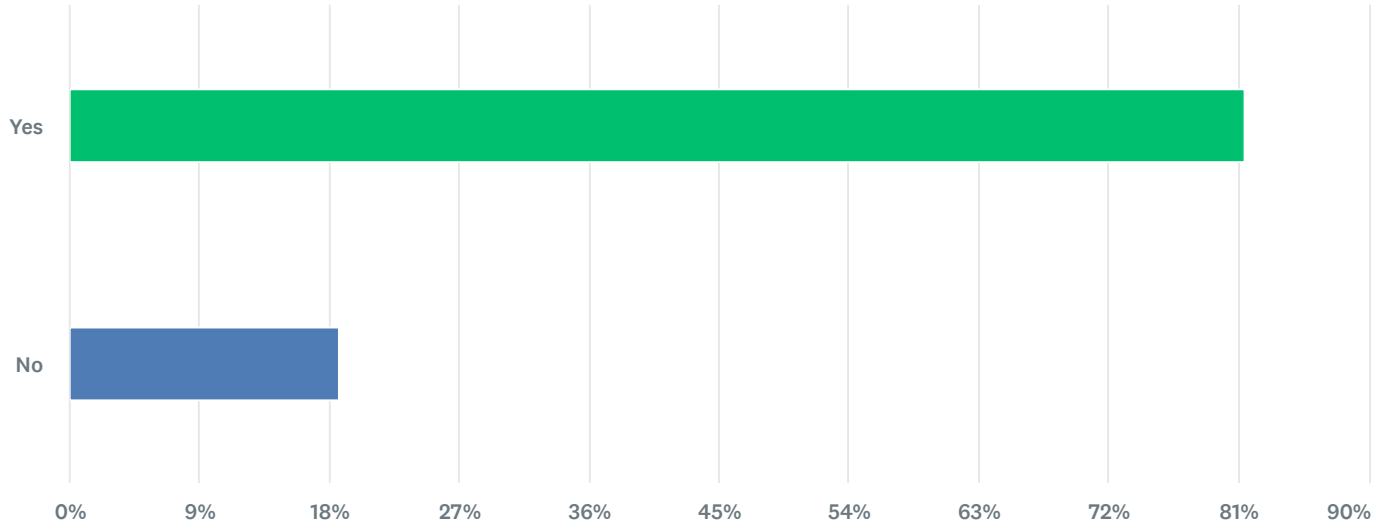
Q25 75 responses

Regarding Snow Removal services, do you believe the District rates are:



Q26 86 responses

The District partners with Kirkwood Firewise to promote defensible space and wildfire prevention around homes and buildings in Kirkwood. Each summer, we provide green waste containers to help homeowners dispose of tree limbs, pine needles, shrubs, and other combustible vegetation removed from their properties. Are you aware of this service?



Q27 Please provide any other comments as to how the District might improve any of the services provided to the community.

Answered: 36 Skipped: 53

Q28 Please provide your name, so that the District can follow up with you on you comments (optional).

Answered: 33 Skipped: 56

Survey Comments

KMPUD Survey - Monthly Statements

How clear and easy to understand is your monthly billing statement? - Why?
Why is the meter charge not included in the Base? Why is there sometimes an electrical surcharge or propane adjustment? Provide a link to FAQs.
When it is already paid and you go back in to the website -- there is no indication that you already paid that month. It is also not clear until you put your atm card # in, that you won't be charged the 3% for that card too
What are the adjustments? How are they defined? Sometimes we write "Kwh" and others "KWH", while "kWh" is the correct way to write it.
We have not been billed properly for a year and we're just told and still cannot get someone to clearly and simply state what is going on and why
Wastewater treatment cost initially confused me, but found the answer online
Too much is hiodden in the huge fixed costs. I have no idea why my monthly bill is so high, except for you guys havinbg some strange "annual averaging" algorithm that made my bill go way up when you started using it. Please go back to charging us for what we actually use.
Sometimes it changes a few day later
Lots of information is presented. It takes a few minutes to digest it all and understand how usage affects the cost of utilities.
It would be great to understand the annual base rate calc better by the PUD sharing the detail behind it.
I not receive the bills directly for Sentinels, as they are submitted directly to our HOA management group. I am well aware of the billing for our 4 units. Our board president sends me copies and I have access to all the information I need on the KMUD site.
I guess I missed the note about the base rates increasing.
I don't understand Your anulized billing scheme!
Hard to understand various water charges and what usage goes under which charge
Everything is well broken out with time frames and exact units. The design is simple and clear.
Easy to understand
all details are clear

Survey Comments

KMPUD Survey - Customer Service

On your most recent contact with our customer service staff, how satisfied were you with the outcome? - Why?
worked with our Association on getting back flow testing done a few days after deadline due to vendor issues replacing a part. Excellent and very understanding it was out of our control.
With the exception of , your staff acts as though you are interrupting them from much more important activities. They are often rude and unhelpful. Honestly, they are probably good people, unhappy at work. We are painfully familiar with the person in charge, and he is a most unreasonable and rude individual. I have no other utility company that I deal with that performs in this manner.
is very responsive-answers emails and phone quickly
Still waiting for answers to last questions emailed
Staff was friendly, but wasn't able to resolve the issue
Prompt, friendly
problem was fixed, but seemed to require some negotiating between KPS and KMPUD
I reached out about an issue I thought had been resolved several years ago. It wasn't. There should have been a followup phone call and instead an email was sent--which got miscategorized by my email system. It was about a monthly charge that wasn't valid. Instead, I continued to be charged for years after I thought it was resolved. Very bad showing for such a small district with limited demands from customers.
was thoroughly able to help Me understand how the meter is read
is easy to reach by phone or email. He is a watchdog for water issues we seem to have frequently at Sentinels. He works with me to resolve any issues we have with our utilities. I am on the board at Sentinels, and feel very confident with and KMUD being aware of any problems with our service.

Survey Comments

KMPUD Survey - Customer Service Staff

Overall how helpful do you find the District's customer service staff? - Why?
We previously expressed our concerns and frustration with the change to base rates several years ago. It was clear that the pricing was greatly negatively impacting a few customers. But the solution provided no relief, and the new pricing will take years to get to equal base rates for all customers.
They are always there (during business hours) and respond like a friendly neighbor who knows me. So unusual in these times of having to talk to a bot.
I received several very technical responses that are hard to understand and still do not understand why our billing was wrong for over a year and KMPUD is just now realizing it
I fix what is broken, normaly thru front desk customer service interactions
Haven’t needed to call in a long time
Every one is always kind of rude at KMPUD. They are adversarial at all times and always have been. The former director tried to retaliate against me until I threatened him with legal action. You have a bad culture that runs deep.
Better than months ago
available if I need them
As I stated before , my contact at KMUD, is very proactive in working with not only me, but also our property management group at Kirkwood Lodging.
Always willing to work with you on issues and problems. Communication is excellent and very professional.

Survey Comments

KMPUD Survey - Newsletter

Do you have suggestions for how the newsletter might be improved or have requests regarding topics to be covered? If so, please list your ideas.
Updates on Vail's cooperation with the community; or lack of it...
There's too much fluff in the newsletter. Focus on items that really matter to the district. Also, be direct and clear about the issues facing KMPUD and the Kirkwood Valley. I feel like the newsletter is a bit too politic.
The e-mail list link provided does not work.
Share the most common types of emergency calls. Discuss tips on how homeowners can become more self-sufficient in the event of a delayed emergency response. Recommend taking a first aid class, CPR, learning the location of the nearest AED.
Post it online or share the link. It might be useful for referencing.
None other than maybe not repeat some topics again and again.
Newsletter is great. I ready every issue.
Maybe a schedule of when large item dumpsters and green waste available more in advance.
Looks good. Nice summary.
It's too busy, too many items that aren't news. I'd like to hear more about the utility-specific work/projects you're working on every month and what we do to keep each utility working and maintained. What are KMPUD's biggest priorities and concerns?
It is well done.
Include a brief financial overview nugget of information. Example We have 650 metered customers with a total revenue of $12 Million. The next edition could explain the debt load for the district
I feel the newsletter is clear and concise. Maybe it could include the topics covered in the board meetings to entice readers to go back and listen to missed meetings
I appreciate the updates. Please keep it coming.

Survey Comments

KMPUD Survey - website

If you are familiar with the District's website at kmpud.com, do you have suggestions for how the District's website could be improved? If so, please list your ideas.
Yes, have links to Board Members email like in the past. I could not find this ability last time I looked in August.
Website is fine
We use it monthly.
Very good website. Very user friendly.
The I'm not a robot section that has you look for items that match a requirement seems to get caught in a loop and goes on forever.
Make it more fresh and informative by featuring the best content from the newsletters. Explain the various utilities better.
make a big button that gets you to snow plow planned occupancy page. It is a bit of a struggle to get there
List the location of AEDs in the valley.
It reads well, but some of the info on the mail page can be linked or condensed using a drop-down menu.
It keeps saying "there has been a critical error on this website"
It could use a design update to make it more modern and easy to navigate. Also, I'd love higher quality charts and graphs of our utility usage and costs.
In general the profile update could use some work. If a field isn't entered correctly it goes to a blank "error" page, then any work is lost without indicating what the actual error is. AKA, you format your phone number wrong. After logging in it would probably be best to drop people on a "overview" page that has common tasks they would want to do. The current dashboard page is really really lacking. I had to poke around to find the new "My Account" section in the header.
I'd like to be able to get alerted of any water usage that happens when I'm gone
I would put the link to the form where you notify the PUD about your arrival and departure dates/times for snow clearance right up front, home page?
I am very happy with the website, especially being able to monitor our utilities usage in all four units. The site is up to date and easy to understand. As our units are not constantly occupied, it is good to know that I can be made aware of a water leakage by checking the site. Drew has been most helpful in alerting me to the water leaks and ultimately after the resolution of the problem, giving Sentinels a one time credit on the utility bill.
Better organization of the pages

Survey Comments

KMPUD Survey - Services

Currently, the District provides Electricity, Propane, Water, Wastewater, Fire/Emergency Response, Snow Removal, Solid Waste and maintains a Playground. Please evaluate the District's performance in providing the following service(s). Comments to support your evaluation are welcome. - Comments
You haven't asked about the price (rates and value). What if we think your "performance" delivering electricity is excellent but we don't like the rates? How do I grade performance on Fire? I want to give "A" for the emergency work KVFD does but an "F" for our ability to finance a proper staff level and level of preparedness.
would love a service to pick up and compost green waste. Concerned about Prop 218 not having passed and the future of Fire/EMS in the Valley.
Would like green waste available longer and annual large item dumpsters
We consider Kirkwood a rural area and don't expect 24/7 emergency services to be provided.
Too expensive. Owners in Kirkwood are being financially squeezed on all sides including HOA fees, utility rates, and Alpine County taxes on rental income. Renting our unit is the only way to afford our unit.
The utility rates, especially electricity and propane, are obscenely high. The move to the very high fixed high monthly cost and lower usage-based variable costs have made the utility costs unfair and painful for homeowners who do not rent year round. The snow removal service is exceptional, both in cost, quality, and responsiveness. We're very satisfied with that. The KVFD situation is extremely concerning and needs to be solved so that we don't lose emergency services in Kirkwood.
The current (high) baseline electricity pricing with the very low KwH pricing is terrible. Since the marginal cost of electricity is so low, it encourages more consumption -- when the world should be reducing consumption. Again, the pricing structure for electricity is terrible. Please change it!
Should build more propane storage and restore hookups to legacy lots that were sold with “propane”. VERY SURPRISED KMPUD is not in court over this….
Services work well. Snow removal is fine.
Performance is good. Cost is high. Snow removal generally good. Did have one incident during holiday season where it was inadequate but have received feedback about this
Not clearing snow after early afternoon, danger to all for all emergency service may be delayed or unavaiable.
Need permanent EMT
N/A? eliminate playground or make self funding
I think we should add some more playground equipment with the money we raised but have not spent

Survey Comments

KMPUD Survey - Services (Cont)

Currently, the District provides Electricity, Propane, Water, Wastewater, Fire/Emergency Response, Snow Removal, Solid Waste and maintains a Playground. Please evaluate the District's performance in providing the following service(s). Comments to support your evaluation are welcome. - Comments (Continued)
I prefer KMPUD for my driveway clearing (KMA) and hope they will offer this service again in the future. KMPUD is more efficient (less expensive).
I am very disappointed with the new rate structure, particularly when the board had a staff recommendation for a more equitable alternative. Under the new structure, my bill will increase by over 2x.
Electrical service is reliable but expensive. As far as snow removal, we get that Kirkwood is a challenging alpine environment, but the KMPUD snow removal service doesn't always do what it's contracted to do.
Communication challenges with snow removal. Probably help if you posted the GPS tracking information on your website so residents can see where the plows/trackless are working
Biggest thing is on a big storm cycle, to maintain at least a single lane through east meadows. I can take care of my driveway in a pinch, but keeping the street drivable is huge.
Base rates are way too high for a single person
As winter progresses, snow removal on our driveway results in a progressively narrow passageway to our garage. Would be good if snow removal could consistently be within a foot or so of snow stakes.
All of these categories would be "Excellent" except that they are way too expensive. Especially the "Base Rate" for electricity. We should be paying the full KW charge, and no Base Rate, so we get the full impact of what it actually costs for a KW of electricity.