

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 **Monday, December 18, 2023 at 10:30 AM** via Zoom at: <https://us02web.zoom.us/j/83328221900>

HOW TO PARTICIPATE / OBSERVE THE MEETING:

Telephone: Call Zoom at (669) 900-6833 and enter Meeting ID# **833 2822 1900** followed by the pound (#) key.

Computer: Follow this link to join the meeting automatically: <https://us02web.zoom.us/j/83328221900>

Mobile: Open the Zoom mobile app on a smartphone and enter Meeting ID# **833 2822 1900**

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) **Communications Committee Charter.** Discussion & possible action.
- 2) **Communications Committee 2 Year Vision Plan.** Discussion & possible action.
- 3) **Communications Committee Meeting Date/Time.** Discussion & possible action.
- 4) **Customer Communication Policies.** Discussion & possible action.
 - a) General Protocols/Procedures – Review of last month
 - b) Water Specific
 - c) Wastewater Specific
 - d) Electricity Specific
 - e) Propane Specific
 - f) Snow Removal Specific
 - g) Solid Waste Specific
- 5) **Future Topics**
- 6) Next Meeting/Staff Recommendation: *Monday, January 15, 2023, 10:30 AM.*

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.

**Kirkwood Meadows Public Utilities District
BOARD OF DIRECTORS**

**COMMUNICATIONS COMMITTEE
CHARTER**

PURPOSE: The Communications Committee is established as a Standing Committee of the Board of Directors whose primary duties are to oversee communications with other governmental entities, non-governmental entities, and customers; communications policies; and network security, database management, policies and updates that may be required to ensure the District's information technology system remains protected and current with technological capabilities. The Committee reviews for recommendation to the Board communications policies, system updates, identified vulnerabilities, and recommended solutions as prepared by Staff. The Committee shall review and recommend policies and procedures consistent with current "best practices" for districts of similar size and complexity.

MEMBERSHIP: The Communications Committee shall consist of up to seven members consisting of two Directors, and from one to five Community members.

The Committee may include ex-officio members such as IT consultants and advisors as may be recommended by the Committee and authorized by the Board.

The Committee may establish such subcommittees as it believes are necessary to fulfill its purpose.

MEMBERSHIP TERM: The term for the Board members shall be two years. The term for each of the Community members shall be for two years, and the Board may re-appoint Community members at the end of their terms based on interest and participation, and whether other qualified candidates have declared an interest to serve.

COMMITTEE CHAIR: One of the two Board members shall serve as Committee Chair. The Chair, or his/her designee, shall lead the Committee meetings and shall be the authorized liaison for requests and communications between the Committee and the Board and Staff.

MEETINGS: Meetings of the Communications Committee are subject to the *Brown Act* meeting and notice requirements. Subject to compliance with noticing requirements, the Committee shall meet as often as the Chair of the Committee deems necessary or desirable, but in no case, shall it meet less frequent than quarterly.

COMMITTEE RESPONSIBILITIES: The Committee shall keep itself fully informed concerning the District's communications and IT System. The Committee shall review all aspects of communications and IT policies, planning, and operations of the District and make recommendations to the Board and the General Manager. The Committee shall provide recommendations to the Board that are fiscally sound and supportive of the approved strategic plan(s) and priorities of the District. The Committee's primary responsibilities are as follows:

- Oversee the development of the District Communications Policy.
- Regularly review communications protocols and messaging.
- Regularly review IT policies and procedures for effectiveness and make recommendations for change consistent with current "best practices" for districts of similar size and complexity;
- Verify all critical systems have proper backup and contingency plans for recovery from failures;
- Regularly review the District's network security, identify any vulnerabilities, and make recommendations to further enhance same;
- Regularly monitor the District's control system and access to customer data;
- Oversee annual and long-range IT operating and capital budgets;
- Oversee that timely and accurate IT information is presented to the Board;
- Communicate with and educate the Board on the District's current IT system;
- Review IT proposals and make recommendations on such to the Board for its approval;
- Work with General Manager to ensure internal reporting practices meet the Committee's needs and expectations, including providing advice on related information systems;
- Oversee customer surveys and other customer communications, as appropriate;
- Conduct an annual self-evaluation of the performance of the Communications Committee and the effectiveness and compliance with this Charter.

1) **Customer Communication Policies.** Discussion & possible action.

a) General Protocols/Procedures

i) Develop Contact Numbers / FAQ for Customers

ii) Revise New Customer Intake Package

iii) Sign-Up for Notices / Mailing

iv) Emergency

(1) Customer Facing

(2) District Facing

(a) What/Where/When/Why

v) What is the Board working on [bullet points/list] monthly in the newsletter?

vi) Planned Maintenance

(1) Timing 1st, 2nd, 3rd notices

(2) What/Where/When/Why

(3) Completion