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OUR VALUES

- Resource Stewardship
- Integrity
- Continuous Improvement
- Proud to serve the Greater Escondido Valley since 1954

NOTICE: Per Governor Newsom’s Executive Order N-33-20, this meeting will not be held in person, but telephonically. Directors will be provided access information separately. The public may access the meeting telephonically using the following access numbers:

United States: tel +1 (224) 501-3412
Access Code: 733-313-253

All public comment may be submitted before the meeting by e-mail to the Rincon del Diablo Municipal Water District Clerk of the Board at wcassidy@rinconwater.org and submissions will be read aloud at the Public Comment period. Public Comments for Public Hearings can be made telephonically during the Public Hearing held at the beginning of the meeting.

If modifications or accommodations from individuals with disabilities are required, such persons should provide a request at least 24 hours in advance of the meeting by e-mail to the Rincon Clerk of the Board at wcassidy@rinconwater.org.

A meeting of the Rincon del Diablo Municipal Water District’s Public Information & Intergovernmental Relations (PIIGR) Committee (Directors Naves & Welch) Committee will be held telephonically Wednesday, July 21, 2021, at 10:00 a.m.

AGENDA
July 21, 2021

I. CALL TO ORDER

II. PUBLIC COMMUNICATIONS

This portion of the agenda may be used by any person to address the Committee on any matter within the jurisdiction of the Committee. No consideration or discussion shall be undertaken by Committee members at this time on any item not appearing on this agenda except as permitted by the Ralph M. Brown Act. Items for consideration by the Committee may be placed on a future Committee agenda. Committee recommendations and/or items requiring action will be placed on agenda of a future meeting of the Rincon del Diablo Municipal Water District Board of Directors.

III. AGENDA ITEMS

- A. May 25, 2021 Committee Meeting Minutes. ***(Information Only)***
- B. 2021 Outreach Calendar. ***(Information Only)***
- C. 2021 Outreach Activities. ***(Information Only)***
- D. Customer Satisfaction Survey. ***(Information Only)***
- E. Legislation Update. ***(Information Only)***



IV. GENERAL MANAGER'S REPORT

This portion of the agenda may be used by the General Manager to make informational oral reports on items which may be of interest or concern to the Committee. No consideration or discussion shall be undertaken by Committee members except as permitted by the Ralph M. Brown Act.

V. ADJOURNMENT

The next meeting of the Emergency Preparedness and Fire Services Committee is scheduled for Wednesday, October 20, 2021, at 10:00 a.m.

PUBLIC INFORMATION & INTERGOVERNMENTAL RELATIONS (PIIGR)
Committee Meeting Minutes

Minutes of the Public Information & Intergovernmental Relations Committee (Murtland and Welch) meeting held telephonically on Monday, May 24, 2021 at 10:00 a.m.

I. CALL TO ORDER

Chair Murtland called the meeting to order at approximately 10:10 a.m.

Directors Present: Director Murtland, Chair
Director Welch

Staff Present: Clint Baze, General Manager
Julia Escamilla, Public Information Officer (PIO)
Wanda Cassidy, Clerk of the Board

II. PUBLIC COMMUNICATION

No public was present.

III. ITEMS FOR DISCUSSION

A. February 17, 2021 Meeting Minutes.

Meeting minutes of the February 17, 2021 meeting were reviewed. Director Murtland followed-up on the virtual tour of the Sewer Treatment Plant, the phone system, and the Fire Expo. Ms. Escamilla responded to all questions. The Fire Expo will be held on September 25th. In addition to the fire station, the expo will be expanded to across the street. In addition to the helicopter, the Fire Department is hopeful there will be a water tanker plane out of Ramona.

The Fire Safety & Water Expo (June) held at Kit Carson Park is the District's largest event of the year. Ms. Escamilla oversees the administration and coordination annually. The event is held in partnership with the Escondido Fire Department. The event was cancelled last year, and an in-person event is unlikely this year due to the pandemic. In an effort to keep the expo's growing momentum, Ms. Escamilla will be discussing the possibility of a modified "drive-by" expo with Fire Chief Vogt.

B. 2021 Poster Contest.

Public Information Officer Escamilla began by giving a brief description of the Poster Contest and the North County Working Group Calendars. PIO Julia Escamilla shared the submissions for the 2021 Poster Contest. Ms. Escamilla provided a brief overview of the Poster Contest. Director

Murtland, Ms. Escamilla, and General Manager Baze reviewed submissions and will share the 1st, 2nd, and 3rd place winner with Director Welch. The winners will receive \$100 for first place, \$80 for second place, and \$50 for third place. Each teacher of the winning posters will receive \$100 for art program. The winners and their teachers will be acknowledged at the June 22, 2021 Board of Directors' Meeting.

After the report, Ms. Escamilla answered questions from Directors.

C. 2021 Outreach Activities

PIO Escamilla brought forward a list of 2021 Outreach Activities. As Ms. Escamilla mentioned previously, the addition of a fulltime staff member will provide her with additional time to focus on District events and outreach.

Focuses for 2021 include:

- Wastewater outreach to Harmony Grove Village, including:
 - A Virtual tour of the Sewer Treatment Plant posted on the District website;
 - Articles in the District's newsletter; and
 - Direct mailings related to the Sewer Treatment Plant.
- Facebook Posts
- Standardization and Personalization of Email Signatures
- Refinement and Administration of the District's Website

In addition to the above items, Ms. Escamilla provided the Committee with stationery and District forms that have already been updated. She is currently in the process of updating Employee IDs, a number of outgoing forms, and the District's PowerPoint template.

D. Update on Phone System.

Ms. Escamilla updated the Committee on issues related to the old phone system that was in use in April of 2020. Due to COVID, modifications to the call flow and messaging were necessary, however, the vendor was unable to meet the District's immediate needs. From July to September the phone system was migrated to a voiceover IP system and to a new vendor. The new phone system provided updated phones, staff training, and excellent customer service. Shortly after the system was put into place, an audio issue related to incoming calls was identified. Although the issue was not related to Nextiva, the service provider, they worked diligently with the District's IT consultant to identify the problem. The problem was identified and was resolved with upgraded data lines as of February 1, 2021.

E. Legislative Update.

PIO Escamilla provided directors with the following legislative update:

- SB222 (Dodd), Low-Income Water Rate Assistance Fund – February 8, 2021- re-referred to Committee on Utilities and Commerce, and Enviro Quality
- SB 223 (Dodd), Strengthening Low-Income Residential Water Service Protections - Referred to Committee on Judiciary on January 28, 2021. Rescinded because of limitations placed on committee hearings due to ongoing health and safety risks of the COVID-19 virus.
- SB 230 (Portantino), Statewide Constituents of Emerging Concern Drinking Water Program - Referred to Committee on Enviro Quality on January 28, 2021.
- SB 45 (Portantino), Resources/Resiliency Bond Funding - Referred to Committee on Enviro Quality on January 28, 2021. and rescinded due to the limitations placed on the committee hearings due to ongoing health and safety risks of the COVID-19 virus.
- SB 351 (Caballero, D-Salinas), Office of Water Innovation – May be acted on or after March 12, 2021.
- Drinking Water Quality – Likely a legislative proposal advanced as a co-sponsorship effort by the Metropolitan Water District and the California Municipal Utilities Association, relating to addressing contaminants of emerging concern will be the subject of discussion in drinking water quality policy in 2021. No update was located.

IV. **GENERAL MANAGER'S REPORT**

General Manager Baze had nothing to report.

V. **ADJOURNMENT**

There being no further business, the meeting was adjourned 11:02 a.m.