



# CALAVERAS COUNTY WATER DISTRICT EXTERNAL RELATIONS COMMITTEE MEETING

## OUR MISSION

Protect, enhance, and develop Calaveras County's water resources and watersheds to provide safe, reliable, and cost-effective services to our communities.

2021-2026 Strategic Plan, Adopted April 28, 2021, can be viewed at this [link](#)

External Relations Committee  
Thursday, July 20, 2023  
1:00 p.m.

Calaveras County Water District  
120 Toma Court  
San Andreas, California 95249

**Board Chambers are open to the public and the following alternative is available to members of the public who wish to participate in the meeting virtually:**

## Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 234 590 087 530

Passcode: A9RFTX

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**Or call in (audio only)**

[+1 323-647-8603,,211743932#](#)

Phone Conference ID: 211 743 932#

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Administration Office at 209-754-3028. Notification in advance of the meeting will enable CCWD to make reasonable arrangements to ensure accessibility to this meeting. Any documents that are made available to the Board before or at the meeting, not privileged or otherwise protected from disclosure, and related to agenda items, will be made available at CCWD for review by the public.

## **ORDER OF BUSINESS**

### **CALL TO ORDER / PLEDGE OF ALLEGIANCE**

1. **ROLL CALL**

2. **PUBLIC COMMENT**

3. **APPROVAL OF MINUTES**

3a Approval of Minutes for April 20, 2023, Committee Meeting

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### **COMMITTEE MEMBERS**

Director Underhill, Chair

Russ Thomas, Director

**4. NEW BUSINESS**

4a\* External Affairs Update and Rate Communication Strategy  
(John Osbourn, External Affairs Manager)

4b\* Customer Service Update  
(Kelly Richards, Business Services Manager)

**5.\* GENERAL MANAGER COMMENTS**

**6.\* DIRECTOR COMMENTS OR FUTURE AGENDA ITEMS**

**7. NEXT COMMITTEE MEETING**

- Thursday, August 17, 2023, at 1:00 p.m. (Propose new date)

**8. ADJOURNMENT**