



# 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  
Tuesday, February 27, 2024  
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: 238 636 677 359

Passcode: p6j7Qz

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+1 323-647-8603,,43938722#](#)

Phone Conference ID: 439 387 22#

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

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#### COMMITTEE MEMBERS

Russ Thomas, Chair      Cindy Secada Director

**3. APPROVAL OF MINUTES**

3a Approval of Minutes for the January 4, 2024 Committee Meeting

**4. NEW BUSINESS**

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

4b\* External Affairs Update  
(Kelly Gerkenmeyer, External Affairs Manager)

4c\* Performance Tracking Workshop  
(Michael Minkler, General Manager)

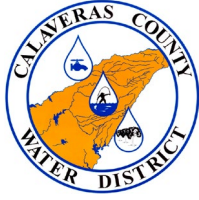
**5.\* GENERAL MANAGER COMMENTS**

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

**7. NEXT COMMITTEE MEETING**

- Tuesday, March 26, 2024, at 1:00 p.m.

**8. ADJOURNMENT**



# CALAVERAS COUNTY WATER DISTRICT External Relations Committee Meeting

MINUTES  
JANUARY 4, 2024

The following Committee Members were present:

Director Underhill  
Director Thomas

Staff Present:

Michael Minkler, General Manager  
Rebecca Hitchcock, Clerk to the Board  
Kelly Richards, Customer Service Supervisor  
Kelly Gerkenmeyer, Water Resources Specialist  
Kate Jesus, Engineering Coordinator  
Stacey Lollar, Human Resources Manager  
Jeff Meyer, Director of Administrative Services  
Mark Rincon-Ibarra, District Engineer  
Tiffany Burke, Administrative Technician  
Dylan Smith, IT Technician

Others Present:

Francisco de la Cruz  
Mike Rodgers  
Ralph Copeland  
Cindy Secada  
Stephanie H.

## **ORDER OF BUSINESS**

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

#### **1. ROLL CALL**

Director Underhill called the meeting to order at 1:00 p.m.

#### **2. PUBLIC COMMENT**

Francisco de la Cruz presented a letter to the Board via email regarding his request for a District dashboard.

#### **3. APPROVAL OF MINUTES**

3a Approval of Minutes for August 22, September 26, October 31, and December 7, 2023 Committee Meetings

Directors Thomas/Underhill approved the Minutes for the August 22, September 26, October 31, and December 7, 2023, Committee Meetings.

#### 4. **NEW BUSINESS**

- 4a Customer Service Update  
(Kelly Richards, Business Services Manager)

**Discussion:** Kelly Richards reported on the following items: 1) call queues, emails, and work orders; 2) the vacancy in customer service has been filled. There was discussion regarding remaining the temporary position; 3) the go live date of the Customer Portal; 4) and the Customer Assistance program including the open slots in Waver and Wastewater; and 5) the LIWAP program through ATCAA has been closed. Assistance of \$52,242 was provided to CCWD customers through that program.

- 4b External Affairs Update  
(Kelly Gerkenmeyer, External Affairs Manager)

**Discussion:** Kelly Gerkenmeyer reported on the following items: 1) the Copperopolis town hall the previous evening; 2) the outreach exposure on the town hall; 3) the recent tours in West Point and Jenny Lind; 4) the status of the dashboard; 5) the Ops reports; 6) the customer survey presented at the town hall; and 6) the location of the 2022 Water Quality Report on the website.

#### 5. **GENERAL MANAGER COMMENTS**

Michael Minkler discussed the roll out of the customer portal, the presentation at the MCWRA Water Forum, and the Copperopolis Town Hall.

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

Director Thomas stated he enjoyed attending the ACWA Fall Conference.

Director Underhill discussed winter storms now that winter has arrived.

#### 7. **NEXT COMMITTEE MEETING**

- Tuesday, February 27, 2024, at 1:00 p.m.

#### 8. **ADJOURNMENT**

The meeting was adjourned at 2:50 p.m.

Respectfully Submitted,

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Rebecca Hitchcock  
Clerk to the Board