

**MINUTES OF MEETING OF CUSTOMER RELATIONS COMMITTEE
OF THE BOARD OF WATER WORKS TRUSTEES
PURSUANT TO NOTICE**

Tuesday, January 5, 2021

Immediately following the 3:30 p.m. Planning Committee Meeting

The Meeting was conducted by video conference.

Present (by Video or Audio Conference Link):

Board Members: Mr. Joel Aschbrenner, Ms. Andrea Boulton, Mr. Graham Gillette, Ms. Susan Huppert, and Ms. Diane Munns

Staff Members: Theresa Braden, Pat Bruner, Nathan Casey, Ted Corrigan, Kyle Danley, Peggy Freese, Doug Garnett, Amy Kahler, Mike McCurnin, Jenny Puffer, Jennifer Terry, and Michelle Watson

Also in Attendance: Melissa Walker (MW Media Consultants, LLC)

Meeting called to order at 3:54 p.m.

1. Schedule and Communications Plan for 1st Quarter Regional Discussion

Mr. Corrigan led a discussion about the schedule of the first quarter's meetings and agenda topics with the regionalization micro group. The goals are to answer questions on depreciation, growth, etc. and to update the term sheet at the end of the first quarter. He suggested two communication pieces. A bulleted list of discussion topics could be provided to the large group of potential regional partners and a more detailed summary would be provided to board members. Increased communication is intended to keep all involved parties informed of the micro group's progress on a weekly basis.

2. CEO and General Manager's Comments

Mr. Corrigan advised that staff interviewed six different consultants to assist with the development of DMWW's strategic plan. Based on the interviews, the pool was narrowed to three and a request for proposals was sent to those three consultants. Next week he will be attending meetings with Ms. Terry and legislators to discuss PFAS concerns and DMWW's FEMA claim which was filed as a result of the pandemic. Jason Mumm (FCS Group) has been requested to perform additional work updating the regionalization model once the term sheet is updated. That additional work will cost approximately \$25,000.

3. Public Comments – There were no comments from the public.

Meeting adjourned 5:03 p.m.