

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

Tuesday, February 2, 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, Ted Corrigan, Kyle Danley, Doug Garnett, Amy Kahler, Mike McCurnin, Jenny Puffer, Jennifer Terry, and Michelle Watson

Also in Attendance: John Lande (legal counsel), Rick Malm (legal counsel), Melissa Walker (MW Media Consultants, LLC)

Meeting called to order at 4:15 p.m.

1. Regional Utility Governance – Update and Discussion
Mr. Corrigan led a discussion about the decision-making process for regionalization and how to bring it to conclusion in a reasonable amount of time. Ms. Kahler presented a review of possible parameters for weighted voting, including weighted consumption; weighted max day consumption; ; max day; and population served.
2. Possible Closed Session
After discussion, board members decided against going into closed session in view of the lack of a well-defined limited scope for such a session.
3. Review and Discuss Customer Relations Committee Duties
Formal consideration of this matter was deferred. CEO and General Manager’s Comments
Mr. Corrigan stated that substantial ammonia is currently present in the Raccoon River, so the utility is using the Des Moines River instead. Twenty employees have tested positive for COVID-19 to date.
4. Public Comments – There were no comments from the public.

Meeting adjourned 5:15 p.m.