

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

Tuesday, September 6, 2022

3:30 p.m.

Present (or Participating by Video or Audio Conference Link):

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

Staff Members: Rachel Brown, Ted Corrigan, Kyle Danley, Doug Garnett, Amy Kahler, Mike McCurnin, Laura Sarcone, and Michelle Watson

Also in Attendance: John Lande (legal counsel), Deb Stearns (SPPG + Essman Research), Melissa Walker (MW Media Consultants, LLC), Julie Yankey (SPPG + Essman Research)

Meeting called to order at 3:30 p.m.

1. Discuss CIWW Board Member Selection Policy

Mr. Corrigan led a discussion with the Board members in attendance on the draft policy for selection of representatives to serve on the Central Iowa Water Works Board.

2. Voice of the Customer

Ms. Sarcone introduced Ms. Stearns and Ms. Yankey with SPPG + Essman Research who shared the results of the 2022 Voice of the Customer Survey and recommendations based on the research findings.

3. CEO and General Manager's Comments

Mr. Corrigan had no additional comments.

4. Public Comments - There were no comments from the public.

Meeting adjourned at 5:00 p.m.