

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

Tuesday, November 3, 2020

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

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

Meeting called to order at 4:13 p.m.

1. Regionalization Review Discussion -

Ms. Huppert provided an update on the ongoing meetings with West Des Moines and Urbandale to advance regionalization efforts. Ms. Kahler stated that financial discussions (bonding, asset transfer, depreciation, production costs, etc.) are the focus of the recent and upcoming meetings.

2. CEO and General Manager's Comments –

Mr. Corrigan reported that DMWW and West Des Moines staff will be meeting this week to help West Des Moines understand why DMWW continues to have concerns with the Raccoon River Water Use Permit.

Mr. Corrigan also shared that he anticipates 8-10 employees will retire between now and the end of the first quarter of 2021 as they become fully vested in IPERS, and staff continues to watch the statewide and Polk County COVID numbers closely.

Ms. Huppert asked if DMWW requires our contracted security company to notify us if guards working at our facilities are charged with criminal offenses while working under our contract. Mr. Corrigan said there are background check requirements as well as state requirements to carry a firearm but was unsure about reporting of new charges.

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

Meeting adjourned 4:35 p.m.