

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

Tuesday, December 1, 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: Theresa Braden, Pat Bruner, Nathan Casey, Ted Corrigan, Kyle Danley, Peggy Freese, Doug Garnett, Amy Kahler, Jenny Puffer, Jennifer Terry, and Michelle Watson

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

Meeting called to order at 4:07 p.m.

Ms. Huppert provided an update on the ongoing and upcoming meetings among DMWW, West Des Moines and Urbandale, referred to as the micro group, to advance regionalization efforts.

1. Growth Pays for Growth vs. Benefit Pays for Benefit

Mr. Corrigan led a discussion with Board members to define the concepts of “growth pays for growth” as compared to a different idea that “benefit pays for benefit” with regard to allocating the costs of a regional water utility. No agreements or consensus has been reached on this topic, and discussions will continue.

2. Population vs. Demand-Weighted Voting

Mr. Corrigan shared that the micro group believes that funding for capital projects needs to be based on water demand as opposed to population.

3. CEO and General Manager’s Comments

Mr. Corrigan shared that the implementation of DMWW’s new customer billing and payment system has been challenging but successful.

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

Meeting adjourned 5:02 p.m.