

**Public Information Committee Meeting Minutes
San Juan Water District
May 20, 2024
4:00 p.m.**

Committee Members: Manuel Zamorano, Chair
Ted Costa, Member

District Staff: Paul Helliker, General Manager
Donna Silva, Director of Finance
Devon Barrett, Customer Service Manager
Teri Grant, Board Secretary/Administrative Assistant

Members of the Public: Brian Hughes
Lindsay Pangburn, Prozio Communications
Timothy McLarny, True North, Inc.

Topics: Customer Satisfaction Survey Information (R)
Other Public Information Matters
Public Comment

1. Customer Satisfaction Survey Information (R)

GM Helliker informed the committee that the changes requested at the last committee meeting were made. Mr. Timothy McLarny reviewed the survey questions and explained the re-ordering of the survey questions as compared to the 2018 survey. President Zamorano expressed concern regarding the question related to household income. Mr. McLarny and GM Helliker explained why the question is included. Mr. Barrett confirmed that question #14 can be removed regarding the customer bill amount.

Vice President Costa stressed the importance of implementing changes after the survey is completed. GM Helliker explained that some communication changes were made after the last survey and Ms. Silva pointed out that she used the information regarding rates to better communicate the rate increase in the last Prop. 218 notice.

Vice President Costa requested that an addition question be added that states, "San Juan Water District understands the needs and concerns of people like me." The committee discussed this request, and Mr. McLarny will add that question to survey question #5.

Mr. McLarny informed the committee that he will send the updated survey to staff for review and approval then the survey will be programmed and tested prior to release.

2. Other Public Information Matters

GM Helliker reported that the wholesale mailer will cover topics like the CHWD/FOWD litigation, rates, water supply status, and the annual water quality report. Ms.

Pangburn stated that a mockup should be ready later this week and, once approved, will be mailed out.

In response to Vice President Costa's comment, GM Helliker reported that the deadline to submit an Op Ed piece to the Citrus Heights Messenger is Thursday for the next issue. In addition, Ms. Silva and GM Helliker explained that the District cannot use this media outlet for legal ads since it does not cover the entire wholesale district boundaries.

3. Public Comment

There were no public comments.

The meeting adjourned at 4:27 pm.