



American Water Works Association  
**Pacific Northwest** Section  
Public Communications Division

**Division Report as of February 2, 2023**

**Jamie Porter, OR/ID Trustee Liaison**

**Conservation, Cross Connection Control, Customer Service & Public Information Committees**

As I approach the end of my term, my goal as a Trustee has been to encourage and support my great committees and my home Cascade To Coast Subsection, and perhaps leave things a little better than when I started my term. The committee chairs and their support teams have done a great job, and I am proud of their efforts and all that they are accomplishing.

**CONSERVATION COMMITTEE**

Chair Dan Denning, City of Bend

Vice Chair Rochelle Gandour-Rood

Secretary Bonny Cushman.

The Conservation Committee maintains a distribution list and has an email discussion group available to share ideas throughout the year. The Water Conservation Committee has a full track on Friday morning at the Kennewick Conference.

**CROSS-CONNECTION CONTROL COMMITTEE**

Chair Jessica Shaw, City of Wenatchee

Darci Mattioda, also City of Wenatchee, serves as Secretary

Ben Henderson moved out of the Section to California, so the committee has lost their Vice Chair and is seeking a replacement.

They are providing “March Madness” Cross Connection Control Training, three one-hour webinars spread over three weeks.

<http://events.r20.constantcontact.com/register/event?oeidk=a07ejk9jtuv09fe1546&llr=fdcbrhjab>

In May, the committee has a full track on Friday morning at the Kennewick Conference, plus an early bird presentation.

The committee is also planning a full day of CCC training for Fall 2023.

## **CUSTOMER SERVICE COMMITTEE**

Chair Cathy Middleton, Rockwood Water PUD  
Lourdes St. John, King County  
Heidi Popochock, King County

Cathy is thrilled to have two new committee members!

The Customer Service certificate program is regaining steam and has one workshop scheduled in the Portland area (Tigard) for April 12-13. James Dean is still providing support to the committee as a trainer, and he is working with Ivan Thomas of Coos Bay-North Bend Water Board to schedule a second 2023 class in October in southern Oregon.

Two customer service-related topics will be presented under the Public Information Committee track (Thanks, PI!) at the Kennewick Conference, touching on the affordability challenge and customer information system conversions.

## **PUBLIC INFORMATION COMMITTEE**

Chair Andrea Watson, Tualatin Valley Water District

Other committee members include Tacy Steele (Hillsboro), Alexa Morris (Oak Lodge), Julie Price (Bend), Jennifer Rogers (WSC Portland), Nyla Clark (Rockwood), and Kristen Zimmer (Spokane).

The committee achieved a goal this year of adding members outside the Portland area!

The Public Information Committee has a full track on Thursday afternoon at the Kennewick Conference, and is partnering to provide some support to the Customer Service Committee.

The 2023 Excellence in Communications Awards call for entries deadline is February 20. The communications must have substantially taken place in 2022, and fit one of these categories:

- Digital, print, photography, video, and/or audio materials
- Education or communication materials
- Communications about water source concerns
- Required communication by drinking water regulations (CCR's)
- Tactics or campaigns related to an objective of the agency or utility
- Communications plans for capital projects, emergency response, etc.

[2023 Excellence in Communications Awards \(constantcontact.com\)](https://www.constantcontact.com/resources/excellence-in-communications-awards)

