



American Water Works Association
Pacific Northwest Section
Public Communications Division

Division Report for May 5, 2023

Jamie Porter, OR/ID Trustee Liaison

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

It has been a pleasure to work with and support my great committees! The committee chairs and their teams have done a great job, and I am proud of their efforts and all that they are accomplishing. I trust that my replacement, Erika Murphy, will enjoy serving on the Board of Trustees and working with these committee members as much as I have.

I also want to give a shout-out to my own Cascade To Coast Subsection. Our current group of officers is working hard to develop new professional trainings and social events to re-engage the membership. This photo shows our judges for the Gimmicks & Gadgets portion of our Operator Competition Day. These three represent the three Eugene-Springfield water utilities, and the **last three Cascade To Coast Subsection Past Presidents**.



Jamie Porter (Rainbow Water District)

Mike Masters (Eugene Water & Electric Board)

Jared Rush (Springfield Utility Board)

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

The committee is pleased overall with how the “March Madness” Cross Connection Control Training went. They had 20+ attendees for three one-hour webinars spread over three weeks. They did have some challenges with the Zoom format and some people not getting logged in, but worked through the challenges and have learned some ways to make it better next time.


Jessica and Darci are willing to lead for one more year, but they want to find a Vice Chair and train in a replacement for their succession planning.

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, either in person or trying a different virtual platform.

CUSTOMER SERVICE COMMITTEE

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

Unfortunately the Customer Service certificate program workshop scheduled in the Portland area (Tigard) for April 12-13 had to be cancelled. We are waiting on the availability of James Dean to reschedule the course, after which we hope to recruit several additional trainers. Ivan Thomas of Coos Bay-North Bend Water Board has expressed support to help host a second 2023 class in October in southern Oregon.



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.

This is an active and enthusiastic group! They would love to add more, especially if you are from Washington or Idaho.

