



PUBLIC COMMUNICATIONS DIVISION REPORT

Conservation | Cross Connection | Customer Service

September 26, 2023

Submitted by: Erika Murphy, Trustee at Large

Conservation Committee

Chair: Cody Scoggins, Medford Water

Vice Chair: Brittany Contreras, City of Hillsboro Water

Secretary: Amy Meaut, City of Hillsboro Water

Past Chair: Dan Denning, City of Bend

The Conservation Committee has quarterly meetings with 20-25 active participants. They maintain a member distribution list and have an email discussion group available to share ideas throughout the year.

Achievements:

- The conservation committee will have a full day (6-hour) pre-conference session and a half day (3-hour) technical session track at the 2024 Spokane conference.
- They partnered with PNWCA for the “Bend Source to Brewer to Sewer Tour” in August.

Challenges:

- All new leadership team after the last committee chairs moved on. Daniel and Bonnie are still available in a support role.
- Using Constant Contact as a collaboration tool between AWWA and PNCWA.



Cross Connection Committee

Chair: Jessica Shaw, City of Wenatchee

Secretary: Darci Mattioda, City of Wenatchee

Achievements:

- Cross Connection Committee will have a full day (6-hour) technical session track at the 2024 Spokane conference.
- Had 24 people attend the “March Madness” virtual training session.
- Have had new people reach out with interest in joining the committee.

Challenges:

- Jessica and Darci have been leading the committee for years and would like to find replacements for succession planning.
- Google Chat has been a tool for members to collaborate, ask questions, give guidance, etc. but the platform is difficult to use and they are looking for another option.

2023/2024 Goals:

- Have a “training in a box” for a full day training session that can travel across the Section or be offered virtually.

Customer Service Committee

Chair: Cathy Middleton, Rockwood Water PUD

Achievements:

- Received one abstract which will be an early bird session at the 2024 Spokane conference.

Challenges:

- This committee is struggling with membership. Regularly held phone-in meetings are not happening because there aren't enough members.

2023/2024 Goals:

- Increase membership.
 - Offer customer service training.
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