



## **PUBLIC COMMUNICATIONS DIVISION REPORT**

Conservation | Cross Connection | Customer Service

January 19, 2024

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 have chosen moderators for all their presentation at the conference.

### **Cross Connection Committee**

Chair: Jessica Shaw, City of Wenatchee

Secretary: Darci Mattioda, City of Wenatchee

### **Achievements:**

- Cross Connection Committee will have an early bird session and a half day (3-hour) technical session track at the 2024 Spokane conference.
- Most recent committee meeting in early January 2024 had 22 attendees.
- The team is working on a training in a box which will be out for review this spring.

### **Challenges:**

- Jessica and Darci have been leading the committee for years and would like to find replacements for succession planning.



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## **Customer Service Committee**

Chair: Cathy Middleton, Rockwood Water PUD

### **Achievements:**

- Received one abstract which was adopted by the Treatment Committee as an early bird session at the 2024 Spokane conference.
- New potential members have reached out to strengthen the committee.

### **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.

