



PUBLIC COMMUNICATIONS DIVISION REPORT

Conservation | Cross Connection | Customer Service

January 27, 2025

Submitted by: Erika Murphy, Trustee at Large

Conservation Committee

Chair: Brittany Contreras, City of Hillsboro Water

Vice Chair: Danlyn Brennan, HDR

Secretary: Melissa Fatland, City of Bend

Past Chair: Cody Scoggins, Medford Water

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 has a half-day (3-hour) technical session track at the 2025 Boise conference.
- They are planning an in-person meeting in Boise during the conference.
- The annual summer in-person meeting and site visit is planned for Medford in August.

Cross Connection Committee

Chair: Jessica Shaw, City of Wenatchee

Vice Chair: Scott Hallenberg, City of Tacoma

Secretary: Darci Mattioda, City of Wenatchee

Achievements:

- The committee submitted four hours of abstracts for the Boise conference, but there was a miscommunication and unfortunately, there won't be a Cross-Connection track at the Boise conference. They deferred the abstracts and speakers for the 2026 conference.
- The team developed a training-in-a-box early last year and offered a three-part training series offered in October.



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Customer Service Committee

Chair: Cathy Middleton, Rockwood Water PUD

Challenges:

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

2025 Goals:

- Increase membership.
- Offer customer service training.

