



PUBLIC OUTREACH AND COMMUNICATION

The Goal of the District's public outreach and communication for the Water Meter Installation Completion Project is to provide timely and relevant project information to residents, to ensure that they have quick access to District personnel for questions and, as appropriate, District staff are available to meet residents at their home to discuss any issues specific to their property.

A "Public Field Services" section has been added to the project and Virgil Koehne, the District's Water and Wastewater Manager will lead the section. The role of this section is to effectively respond to all public inquiries and concerns related to the installation of the meters and the effect on a resident's property. This will require coordination with the District's Billing Services who will be key in responding to individual questions related to billing. In addition, the District will need to monitor incoming questions and concerns from residents as well as issues encountered in the field so that public information materials are kept up to date and relevant.

Staffing: Lead Staffing will be provided by Virgil Koehne with key administrative support provided by Carol Rudy. In order to ensure sufficient response to telephone inquiries, the following, the telephone response team is: Willow Ford, Kelly Rajala, Carol McCool, Carol Rudy. The backup should calls be beyond the Team 1 capability is: Sue Heint and Lesley Marable (with Dina as back-up). All staff will receive training December 12th – 14th.

Logistics: The District's phone system has been modified such that 12 concurrent incoming phone calls can be received on the Team 1 phone desks.

Public Communication/Information: The project outreach plan is designed such that it will be constantly updated as questions come in from residents and as issues arise in the field. The District will utilize the following mechanism for updates to the community:

- ✓ Newsletters: First Newsletter in December, followed every 4-6 weeks as appropriate

- ✓ Open Houses at the Community Center: 1-3 per month during the first few months of the project – more if there is interest;
- ✓ Dedicated Information Section posted on the District’s website; including frequently asked questions;
- ✓ Information posted routinely on the District’s Facebook page;
- ✓ Press releases and possible utilization of Delta Sun Times advertising space; and
- ✓ Monitoring social media and responding with information as appropriate

In addition, residents will receive more targeted information sufficiently in advance of the start of work within their neighborhood including:

- ✓ 30 Day Letter: Letter sent to the upcoming 300 to 450 homes - informing them that they are within the next phase or section of a phase, providing responses to frequently asked questions, and providing District staff contact information for concerns and questions;
- ✓ 2-week Letter: Provides more specific information on what to expect during project construction and encourages contacting the District with questions or concerns.
- ✓ Door Hangers: Provided by the Contractor at 10 days and 24 hours prior to construction.
- ✓ Personal Contact: Personal outreach to homeowners when the District identifies a property site with more difficulties or in response to a resident concern.

Response to Residents: It is the District’s desire to respond personally to questions and concerns from residents about the project and any impacts on their property. The District will have trained staff available to answer phone inquiries related to both billing, project construction as well as to hear concerns regarding a particular property. Phone calls will be logged and referrals made to Virgil Koehne for any concerns that cannot be handled by the District office staff. Virgil Koehne will assure that a District staff member personally responds to the residents, hears the concerns and attempts to resolve any issues. All issues and resolutions will be documented. Virgil will oversee this work on behalf of the District.