

- Virginia Beach - redesigning e-bills, reopened customer facing office in mobile trailer behind building 23 at the municipal center, starting Jan. 2nd delinquent bill cut offs will resume, will be sending out news release/bill messages/social media alerts regarding cut offs
- The Committee discussed positive lead results at local schools - testing and remediation, issues with water sampling procedures (timing), remains a school issue since there is no lead issue in source water
- Norfolk - constructing new water tower 2020-2021
- Newport News - Council approved AMI funding for initial deployment areas, pilot area will be completely up and running in this area with complete roll out to service areas at a later date, rates will not increase to fund the AMI project (funded as a normal operating cost), AMI will include tamper alarms for anyone trying to reconnect water without payment, customers will also have access to a dashboard to see daily usage by hour, new drought and water emergency plan developed for compliance with state drought response plan/groundwater permits, Cyndi Masterstaff will replace Lori Woolman on the Committee
- Chesapeake - raising rates in January (two percent), town hall meeting received questions regarding the Dominion insurance program to cover insure against repairs from the house to the meter.

6. Staff Reports

Budget – The current FY20 budget was provided for review.

Help 2 Others Rebranding –

- HRPDC staff provided an update on the new shareh2o.org website and the \$20 for 20 fundraising campaign. Committee members expressed an interest in having a \$20 for 20 poster to display in customer service areas and donation envelopes were distributed to those in attendance.
- New bill payment option for HRSD online bill pay customers resulted in \$3,600 raised in the first month.
- All Hands Meeting held November 22 with local utilities staff, HRSD, and Salvation Army representatives. Participants discussed adjusting average need of assistance in the future as fundraising increases, better communication between Salvation Army and local staff when a pledge is made, how to address repeat customers who use program year-after-year (Salvation Army has discretion to reduce pledge amount or deny pledge due to lack of proof of hardship)
- Corporate giving strategy and donor thank you email in development.
- Testimonial filming planned for early 2020 – HRPDC staff invited all program staff to participate in production of a video testimonial for H2O.

Digital Marketing Report – The Digital Marketing report for November was reviewed.

Action: None.

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Next Meeting: The next meeting is scheduled for Thursday, January 23, 2020 at the HRPDC office.