



## **REGULAR MEETING**

### **OPERATIONS & CUSTOMER RELATIONS COMMITTEE**

**MONTECITO WATER DISTRICT  
583 SAN YSIDRO ROAD**

**Monday, April 19, 2021  
9:30 A.M.**

#### **Join by Teleconference:**

<https://zoom.us/j/93452875385?pwd=N0UySER6c1J1eUZHZC9iaGg2RFIhUT09>

Tel: (669) 900-6833 Meeting ID: 934 5287 5385 Passcode: 668-526

## **AGENDA**

### **1) CALL TO ORDER, DETERMINATION OF COMMITTEE QUORUM**

### **2) PUBLIC FORUM**

NOTE: This portion of the agenda may be utilized by any person to address the Operations & Administration Committee on any matter within the jurisdiction of the Committee. No consideration or discussion shall be undertaken by Committee members at this time on any item not appearing on this agenda except as permitted by the Ralph M. Brown Act. Discussion items receiving recommendations by the Committee, and/or items requiring action will be placed on the agenda of a future meeting of the Montecito Water District Board of Directors.

### **3) ITEMS FOR COMMITTEE CONSIDERATION**

- \* A. Water Loss Adjustment Appeal Customer Account #05-0895-04
- \* B. Update on District Smart Meter Program
- C. Conservation Messaging
- D. Customer Communications & Public Relations

*\* indicates attachment included for this item.*

### **4) ITEMS FOR A FUTURE AGENDA**

### **5) ADJOURNMENT**

Note: In accordance with Executive Orders N-25-20, N-29-20, and N-33-20, issued by the Governor of the State of California in response to COVID-19, in-person public participation at Montecito Water

District meetings is suspended. The District has established alternative methods of participation which permit members of the public to observe and address public meetings telephonically and/or electronically. These methods of participation can be accessed through the internet link provided at the top of this agenda.

This agenda was posted on the District website, and at the Montecito Water District outside display case at 9:30 a.m. on April 16, 2021. The Americans with Disabilities Act provides that no qualified individual with a disability shall be excluded from participation in, or denied the benefits of, the District's programs, services or activities because of any disability. If you need special assistance to participate in this meeting, please contact the District Office at 805-969-2271. Notification at least twenty-four (24) hours prior to the meeting will enable the District to make appropriate arrangements.

Agendas, agenda packets, and additional materials related to an item on this agenda submitted to the Committee after distribution of the agenda packet are available on the District website.