

FINAL

LMUD – Community Advisory Committee - Meeting Minutes

DATE: Friday, January 28th, 2011 (10:00am)
MEETING: Monthly CAC meeting
LOCATION: LMUD Conference Room
ATTENDEES: Chad Pierce, Cole Rowland, Tom Brewer and Keith Williams
NOT IN ATTENDANCE: Nathan Miller, Tom Priddy, and Earl Foster

AGENDA:

- Review of minutes from CAC meeting 11-19-10
- Review of comments heard by members from customers.
 - Which appropriate for report to BOD?
 - New additions to list?
- Messages received from LMUD web site "How are we doing?" link.
- Possible use of focus group of customers.
- Nathan Miller membership?
- Report to BOD.
- Other business
- Adjourn

MINUTES:

1. We reviewed the minutes from the last CAC meeting dated November 19th 2010. With the exception of how LMUD's insurance premiums were affected as a result of the lawsuit between Eason and Andrews, the group accepted the minutes as submitted.
2. Keith provided the following comments from district customers relating to service:
 - a. Some customers think the base volume for rate structure is too low.
 - b. How does LMUD confirm the volume used is accurate?
 - c. Can LMUD expand the use of recycle water for irrigation to individual customers?
3. The group discussed the sale of LCRA assets in particular the barge, which was not included in the items for sale. LMUD may want to research how they could purchase the barge.
4. Cole indicated that the LMUD website link "HOW ARE WE DOING" has received 2 hits in the past 2 months. One was a rate complaint. The other link hit was related to a broken water line. The post indicated that the customer called the LMUD emergency number however no one answered the phone. The group agreed that although there wasn't much traffic via the new link, the second post resulted in identifying a problem with LMUD's emergency number, which has been corrected.
5. The group discussed the idea of using an email focus group based on a cross section of district customers to gather information that can be included in a report to the BOD. The group discussed this in detail and we decided that this would be an "Active" process, which the CAC is not currently allowed to conduct.

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6. A motion to table the idea of a focus group was passed until the next CAC meeting so we could discuss this idea with the BOD president.
7. The group agreed that the CAC needs a more Active role in order to accurately report to the BOD. The CAC would like Karl to attend the next meeting, Friday March 25th.
8. Nathan Miller has a new position at the Lakeway Inn and Resort. Nathan has indicated a desire to remain as a member of the CAC. We discussed this and agreed that Nathan is still a valuable member of the CAC regardless of his job at the Inn.
9. There being no further business, the meeting was adjourned at 11:30 am.

TO-DO LIST:

1. Nothing at this time

END OF MEETING

NOTE: SHOULD THE READER FIND INACCURATE OR OMITTED INFORMATION IN THESE MINUTES, PLEASE ADVISE CHAD PIERCE VIA EMAIL; OTHERWISE, WE SHALL CONSIDER THESE MINUTES AS AN ACCURATE REPRESENTATION OF THE MEETING.

REPORT BY:

Chad Pierce
CAC Secretary
