

Community Advisory Committee  
Minutes  
July 7, 2010

The meeting began at 2:05 pm on Wednesday, July 7, 2010. All members were present, as well as Tom Priddy, board liaison and Bob Springer, LCRA advisor.

The CAC was charged with (1) listening to LMUD customers and reporting what we heard to the LMUD board, and (2) with telling community members factual information about the LMUD. The group was asked for ideas as to possible methods which might be used to address the community, and also for ideas about the content of these communications (subject matter). The subjects chosen should be related to the complaints and perceptions the CAC heard earlier in the year.

Suggested methods of communication included focus groups (Springer), web site (Pierce), existing newsletter (Brewer), View and/or HON (Rowland), Address civic groups, MBC, COC (Springer), email newsletter (Miller), LMUD bill stuffer.

Subjects (content) suggestions included rates, off-target perceptions such as sale of LMUD assets or transparency, committees, the Eason-Andrews lawsuit and city-LMUD relations.

When asked to prioritize the list of methods and content, the consensus was rates in an email newsletter or bill stuffer. Williams will draft the message and Rowland will investigate how an email list might be obtained. Other members will be asked to head up later offerings.

The committee was asked for their opinion as to whether the committee should become involved in either of the two issues of Richard Eason's continued employment and Kay Andrews continued service as an LMUD board member. The consensus was that the CAC should not become involved in either matter.

The next meeting was set for Tuesday, July 28 at 10 am at the Lakeway Spa & Conference Center. The meeting was adjourned at 3 pm.