ARROWBEAR PARK COUNTY WATER DISTRICT

Policy Handbook

POLICY TITLE: **Public Relations & Communications**
POLICY NUMBER: **1050**

1050.10 The Board of Directors desires that public relations and communications be maintained in a proper fashion and that communications from the District be consistent and appropriate for all of those served by the District.

1050.20 Communications via Bulletin Board

1050.20.1 The District provides a bulletin board in the customer lobby of the District office to communicate important information to visitors to the District office. Posting information on this bulletin board requires approval of the material by the General Manager prior to posting. General guidelines for this material:

i. If space is limited, priority of posting will be determined by the General Manager.
ii. Priority will be given to communicate District or District related business.
iii. Posted material must be of general interest for all District residents
iv. Posted material may not imply District support or endorsement.

1050.30 Communications via the Customer Bill.

1050.30.1 The District uses the monthly bill to communicate important information to District customers that may include important District communication such as: next regular Board Meeting date and time, current conservation level, hazard abatement deadlines, or other information deemed important by the General Manager.

1050.30.2 No other additional information will be included or printed on the customer bill.

1050.40 Communications via Bill Mailing

1050.40.1 The District uses the monthly bill mailing to communicate additional information to the District customers specific to District or District related business. District communication in the bill mailing may include: the quarterly Waterline newsletter, annual CCR notification, Prop 218 Hearing notification, Fire Department information, Firefighters Association information, or humanitarian support for a District Board member or employee. Customers who have elected for paperless billing will receive these communications via email or will be directed to access the Districts website for the information. The District produces these materials and no outside requests for insertion of other material or information to above described materials will be accepted.

1050.40.2 Additional information may be included in the bill mailing provided it meets the following policy guidelines:

i. It does not increase the weight of the billing envelope as to require additional postage. The General Manager will prioritize what will be included or excluded based on the priority of the information requested to be included. Priority will be given to communicate District or District related business.

ii. Submissions will only be considered from other governmental or community organizations such as: Rim of the World School District, Rim of the World Parks & Recreation District, the County of San Bernardino, Rim Fire Safe Council, etc., and must be of general interest for all District residents.

iii. If not District or District related business, it may not imply District support or endorsement unless such endorsement or joint participation is approved by the Board or the General Manager.

iv. No individual organization, club, team, group, individual, business, political candidate, religion, cause, or any other informational fliers not specifically allowed above will be considered for or included in the bill mailing.

1050.50 Communications via Newsletter

1050.50.1 The District uses the quarterly Waterline newsletter (distributed in the monthly billing) to communicate additional information to the District customers specific to District or District related business. The District produces this newsletter and no outside requests for insertion of other material or information to these materials will be accepted. The District does welcome suggestions for articles or information to be included in future newsletters that would be of general interest for all District residents.

1050.60 Communications via Website

1050.60.1 The District uses a website located at http://www.arrowbearwater.org to communicate additional information to the District customers specific to District or District related business. The District manages this website and no outside requests for inclusion of other material or information to this website will be accepted. The District does welcome suggestions for information to be included on the website that would be of general interest for all District residents.

1050.70 This policy in no way prohibits or is intended to deter a member of the community or staff member from appearing before the Board to share a public comment, present verbally a testimony, complaint, or statement in regard to actions of the Board, District programs and services, or impending considerations of the Board.

Approved and Adopted by Motion 5/17/2018.