

K.P.W. Service Association, Inc.
Member Advisory Committee Charter
As of February 1, 2023

I. Purpose

The primary purpose of the KPW Association Member Advisory Committee (KPW-MAC or Committee) is to foster an effective working relationship, and line of communication between all KPW members and the KPW Board (the Board), and, when appropriate, KPW, Inc. (KPW), our vendors or other affiliates, in dealing with matters that affect the KPW member community at large.

The Committee is advisory in nature and will serve as a focal point for gathering input from member residents in cooperation with the Board or its Advisory Chair (AC) to help formulate suggestions to the Board to meet emerging needs as the new KPW Board and the community it serves evolves. The AC or a representative of the Board will also meet with the Committee on quarterly basis, at a minimum, maintain an open line of communication and stay informed on relevant topics as well as to seek input on the implementation of changes that may affect KPW members.

II. Responsibilities

1. Provide support and suggestions through the AC to the KPW Board and facilitate effective communications with members on topics germane to customer service, pricing, plans, and the future of the membership.
2. Be a solutions-oriented representative voice of the member community.
3. Facilitate input as matters arise that affect KPW members in a balanced and unbiased manner.
4. Recruit new members to fill impending vacancies to ensure continuity of the Committee in fulfilling its role.
5. Help promote a positive community image for KPW and its affiliates.

III. Eligibility Requirements

1. A KPW member during the term of service
2. The Advisory Chair will verify with KPW that the resident is a member in good standing:
 - a. Current in KPW fees, including those payable to its affiliate vendors.
 - b. Abides by KPW Annual Service Agreement rules.
2. Only one member per KPW agreement can serve at any given time.
3. Committee members cannot assign a Delegate to serve in their capacity.
4. Members should be able to physically attend scheduled meeting, quarterly or on a more frequent basis, with the KPW Board or its Chair. However, a member may be excused from attending a scheduled meeting on occasion for reasonable cause.
5. Members shall be able to communicate via email, and/or text with the committee.
6. Members must be able to conduct themselves in a manner that will not undermine the Committee's ability to maintain an effective working relationship with all stakeholders as delineated in Section I.
7. Members must maintain confidentiality in matters affecting individual KPW members, the Board, the KPW, our vendors, or other topics that may not be suitable discussion in a public forum.

IV. Membership Terms and Appointment Process

There will be a minimum of four (4) seats on the Committee with staggered 2-year terms. A committee seat will automatically vacate under any of the following conditions:

1. Normal expiration of the seat term
2. Resignation
3. Death
4. Failure to meet any of the eligibility requirements outlined under Section III

The KPW Board will maintain a list of eligible members who would like to serve on the committee. Any eligible member can be considered for the Committee simply by asking an existing Committee member to add them to the list maintained by the Chairperson. A solicitation announcement will also be sent to all current members, on or about the KPW annual board meeting each year, to reach everyone who might have an interest in serving on the Committee. Incumbent committee members can serve another 2-year term if there are no qualified residents on the waiting list to replace them as their current term expires.

The Founding Committee appointments will be determined by the Advisory Chair and submitted to the KPW Board for approval. Final selections will be based on the eligibility requirements outlined in Section III. The Founding Committee will establish the criteria and election process for the MAC to be implemented prior to the 2024 Annual Meeting. The criteria for serving on the elected committee can be no less than what has been established for the Founding Committee members. The elected MAC members will be announced at the meeting.

V. Committee Organization

At the beginning of the fourth quarter of each calendar year, the Committee will hold an organizational meeting for the following purposes:

1. Appoint the next Committee Chairperson.
 - a. ideally the chairperson should have at least one year served on the committee.
 - b. the chairperson will serve for one year but may serve a second year if qualified to serve another year on the committee.
2. Meet with new members to provide them with an orientation on the Committee's Charter and operational procedures.

The Committee Chairperson will be responsible for the following:

1. Schedule meetings, not less than quarterly, with the KPW Board Advisory Chair
 - a. prepare meeting draft agenda (organized topically)
 - b. ensure the meeting agenda is published, at a minimum on KPSCC.com, prior to the meeting for additional community input.
2. Ensure that the "Member Focus List" is maintained, which should contain ideas, requests, wish lists, and grievances, as collected by the KPW-MAC, the KPW office and the KPW Board AC.
3. In coordination with the KPW Board AC, maintain the KPW-MAC Charter Document and new member waiting list.
4. Schedule working sessions with other members of the Committee, as needed.

VI Expiration of KPW Committee Membership

If a current KPW Committee member misses two meetings without cause, his/her membership term on the KPW will immediately expire.

Examples of meetings are KPW Committee meetings, Sub-committee working sessions, meetings with its AC or the KPW Board or, KPW annual meetings, or KPW meetings with community members.

Additionally, should a KPW member's conduct, attitude or dereliction of duty become an issue, and those issues have been addressed with that member on at least two separate occasions, that member may be asked to resign, and a replacement found if the majority of the KPW Board approves.

Revision History

Original: February 1, 2023

Revised: (1) February 23, 2023

Revised: (2) March 7, 2023