



Brunswick-Glynn County Joint Water & Sewer Commission
700 Gloucester Street
Third Floor Conference Room
Tuesday, May 13, 2014
10:00 a.m.

**COMMUNICATIONS & CUSTOMER SERVICE
COMMITTEE**

MINUTES

Present: Sandra Dean, Chairman
Don Elliott, Commissioner

Absent: Tom Boland, Commissioner

Also Present: Steve Swan, Executive Director
John Donaghy, Director of Administration
Barbara Rogers, Clerk

Chairman Dean called the meeting to order.

Approval:

Minutes of the April 15, 2014 Meeting

Commissioner Elliott made a motion seconded by Chairman Dean to approve the minutes of the April 15, 2014 Committee Meeting. Motion carried 2-0-0.

Discussion:

1. CIS Software Implementation

John Donaghy stated the Customer Information System software implementation has started. At the present time staff is going through the system configurations and entering data into a test system. Several features will be available with the new software that will benefit the JWSC and customers, such as budget billing, credit ratings based on NSF checks and on-time payments, a customer portal,

the ability to have late fees show on the customer bill, ability to re-print customer bills, automatic bank drafts, and logging of customer comments.

Commissioners held a brief discussion on holding informational meetings, speaking at civic groups, such as the Chamber of Commerce, and billing inserts to inform businesses and residential customers on the billing changes and enhancements that will be available.

2. Town Hall Meetings

Mr. Swan stated one Town Hall Meeting was scheduled for tonight for the highway 99 area residents. York Phillips is coordinating a meeting with the Belle Point residents and a meeting with Rose Drive businesses is being planned.

Commissioner Elliott stated that staff needs to be prepared to answer questions on costs at these meetings.

There being no additional items to bring before the Committee, Chairman Dean adjourned the meeting.

Sandy Dean, Chairman

Attest:

Barbara Rogers
Clerk



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AGENDA

Approval:

- 1. Minutes of the April 15, 2014 Meeting**

Discussion:

- 1. Town Hall Meetings**
- 2. CIS Software Implementation**

All citizens are invited to attend. There is a possibility of a quorum of Commissioners being present.