



**AGENDA FOR A COMMUNICATIONS COMMITTEE MEETING
SCHEDULED THURSDAY, May 16, 2024
at 11:00 a.m.**

Committee Members: Chairman Henderson, Directors Burbage and Huffman

**Members of the public may listen to the meeting by calling
(888) 398-2342 Access Code: 5608731 [Public - Listening Only].**

CALL TO ORDER AND INVOCATION

ROLL CALL

APPROVAL OF AGENDA

APPROVAL OF MINUTES

1. Request Committee **to approve** minutes from the Communications Committee Meeting held February 9, 2024.

REPORTS OF OFFICERS

- A. Committee Chair
- B. Committee Members
- C. General Manager/Assistant General Manager(s)

UNFINISHED BUSINESS

NEW BUSINESS

2. Request Committee **to hear** an update on the 2024 J.D. Power U.S. Utility Residential Customer Satisfaction Study.
3. Request Committee **to recommend** to the Board to approve a scope of services with InfoMedia, to redesign the Birmingham Water Works website, www.bwwb.org, at an out-of-pocket cost of \$54,000.00; and to authorize the General Manager and/or the Assistant General Manager to execute the necessary documents. [NOTE: HUB participation is 0%.]

ADJOURNMENT