

**TO:** GCSB Board of Directors  
**FROM:** Pete Kampa, General Manager  
**DATE:** March 9, 2021  
**SUBJECT:** Agenda Item 6E. Board Direction Regarding Interest in Advanced Customer Notification Systems that Include the Ability to Receive Text and Email Messages

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**RECOMMENDED ACTION:**

*Provide Board Direction Regarding Interest in Advanced Customer Notification Systems*

**BACKGROUND:**

This item is before you today for discussion and direction to staff related to whether the board is interested in investing in additional technologies and systems to make customer notification systems more reliable and automatic, for such events as water outages and restorations, water quality issues and other matters. This discussion is not generated because of specific requests from customers, rather it is for discussion due to the fact that we are currently unable to consistently update social media and website with real-time information related to water outages and other customer emergencies.

There is simply no answer for keeping the website up to date with current, relevant information around the clock. Social media is where we tend to have the difficulty in closing the loop on certain communications. For example it has become fairly routine for us to be able to notify customers of a water main break resulting in a water outage. Where it becomes difficult is having operators or the office generate timely and relevant posts when the repairs are completed. Our success has been sporadic and based on workload, time of day, repair difficulty and employee fatigue. There may be “push-of-button type software/hardware solutions to which we can transition and allow our messaging to be more consistent.

We currently have in place and regularly deploy during and after office hours (on call, on overtime), a communication program that allows us to identify affected customers and make phone calls or send electronic messages to notify them of emergency situations affecting their service. Staff handles all emergencies seriously and is comfortable with the system in place, it can be used in the office during regular hours, and it can be used remotely after hours in the event of an emergency. If the Board is not satisfied with the level of the service that is in place, staff can look for alternant options and bring it back to the Board.

**ATTACHMENTS:**

None.

**FINANCIAL IMPACT:**

None, at this time.