

**BOARD MEETING AGENDA
SPECIAL MEETING OF THE BOARD OF DIRECTORS OF
CITRUS HEIGHTS WATER DISTRICT (CHWD)
March 31, 2026 beginning at 6:00 PM**



**DISTRICT ADMINISTRATIVE OFFICE
6230 SYLVAN ROAD, CITRUS HEIGHTS, CA**

In compliance with the Americans with Disabilities Act, if you have a disability and need a disability-related modification or accommodation to participate in this meeting, please contact the General Manager at (916) 725-6873. Requests must be made as early as possible, and at least one full business day before the start of the meeting.

Members of the public may attend the meeting in person at the District headquarters.

Materials related to an agenda item for an open session of a regular meeting of the Citrus Heights Water District are posted on the Citrus Heights Water District website at www.chwd.org.

CALL TO ORDER:

Upon request, agenda items may be moved to accommodate those in attendance wishing to address that item. Please inform the Chief Board Clerk or Deputy Board Clerk.

ROLL CALL OF DIRECTORS:

PLEDGE OF ALLEGIANCE:

VISITORS:

PUBLIC COMMENT:

The Public shall have the opportunity to directly address the Board on any item of interest to the public before or during the Board's consideration of that item pursuant to Government Code Section 54954.3. Public comment on items of interest within the jurisdiction of the Board is welcome. The Presiding Officer will limit comments to three (3) minutes per speaker.

(A) Action Item

(D) Discussion Item

(I) Information Item

CLOSED SESSION:

CL-1. CONFERENCE WITH LEGAL COUNSEL—ANTICIPATED LITIGATION

Initiation of litigation pursuant to paragraph (4) of subdivision (d) of Section 54956.9: 1 case

CL-2. CONFERENCE WITH LEGAL COUNSEL—EXISTING LITIGATION

(Paragraph (1) of subdivision (d) of Section 54956.9)

CHWD v. San Juan Water District, Sacramento Superior Court,
Case No. 24WM000064

STUDY SESSION:

S-1. Receive and provide direction on customer engagement efforts and strategy. (I/D)

DIRECTOR'S AND REPRESENTATIVE'S REPORTS (I):

D-1. Other Reports.

FUTURE CHWD BOARD OF DIRECTORS MEETING DATES:

April 28, 2026	6:30 PM	Regular Meeting
May 26, 2026	6:30 PM	Regular Meeting
June 23, 2026	6:30 PM	Regular Meeting
August 25, 2026	6:30 PM	Regular Meeting
September 22, 2026	6:30 PM	Regular Meeting
October 27, 2026	6:30 PM	Regular Meeting
November 17, 2026	6:30 PM	Special Meeting
December 15, 2026	6:30 PM	Special Meeting

ADJOURNMENT:

CERTIFICATION:

I do hereby declare and certify that this agenda for this Special Meeting of the Board of Directors of the Citrus Heights Water District was posted in a location accessible to the public at the District Administrative Office Building, 6230 Sylvan Road, Citrus Heights, CA 95610 at least 24 hours prior to the special meeting in accordance with Government Code Section 54956.



Kayleigh Shepard, Deputy Board Clerk

Dated: March 30, 2026

CITRUS HEIGHTS WATER DISTRICT

DISTRICT STAFF REPORT TO BOARD OF DIRECTORS MARCH 31, 2026 SPECIAL BOARD MEETING

Subject:	Receive and provide direction on customer engagement efforts and strategy
Status:	Discussion Item
Report Date:	March 30, 2026
Prepared By:	Hilary Straus, General Manager

OBJECTIVE:

Receive and provide direction on current customer engagement efforts and strategy.

BACKGROUND AND ANALYSIS:

CHWD regularly evaluates its customer engagement efforts and strategy. These efforts ensure customers are aware of issues facing CHWD, CHWD understands customers' priorities, and the effectiveness of on-going education efforts. This item will include a presentation on current customer engagement efforts, outreach, and strategy with an emphasis on a potential customer survey.

RECOMMENDATION:

The Board receive a presentation on current customer engagement efforts and strategy and provide direction.