

Municipal Consortium Strategic Sharing Groups: Advancing Levels of Service in the Context of Uncertainty Kick-off Meeting

In this Strategic Sharing Group we will explore **strategies for advancing levels of service for municipal water, wastewater, and stormwater systems** in the context of changing customer expectations, evolving asset management programs, financial constraints, equity and affordability considerations, and challenges such as climate change and the COVID-19 pandemic.

The kick-off virtual meeting is scheduled for Thursday October 1st from 1:00 – 2:30 pm (Eastern Time) via Microsoft Teams, facilitated by CWN.

Please join the meeting by clicking on the link provided in your calendar invite.

The purpose of this call will be to:

- 1) Have participants meet & agree to the objectives of the group, structure/mode of communication and other 'rules of engagement'.
- 2) Gain a basic understanding of the challenges and gaps in this space through structured sharing of responses to key, high-level questions posed by CWN – see agenda below – to guide future discussion of the group.

Discussion Format

- Please consider the discussion points outlined in the agenda below to bring forward any challenges, barriers, and/or successes your municipality/utility is experiencing in defining and identifying levels of service.
- Q&A: Please raise your hand using the Microsoft Teams “raise hand” feature or indicate comments/questions in the chat box if you'd like to ask a question or contribute to the discussion.

Agenda: Strategic Sharing Group Kick-off Call

Thursday, October 1, 2020

1:00 – 1:20 pm	<p>Welcome and review group structure</p> <ul style="list-style-type: none"> • Any suggested modifications on the: <ul style="list-style-type: none"> ○ General terms of participation ○ Structure of this strategic sharing group <p>See Terms of Participation document for the proposed terms and structure of this group.</p>
1:20 – 2:10 pm	<p>Round-table introductions to your municipality's approach to levels of service</p> <p>Approximately 5 min-7 per utility to answer:</p> <ul style="list-style-type: none"> • Introduction (name(s), position(s)) • How does your municipality/utility define levels of service? • What strategy is currently used to identify and prioritize levels of service? • What do you feel your municipality is leading in? • What is your municipality's biggest challenge and what do you hope to learn from this group?
2:10 – 2:30 pm	<p>Wrap-up: Subsequent meeting discussion topic suggestions</p>