

PUNKIN WATER ASSOCIATION COMMUNICATIONS PLAN

1. Introduction

- 1.1. Punkin Water Association (“PWA”) is committed to ensuring customers receive timely information regarding matters of interest or concern to them.
- 1.2. This Communications Plan addresses how information is distributed to customers and how customers may communicate with PWA.

2. Means of Communication

2.1. PWA uses the follow mechanisms to communicate with customers:

2.1.1. Website: <http://punkinwater.com/>

2.1.2. Immediate Response Information System (IRIS)

2.1.2.1. IRIS is a messaging system that allows PWA to send phone calls, text messages, and emails.

2.1.2.2. You may sign up for IRIS alerts by visiting the following website and submitting your information:

https://www.irisdispatch.com/users/enroll/dsp_enroll.cfm?org_id=3129

2.1.2.3. Each household should only sign up once. When signing up, the system allows for multiple telephone numbers and email addresses to be added. You should add each telephone number and email address at which you wish to receive alerts. Each alert will be sent to each telephone and email address.

2.1.3. Social Media (Facebook): <https://www.facebook.com/punkinwater>

2.1.4. US Mail

3. How Information is Communicated

3.1. Bills: are sent via US Mail

3.2. Service Interruptions, Water Line Breaks, Boil Water Notices

3.2.1. Service interruptions and boil water notices are **first** communicated via IRIS

3.2.2. Service interruptions and boil water notices are **also** communicated via PWA’s Facebook page and PWA’s website

3.3. Meeting Minutes

3.3.1. In advance of each board meeting, the draft of minutes from the prior board meeting are placed on PWA’s website, at <http://punkinwater.com/draft-minutes/>

- 3.3.2. A link to the minutes is also posted on PWA's Facebook page
- 3.3.3. After meeting minutes are approved, they are placed on PWA's website, at <http://punkinwater.com/meeting-minutes/>
- 3.4. Public Service Commission Documents: are placed on PWA's website, <http://punkinwater.com/psc-documents/>
- 3.5. Other General Information: may be found on PWA's website, punkinwater.com
- 3.6. How can customers communicate with PWA?
 - 3.6.1. Telephone: (662) 832-5946
 - 3.6.2. Mail: Punkin Water Association, P.O. Box 114, Oxford, MS 38655
 - 3.6.3. Email: punkinwaterassoc@gmail.com
 - 3.6.4. Board Members:
 - 3.6.4.1. Jason Butts, President (662) 816-1871
 - 3.6.4.2. Karen Popernik, Vice President (662) 816-5700
 - 3.6.4.3. John Davis (662) 816-3578
 - 3.6.4.4. Douglas Hill (662) 832-4984
 - 3.6.4.5. Jerry Bishop (615) 838-3350
 - 3.6.5. Monthly Board Meeting
 - 3.6.5.1. When: Second Monday every month. 6:00 pm
 - 3.6.5.2. Where: Lafayette County Chancery Building, 300 N Lamar Blvd, Oxford, MS 38655; Supervisors Board Room, Second Floor
 - 3.6.5.3. If you would like to address the Board at the monthly meeting, you should submit a request in writing and give details about what issue you would like addressed. This request should be received by the Board at least one week before the meeting.