



## AGENDA

### COMMUNITY EXPERIENCE COMMITTEE

2800 US Hwy 281 San Antonio, TX 78212  
SAWS Administration Bldg, Cafeteria Meeting Room  
Tuesday, May 16, 2023, 11:30 a.m.

**NOTICE TO THE PUBLIC.** This meeting is being held in a hybrid state with a quorum of CEC members being physically present at SAWS HQ, 2800 US Hwy 281 and the rest being in attendance via WebEx link. Any member of the public who wishes to participate in the public comment portion of the meeting, but cannot attend the videoconference, may do so by submitting written comments via email to [cec@saws.org](mailto:cec@saws.org) by 3:00pm on Monday, May 15, 2023. Please include your name and the number of the agenda item, if any, on which your comment applies. Written comments must be limited to 300 words or less in total. All written public comments will be available to CEC Members prior to or at the beginning of the meeting and will become part of the public record. The CEC Chair may, per discretion, have some or all the submitted comments read aloud. If you do not wish to submit email comments, but want to comment during the videoconference, please call 210-233-3689 by 3:00 pm on Monday, May 15, 2023, and leave your name, phone number and the agenda item on which your comments apply. Access the meeting by the link below and you will be called upon during the meeting at the appropriate time.

To watch the meeting, go to: <https://saws.webex.com/saws/j.php?MTID=m9d1dfbeb7b9010b990efa62b07e17868>  
Meeting password: ZTmTStQ2B48

If you can't watch the meeting, please call **210-233-2090** to access the meeting via audio. The meeting number is **2486 462 3140**. Each registrant will be invited to speak for three (3) minutes in the order their registration was received.

To access the meeting from video system, dial: **24864623140@saws.webex.com**  
You can also dial 173.243.2.68 on the computer's browser and enter the meeting number **2486 462 3140**.

1. Meeting Called to Order by the CEC Chairperson
2. Citizens to be Heard – Three (3) Minutes Each
3. Minutes – January 2023 meeting minutes for approval.
4. Guest Presentation: South Texas Business Partnership (STBP) Briefing by Rebecca J. Viagran STBP President & CEO
5. Main Presentation: Customer Engagement Technology by VP-Chief Information Officer, Robert Pina, Adan R. Martinez (Manager) and Maxim V. Mokeyev (Interim Director)
6. Next Scheduled CEC Meeting: T u e s d a y , **June 20, 2023**
7. Adjournment. The San Antonio Water System CCC Meeting of May 16, 2023, is hereby adjourned.

#### SAN ANTONIO WATER SYSTEM HANDICAPPED ACCESSIBILITY STATEMENT

The San Antonio Water System Buildings and meeting rooms are accessible to individuals with disabilities. Accessible visitor parking spaces as well as the accessible entrance and ramp are located at the west side main entrance of the SAWS Administrative Offices Building, Tower I, 2800 U.S. Highway 281 North. Individuals with disabilities in need of auxiliary aids and services, including Deaf interpreters, must request such aids and services forty-eight (48) hours prior to the meeting. For assistance, contact the Board Administrator at 210-233-3690 or 711 (Texas Relay Service for the Deaf).