



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

*Tuesday, April 15, 2008
810 First Street, N.E.
11th Floor Conference Rm
10:30 a.m. - 1:00 p.m.*

1. Call to Order.....Alan Roth, Chairperson
2. Emerging Issues.....Jerry Johnson/Rich Giani
 - Characterization of WAD Pipeloop Data
3. Customer Service.....Donna Lewis/Charles Kiely
 - Monthly Report/Update
 - Update on SPLASH/CAP Analysis and Next Steps
 - Meter Repairs and High-Use Notification Alerts
4. Public Affairs.....M. Quander-Collins/Avis Russell
 - Monthly Report/Update
 - Responding to ANC Resolutions and Communications
5. Government Relations.....Gordon Fry
 - Monthly Report/Update
6. Website – www.dcwasa.com (Interim Upgrade).....M. Quander-Collins/M Lodhi
7. Other Business
8. Adjournment