



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

Tuesday, January 13, 2009

810 First Street, N.E.

11th Floor Conference Rm

11:00 a.m. - 1:00 p.m.

1. Call to Order.....Alan Roth, Chairperson
2. Public Information Plan Implementation Update.....Michele Quander-Collins
3. Water and Sewer Services Damage Claims Follow-Up.....T. DeLeon/A. Russell
 - Claims Disposition Summary
 - Related FOIA Requests
 - Related Litigation
4. DCWASA Website - WWW.DCWASA.COM.....M. Lodhi/M. Quander-Collins
 - Utilization
5. Turbidity Notification – Update.....C. Kiely/M. Quander Collins
6. Departmental Reports/Updates
 - Customer Service.....C. Kiely/J. McCoskey
 - Public Affairs.....Michele Quander-Collins
7. Other Business
8. Adjournment