



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

*Tuesday, July 17, 2007
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. Follow-up Reports from Previous CCSC Meeting:
 - Recreational Summer Use of Fire Hydrants –
Report from General Counsel.....Avis Russell
 - WASA Response in Off-Hour Emergencies.....Charles Kiely
 - WASA Contact Person for ROW Projects.....Jerry Johnson
3. Legislative Status Update.....Johnnie Hemphill
Gordon Fry
4. Receivables and Collections – Policies, Processes, and Priorities
5. WASA Permitting Issues –
 - Developing an Improved Process.....Johnnie Hemphill
6. Customer Appeals and Hearing Officers.....Avis Russell
7. Customer Service Report
 - Large Customer Outreach Initiative.....Charles Kiely
8. Comments on 2006 Drinking Water Quality Report.....Johnnie Hemphill
9. Adjournment