



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

*Tuesday, July 21, 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. Customer Confidence & Communications – Update.....J. Hemphill/
M. Quander-Collins
3. IAC – Update.....C. Kiely/J. McCoskey
4. AMR Upgrade.....C. Kiely
5. Customer Service Update.....C. Kiely/J. McCoskey
 - Splash Expenditure Report
6. Public Affairs Update.....M. Quander-Collins
7. Other Business
8. Adjournment