



# DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

## Board of Directors

### *Customer and Community Services Committee*

*Tuesday, March 17, 2009*

*810 First Street, N.E.*

*11<sup>th</sup> Floor Conference Rm*

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

1. Call to Order.....Alan Roth, Chairperson
2. Customer Contact Briefing.....C. Kiely
3. Departmental Report/Update
  - Customer Service.....C. Kiely/J. McCoskey
4. Crisis Communications Plan Update.....Michele Quander-Collins
5. Departmental Reports/Updates
  - Public Affairs.....Michele Quander-Collins
6. Other Business
7. Adjournment