



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

Tuesday, May 20, 2008

Blue Plains AWWTP

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

1. Call to Order.....Alan Roth, Chairperson
2. FOIA Response Policies and Practices.....Jerry Johnson/Avis Russell
3. Broadcasting/Webcasting of Board Meetings.....Michele Quander-Collins
 - Preliminary Report and Analysis on Technical Requirements and Costs
4. SPLASH Program.....Johnnie Hemphill/Donna Lewis
 - Report on Discussions with Greater Washington Urban League
5. High-Use Notification Alert (HUNA) Update.....Charles Kiely
 - Report on Number of Current Users and Cost of Mail Notification
6. Website Review and Overhaul..... MujibLodhi/Linda Manley
 - Report on Correction of Errors and Gaps in E-Board Site
7. Departmental Reports/Updates (*time-permitting*)
 - Government Relations.....Johnnie Hemphill/Gordon Fry
 - Customer Service.....Charles Kiely/Donna Lewis
 - Public Affairs.....Michele Quander-Collins
8. Other Business
9. Adjournment