



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

Tuesday, November 20, 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. Public Affairs.....Michele Quander-Collins
 - Monthly Report/Update
 - Public Information Policy - Implementation Plan Update
3. Customer Service.....Eva Liggins/Charles Kiely
 - Monthly Report/Update
 - WAS-9087-AA-AB, Alliance Data Systems
Customer Information System Contract Extension
4. Government Relations.....Gordon Fry
 - Monthly Report/Update
5. Ongoing Community Outreach Project Updates.....Michele Quander-Collins
Olu Adebo
 - Impervious Surface Rate Structure Outreach
 - LSR Replacement Policy Review Plan Update
 - Water Conservation Video
6. Other Business
7. Adjournment