



# DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

## Board of Directors

### *Customer and Community Services Committee*

*Tuesday, November 18, 2008*

*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. Public Information Requests.....A. Russell
  - Written Management Policy
3. Community Relations Outreach on DCWASA Projects.....M. Quander-Collins
4. Water and Sewer Services Damage - Claims Process.....T. DeLeon/A. Russell
5. Departmental Reports/Updates
  - Government Relations.....Gordon Fry
  - Customer Service.....C. Kiely/J. McCoskey
  - Public Affairs.....Michele Quander-Collins
6. Other Business
7. Adjournment