



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

November 17, 2009

810 First Street, N.E.

11th Floor Conference Rm

12:00 noon - 1:30 p.m.

1. Call to Order.....Alan Roth, Chairperson
2. SPLASH Update – Contributions and Disbursements.....Donna Lewis
3. Customer Service Update.....Charles Kiely/Donna Lewis
 - Customer Change of Address Information and Process
 - IAC Billing for Multi-Lot Property Owners
 - Outreach to Property Managers Association
 - Definition of “Typical Residential Customer”
4. Public Affairs Update.....Aleizha Batson
 - Reiber Study Communication and Outreach Strategy
6. Other Business
7. Adjournment