



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

Board of Directors

Customer and Community Services Committee

Tuesday, October 16, 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
 - Impervious Surface Rate Structure - Communications Plan Development
3. Public information Policy – Next Steps.....J. Johnson/M. Quander Collins
 - DCWASA Communication Plan
4. DCWASA Permit Process Implementation Plan.....Charles Kiely/J Hemphill
5. Customer Service.....Eva Liggins/Charles Kiely
 - Monthly Report/Update
6. Government Relations.....Gordon Fry
 - Monthly Report/Update
7. Other Business
8. Adjournment