



**DISTRICT OF COLUMBIA
D.C. Water and Sewer Authority
Board of Directors
Customer and Community Services Committee**

**Tuesday, April 15, 2008
10:30 a.m.**

Meeting Minutes

Board Members Present

Alan Roth, Chair
Brenda Richardson
Joseph Cotruvo
Howard Gibbs

Staff Members

Jerry N. Johnson, General Manager
Johnnie Hemphill, Chief of Staff
Michele Quander-Collins, Public Affairs Director
Gordon Fry, Government Relations Director
Charles Kiely, Ass't GM, Consumer Services
Donna Lewis, Acting Customer Service Director
Avis M. Russell, General Counsel
Linda R. Manley, Board Secretary

Call to Order

Mr. Roth called the meeting to order at approximately 10:38 a.m.

Emerging Issues

Characterization of WAD Pipeline Data

The Committee expressed its concern with the testimony of an environmental advocate who at a hearing before Councilmember Graham, misrepresented data provided by the Aqueduct. They noted that the testimony and the characterization of the graph presented did not accurately portray DC customers' drinking water.

Mr. Kiely explained that the Aqueduct actually sent three graphs: the graph that was presented, a dissolved lead graph which was not included in the witness's presentation, and a pipe loop data graph on dissolved lead.

Mr. Kiely pointed out that the advocates failed to mention that WASA performs additional lead monitoring, more than required by the federal regulations. In addition, during the second semester last year, WASA collected approximately 60% of its compliance samples during the warmest months of the year, July through September. He noted that these particular environmental advocates only talk about the 2006 first semester compliance results, which only covers a period of January through June and fail to mention the second semester testing (July through December), which involved the warmest months. The Committee requested that staff prepare a response to Councilmember Graham that includes all three graphs and an accurate account of what the graphs represent. The Committee also requested that the response be prepared in time for Board Members to read and digest before the May 1st LSR public hearing.

Customer Service

Monthly Report/Update

Mr. Roth asked if the receivables report and the payment method bar graph from the General Manager's report could be incorporated into the CCSC Committee Report. He also noted that it would be helpful to see a comparison of the customer service call-type data for the most recent month to the same month one year ago and an average for the preceding 6 or 12 months, rather than just a one-month snapshot, so that the Committee can see any trends as they develop. Mr. Johnson noted that staff would look into incorporating the data into the Customer Service report. In response to a question from Mr. Gibbs regarding call volume, Mr. Johnson explained that a number of initiatives have been implemented over the years to reduce customer calls and that staff would pull together some historical data as well as identify some of the call trends of other comparable utilities and prepare a comparative analysis.

Mr. Kiely noted that staff would be modifying the AMR graph on large commercial meters to provide more useful information to the Committee. Currently the graph shows that large commercial meters are 88% outstanding which is representative of only 94 meters. The new format will show the outstanding large commercial meters by rate classification.

Update on SPLASH/CAP Analysis and Next Steps

With regard to the CAP Program, Ms. Lewis explained that she has made several attempts to obtain additional information from the DC Energy Office and that she received an email from one of the directors that indicated from January through March only 457 applicants have been denied assistance out of the 3,606 which applied. To date, WASA has not received an updated chart. Because of the limited information available, it could not be determined how this year's data compared to last year's data. Mr. Johnson noted that staff would pull the information together and provide the Committee with an accurate report on the program statistics within the next few days. The Committee asked that the same be provided for the SPLASH program.

The Committee asked how much WASA has paid the Urban League for its administrative cost in FY 2007 and FY 2008. Staff indicated that they would update the report to show what has been paid to the Urban League and the Salvation Army for the periods in question. It was noted that the Urban League is paid 10% for administrative fees for funds disbursed. The Committee also asked if there was an update on the Urban League's performance. Mr. Johnson noted that staff will provide an update on the Urban League's performance along with the payment data for FY 2007 and FY 2008.

Meter Repairs and High-Use Notification Alerts

The Committee discussed alternative methods of notifying customers of unusually high usage including advertising the HUNA program by enhancing the website so that the information is easier to find and the possibility of sending written notification in cases where the customers' phone numbers or e-mail addresses are unknown. The Committee asked staff to do an analysis on the cost to provide mail notification service, within a given set of water usage parameters (which might vary by season), to customers who don't affirmatively sign up for HUNA. The General Counsel cautioned the Committee on the possible liability of a commitment to notify every customer of high usage. Mr. Roth indicated this would be a valid

concern to be explored but that the Committee ought to first have an idea of how much it would cost to provide this additional service and then weigh all the considerations together, including the legal issues. The Committee also asked staff to provide them with the number of customers who have signed up for HUNA.

Government Relations

Monthly Report/Update

Mr. Roth inquired about the belated distribution of notification to CCSC and other Board Members of the April 15th congressional committee hearing. Mr. Johnson said he was unaware that the Customer & Community Services Committee had responsibility for oversight of the CFO issues, and he gave a brief overview of the staff activities that preceded the hearing. Mr. Roth expressed surprise that the General Manager would not think that the Committee with jurisdiction over Government Relations would not have an interest in knowing about a congressional hearing that was to cover issues that the Committee has been discussing for some time. Mr. Roth made clear that the Committee would appreciate such notice being provided in a timely fashion and asked staff to do a better job at disseminating such information in the future.

Mr. Fry reported that the 2009 Budget Support Act will be up for hearing on April 25th. There is a provision in the Act that exempts WASA from jobs for DC residents. He noted that WASA continues to monitor the Chemical Security Legislation and that it looks like the Senate is not going to take it up, and that it is still in Committee. He reported that the Green Initiative hearing is on Thursday and WASA has been asked to sign up. A Maryland House bill restricting the application of biosolids has died in the Committee.

Mr. Fry noted that on Friday, April 11th, WASA hosted a briefing and tour for over 20 DC Council and Capitol Hill Appropriations staffers.

Public Affairs

Monthly Report/Update

Ms. Quander-Collins presented the public affairs report by exception. She noted that the History Channel aired a documentary the previous night about various "cities of the underworld," which talked about various tunnels across the country. The program featured a WASA sewer crew who met the History Channel crew about 1:00 am and led them into the Tiber Creek Sewer. The program was intended to give a historical perspective on the Tiber Creek Sewer when it was a cave and how it became a sewer. In addition, the History Channel was at Blue Plains approximately two weeks ago conducting interviews with the Director of Safety and Security and the General Manager for a program entitled "Mega Disasters" because they feel Blue Plains is a sterling example of an industrial site that has taken the opportunity to remove hazardous chemicals. She noted that she is not sure when this program will air but will keep the Committee apprised.

Ms. Batson gave an overview of an outreach event being planned for the Hispanic community, titled "For a Better Home, For a Better Community" ("Para un mejor hogar... Para una mejor comunidad"). The event, which is being coordinated by WASA and the Office of

Latino Affairs, will be held on Saturday, May 31, 2008 from 11:00 am to 2:00 pm at the Sacred Heart School located at 16th Street & Park Road, NW. Issues that the Hispanic community have indicated that they are interested in hearing about include water quality, lead service, conservation, customer services and ongoing infrastructure work.

Responding to ANC Resolutions and Communications

There was a discussion about an issue that was raised by ANC Commissioner Gregg Edwards at the recent DC Council budget hearing, in which he complained that he sent WASA correspondence on behalf of the Mount Pleasant ANC which has never been responded to. Mr. Hemphill gave his recollection of the incident and acknowledged that the failure to respond had been an oversight on his part and that a draft response is now being prepared to Mr. Edwards' inquiry. In addition, Ms. Russell explained WASA's procedures for processing incoming correspondence. There was also a discussion on the law as it relates to responding to ANC inquiries. The Committee reminded staff that WASA has to be sensitive to responding to ANCs and ANC Commissioners, who are elected officials and who have a special and important institutional role in DC law.

Website – www.dcwasa.com (Interim Update)

Mr. Lodhi and Mr. Daniel Stillwaggon (Web Designer) gave the Committee a brief overview of several proposed near-term changes in the website. He noted that IT is using the same general idea of the original design but touching it up so that the website is more user friendly and accessible. The site will include several new features including the permitting section, a "Board Room," and a rotating news story feature. It is anticipated that the interim changes will be live on April 22nd.

Other Business

Mr. Kiely explained that there will be two further revisions to the customer bill being developed for Impervious Area Billing, including unbundling the sewer charge and the PILOT fee. The details will be discussed at the Board meeting on May 1st.

Mr. Roth adjourned the meeting at approximately 12:59 pm.