



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY  
BOARD OF DIRECTORS**

**Customer and Community Service  
Committee Meeting  
Thursday, January 12, 2006  
10:00 a.m.**

**Meeting Minutes**

**Board Members in Attendance**

**Alex McPhail  
Howard Gibbs  
David Bardin  
Stephanie Nash**

**WASA Staff in Attendance**

**Jerry N. Johnson, GM  
Charles Kiely, AGM  
Michelle Quander- Collins, Public  
Affairs Director  
Linda R. Manley, Board Secretary**

Mr. McPhail called the meeting to order at approximately 10:20 a.m.

**CUSTOMER SURVEY UPDATE**

Ms. Michele Quander-Collins reported that the Gallup organization has completed the survey. The Gallup organization will report its findings to the staff in February and to the full Board to March.

**PUBLIC SERVICE ANNOUNCEMENT**

Ms. Michele Quander-Collins played a radio announcement that the neighboring jurisdictions were using for catch basins. Ms. Quander-Collins recommended that we add DCWASA to the tag line since we were glaringly missing. She also reported that DCWASA will have it's own Public Service Announcement on catch basins. Ms. Quander-Collins played a sample that WASA put together. The announcement is more urban and will be in Spanish and English. The announcement will be on the radio stations: WTOP, WHUR, and WKYS several times within the two-week period.

Mr. Bardin asked when the announcement would be aired? Ms. Quander- Collins replied that she would get that information and forward it to the Committee.

Mr. McPhail and Mr. Bardin requested that a hard copy of the WASA public service announcement in English and Spanish be emailed to the Committee members.

## **HIGH USAGE NOTIFICATION APPLICATION (HUNA)**

Mr. Kiely reported that the Automated Meter Reading (AMR) project is 97% completed. Mr. Kiely demonstrated the recently developed HUNA application to the committee. Mr. Kiely stated that we launched the first phase of HUNA on January 11, 2006. WASA is sending out meter reading data via email to customers with high usage that signed up for WASA's online account access. The next phase of this project will be to contact customers via the telephone and will be implemented within the next 60 days.

Mr. McPhail asked how many customers have sign up for "my account?" Mr. Kiely will provide that information to the Committee at its next meeting.

## **ACCOUNTS RECEIVABLE DISCUSSION, TRENDS AND OUTLOOK**

Mr. Kiely presented a spreadsheet on the accounts receivables to the Committee. Mr. Kiely reported that the 90-day accounts receivable have been down for the last two years and is the lowest balance in WASA's history.

## **LEAD SERVICE LINE REPLACEMENT POLICY PRIORITY REPLACEMENTS**

Mr. McPhail proposed a change to the Lead Service Line Replacement which will extend the timeline for replacing Lead Service Lines. The change will be from FY 2010 to FY 2016. This proposal will be presented to the full board next month. The Committee also recommended that the policy reflect extending the identification of all unknown services to FY 2015.

Mr. Johnson suggested that the Board policy also support advocating that the D.C. Council enact Legislation that would further encourage the replacement of private lead service lines.

## **SPLASH:**

Mr. Johnson reported that the Urban League is interested in assuming the responsibility for managing Splash. Mr. Johnson also stated that WASA will give the Salvation Army an opportunity to revisit the contract and see if they have suggestions on increasing commercial participation.

## **FY 06 COMMUNITY MEETINGS PLAN**

Mr. McPhail postponed this item until the next Committee meeting scheduled for February 9, 2006.

## **ADJOURNMENT**

The meeting was adjourned at 1:00 p.m.