



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

**Customer and Community Service
Committee Meeting
Tuesday, November 22, 2005
10:00 a.m.**

Meeting Minutes

Board Members in Attendance

**Alexander McPhail
Howard Gibbs
Brenda Richardson
Stephanie Nash**

WASA Staff in Attendance

**Jerry N. Johnson, General Manager
Avis M. Russell, General Counsel
Michelle Quander-Collins, Public
Affairs Director
Johnnie Hemphill, Assistant to General
Manager
John Dunn, Chief Engineer, Deputy GM
Michael Hunter, Internal Auditor
Linda R. Manley, Board Secretary**

Mr. McPhail called the meeting to order at approximately 10:00 a.m.

AMR UPDATE

Mr. Kiely reported that WASA went out for two bids one for meter purchases and the second for meter installations. The meter purchase bid is closed and we will be preparing a fact sheet for Board approval. Mr. McPhail asked how many bidders for the installation contract? Mr. Kiely replied that 10 contractors attended the prebid conference; however, only one contractor actually bid on the contract. Mr. Kiely remarked that we showed the contractors some sample installations during the prebid conference. He also remarked that the remaining installations are complicated, which may have scared some bidders off. The contractor that bid is a local construction company that WASA currently uses on other projects.

The contracts will be presented to the Operations Committee at the December meeting. Mr. Kiely reported that approximately 99 percent of the currently installed AMR base is operating as intended. He also referenced that we are billing over 81% of all WASA revenue through AMR.

BOARD STRATEGIC PLAN PERFORMANCE SUMMARY 2003-2005

Mr. McPhail suggested that the Committee members should review the upcoming strategic plan via email and submit to Linda Manley by November 25, 2005. Mr. Johnson stated that the 2005 strategic plan performance goals will be presented to the

Board in December and the 2006 strategic plan will be presented for adoption at the Board at the December Board meeting.

POLICY ON LEAD SERVICE LINE REPLACEMENT FOR AT RISK CUSTOMERS

Mr. Johnson reported that in the Administrative Order WASA committed to replacing five hundred (500) lead service lines in the initial year and five hundred (500) in the second year for a total of one thousand (1000) priority replacements. Mr. Johnson remarked that initially priority replacements were selected based on certain criteria that included young children in the household, pregnant mothers and households that tested exceptionally high, some as high as 300 parts per billion. He also mentioned that it was next to impossible to verify high-risk customers and that these replacements were almost triple times the cost of the current block replacement strategy.

Mr. Dunn stated that of the one thousand (1000) priority replacements nine hundred and sixty five (965) were replaced as of September 2005. Mr. Johnson stated that we would have the one thousand (1000) lead line priority replacements done by the end of the year. Mr. Johnson also stated we will be announcing in the very near future that the Authority will be in compliance with the Administrative Order.

Mr. McPhail suggested that the Committee should discuss how to respond to priority customers in a positive way if we are not continuing priority replacements. He wants to discuss this further at the next committee meeting.

CUSTOMER SURVEY

Mr. McPhail stated that he is very pleased to see that the survey is underway and requested a copy of the survey questions.

Michele Quander-Collins reported that the Gallup organization has surveyed 1275 residents and local businesses and the survey is expected to be completed by the end of November. Ms. Quander-Collins also stated that the surveys targeted residential and commercial customers who not only pay their bills, but also drink the water. The survey questions last about 10 minutes for residential customers and 12 minutes for commercial customers.

The Gallup organization will report their recommendations to the Customer Service Committee on February 9, 2006 and report their recommendations to the full board at the March 2006 Board Meeting.

Ms. Quander-Collins stated that WASA has a team of employees from the Department of Wastewater Treatment that will be going out to area high schools to run a five-day curriculum on environmental science.

SPLASH PROGRAM AUDIT

Michael Hunter reported on the Splash program. He informed the Committee that the contributions are increasing, but expressed his concerns to the Committee that the distribution of the funds are not at the levels they should be. The SPLASH contributions from October 2004 through April 2005, were \$29,798.78, while the

distributions to approve applicants for that same time period were \$11, 543.47 or 38.7%.

Mr. Hunter also observed that the Salvation Army is not in compliance with the Agreement between the District of Columbia Water and Sewer Authority and the Salvation Army for the Administration of the Customer Assistance Program.

A summary of audit points included the following:

1. Currently WASA is not receiving monthly reports from the Salvation Army.

Recommendation: We recommend that the Salvation Army provide WASA a monthly report of all S.P.L.A.S.H. activity, utilizing the criteria in the agreement.

2. WASA is not receiving a copy of the Salvation Army monthly bank statement.

Recommendation: We recommend that the Salvation Army provide WASA a copy of the monthly bank statement on a monthly basis as stated in the agreement.

3. The Salvation Army has not billed WASA for the administration fee.

Recommendation: We recommend that the Salvation Army assess WASA for the administration fee, based on the guidelines outlined in the agreement.

4. Bank fees are deducted from the bank account instead of being paid by WASA.

Recommendation: We recommend that the Salvation Army provide WASA with a bill for all of the fees assessed by the Bank to date.

5. Payments: "The Salvation Army has the option to mail payments to WASA weekly, biweekly or monthly, but no later than monthly."

Recommendation: We recommend that the Salvation Army comply with the Agreement and ensure that payments are mailed no later than monthly.

The Committee thanked Mr. Hunter for his presentation. Ms. Richardson commended Mr. Hunter on his thorough presentation.

INCREASING SPLASH PARTICIPATE AMONG COMMERCIAL CUSTOMERS

Mr. Johnson stated that the Authority should encourage more round up to increase the SPLASH participation among commercial customers and corporate customers.

Mr. McPhail asked that Mr. Johnson bring back a proposal to next committee meeting on how to increase participation among commercial customers, corporate customers and condos. etc.

Mr. Johnson stated that staff would get with Salvation Army to do an analysis of how to get more participation. Mr. McPhail requested an annual audit of the SPLASH program to report to the Committee.

IVR UPDATE AND DEMONSTRATION

Charles Kiely reported that on September 29, 2005 DCWASA went live with the new Edity IVR (Interactive Voice Response) system. The IVR implementation uses state-of-the-art voice recognition technology to provide customers with several automated self – service options.

Mr. Kiely presented a live demonstration of the IVR to the committee members.

Mr. Kiely also reported that the goal to answer calls within 40 seconds is being met.

FINAL RULEMAKING REGARDING ADJUSTMENTS FOR LEAKS WHICH OCCUR BETWEEN THE METER AND THE STUCTURES SERVED BY THE METER AND UNDERGROUND LEAKS

Mr. Johnson stated that the proposed rulemaking was submitted to the Board and sent to the D.C. Register for a 30 day comment period. No comments were received. We are now seeking a recommendation from the Committee for full Board action at the December meeting.

The Committee recommended that the final rulemaking be submitted to the Board for action.

EMERGING ISSUE

There was one neighborhood that has been reporting bad smells. The location was Eastern and S Street, N.E. near Kenilworth Avenue. Ms. Nash replied that she read in the paper that WSSC said that it wasn't their issue. Mr. Johnson stated that WSSC went into denial initially, following the Department of Health and an Environmental Science Unit and several others put together a little task force to investigate.

Mr. Johnson stated that the investigation found that WSSC has been storing used screen at the facility. Ms. Nash replied the smell seems to get stronger when it rains. WSSC agreed to clean the area and lime the area. WSSC concluded that the was the source of the odor.

Ms. Nash also reported the smell at the entry of Rock Creek Park when it rains. Mr. Johnson stated that we would send someone out to investigate Rock Creek Park.

ADJOURNMENT

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