



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

**Customer and Community Service  
Committee Meeting  
Thursday, March 9, 2006  
10:00 a.m.**

**Meeting Minutes**

**Board Members in Attendance**

**Alexander McPhail  
Howard Gibbs  
David J. Bardin  
Stephanie Nash  
Lisa Morgan  
Joseph Cotruvo**

**WASA Staff in Attendance**

**Jerry N. Johnson, GM  
Charles Kiely, AGM  
Johnnie Hemphill, Chief of Staff  
Michele Quander-Collins, Public Affairs  
Director  
Linda R. Manley, Board Secretary**

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

**CUSTOMER SERVICE REPORT**

Mr. Kiely reported that WASA is meeting the selected AMR contractor next week. The contractors will go through a series of training with WASA on the distribution system. Mr. Kiely informed the Committee that a group from Eastern Europe visited WASA and was given a demonstration of HUNA.

**COMMUNITY OUTREACH**

Mr. Johnson reported to the Committee that the Authority is working with the consulting firm of Malcolm Purnie, to assist in the outreach efforts to the youth in the city and the surrounding areas to get them involved in a science oriented program. Mr. Johnson further stated that WASA tried to cultivate some interest in the science program within the school system, but was unable to stimulate any interest from the school administrators.

Mr. McPhail suggested to the Committee to send any recommendations on good potential venues for Community Outreach to the Board Secretary, Linda Manley.

**CUSTOMER SURVEY PRESENTATION PLANS FOR APRIL BOARD MEETING**

Mr. McPhail explained the customer survey process to the new members of the Board.

Ms. Michele Quander-Collins reported that staff had been working on reducing the number of slides for the presentation to be given to the full Board in April 2006. A

proposed version of the presentation was given to members of the Committee for review. After discussion, it was agreed that the presentation was still too long for a full Board meeting presentation and that many of the summary points the Board may be interested in were not clearly presented. Given that substantial work still remains to be done, Mr. McPhail agreed to again convene the Customer Survey sub-committee to work on the presentation.

## **FY06 COMMUNITY MEETINGS PLAN**

Mr. Johnson reported that one of the most important areas of community outreach for the coming year will concern the Authority's Combined Sewer Overflow (CSO) strategy and its implementation. In this context the outreach for CSO is already underway. We have sent out seventy (70) letters to various groups, organizations, District agencies and others. In addition to reaching out to individual community groups, WASA is also working with the Department of Transportation (DDOT), the Department of Consumer and Regulatory Affairs (DCRA), Metro and key Advisory Neighborhood Commission (ANC) to establish a group to meet on a regular basis to discuss the various stages of the CSO program.

Mr. McPhail requested a one-page summary of community outreach efforts at the next committee meeting.

## **LEAD SERVICE POLICY REPORT FROM STAFF**

Mr. McPhail provided an overview to the new Board members of the concerns related to high levels of lead in the drinking water of certain groups that are at high risk to including pregnant women, and children under the age of six. These are the primary people whose health may be affected from consuming high elevated levels of lead in the water.

Mr. McPhail further stated that in the past and particularly at the outset of the lead crisis, we had identified those households which contained high-risk population, and considered those households a priority for lead service line replacement. Mr. McPhail stated that now that we are out of the EPA mandated accelerated replacement program, we are trying to schedule the replacements of lead service lines in coordination with DDOT so that we are not ripping up the streets more than necessary

Mr. McPhail had previously asked the staff to come up with a policy for those customers that have at risk populations that would explain how WASA would respond to customer concerns over lead service lines. Mr. Johnson stated that our policy is as follows:

### **Replacement Process**

- The Board of Directors mandated the priority removal of most lead services by 2010, and as a result the Authority is replacing between 3,000 and 4,000 lead services in public space each year in order to meet this requirement. Annually, the lead services in public space selected for replacement are located on blocks with the greatest number of lead services and where the District Department of Transportation has scheduled street resurfacing.

- The District of Columbia Water and Sewer Authority (WASA) provides the following service for property owners with a lead service in public space, and where consumers who are pregnant, nursing or under age six permanently reside in the home. The property owner may submit an application with appropriate documentation requesting accelerated replacement.<sup>1</sup>
- To qualify for accelerated replacement, the Authority will verify the material of construction for the service line (or a property owner may provide a plumber's certification). If the public portion of the service line is lead, WASA will test the water for lead and if the results exceed 300 ppb and the property owner agrees to replace the private portion of the service line simultaneously, the Authority will schedule the replacement within 90 days.
- The Authority will forward the application materials, upon request. The application should be returned to:

DETS Lead Management Program  
5000 Overlook Avenue, SW  
Washington, D.C. 20032  
Attention: Rachel Lazarus

Mr. Johnson indicated that a "script" of the policy would be available for our customer service representatives to have on hand.

Finally, Mr. Johnson stated we would communicate to our customers through "What's on Tap" the availability to test for lead once a year provided that they have a lead service line.

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<sup>1</sup> The EPA required "Priority Service Line Replacement Program" established in 2004 is no longer in effect because the Authority has met all federal requirements, including replacing lead services at 1,000 "priority" addresses, the Department of Health concluded that higher lead levels in some homes in the District did not affect public health, and lead concentrations have fallen very dramatically

## **GOVERNANCE COMMITTEE RECOMMENDATIONS FOR THIS COMMITTEE**

The Committee reviewed the recommendations and confirmed that the items referenced in the Governance Committee's recommendations are already a part of the Committee's work plan.

## **REVIEW COMMITTEE 'S WORK PLAN**

Mr. McPhail requested that staff put the work plan in a matrix form and draft measures and evaluation criteria for each goal for review at the next committee meeting.

## **EMERGING ISSUES:**

Mr. McPhail asked what was the Public Relations Strategy for the rate items. He and Mr. Bardin stated that WASA need's an Outreach Program for the proposal on new higher water and sewer rates and also for the new groundwater charges. Board members therefore asked the staff to step up the Authority's communications efforts and to report back on a more formal strategy for increasing public awareness of these issues.

## **ADJOURNMENT**

The meeting was adjourned at 12:30 p.m.