



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

**Customer and Community Service
Committee Meeting
Thursday, May 12, 2005
10:00 a.m.**

Meeting Minutes

Board Members in Attendance

**David J. Bardin
Stephanie Nash
Stephanie Richardson**

WASA Staff in Attendance

**Jerry N. Johnson, GM
Paul Bender, CFO
Johnnie Hemphill, Assistant to the
General Manager
Operations
Charles Kiely, Customer Service
Director
Michelle Quander-Collins, Public Affairs
Director
Linda R. Manley, Board Secretary**

Mr. Bardin called the meeting to order at approximately 10:15 am.

CUSTOMER SURVEY

Mr. Bardin removed the customer survey from the agenda for next month's meeting.

WATER CONSERVATION MEASURES

Mr. Johnson reported that the Authority's primary efforts have been around the Home Plumbing Seminars. The seminar teaches customers how to detect leaks and to change various fixtures.

Mr. Johnson informed the Committee that the Authority utilizes independent contractors for the series of water audits that were done primarily in large commercial properties. Mr. Johnson stated that St. Elizabeth's was one that was certainly memorable in terms of going in and looking to try to determine where they might be able to tighten up their system to be more efficient with their water use and how to save money.

Mr. Johnson stated that the Authority hired an individual to manage the water conservation program. The Water Conservation Program is currently in the planning stages. The Authority joined with the Washington Metropolitan Council of Governments to develop a regional campaign right around the drought.

Mr. Johnson stated that the campaign was tagged as Water, "Use It Wisely". conservation. Mr. Johnson stated that water conservation could be difficult to understand. We want to initiate a campaign to primarily do several things under Water,

“Use It Wisely” to promote water conservation. Mr. Johnson discussed the program objectives; the first objective would be to modify people’s behavior and practices through educational campaigns. The second one is the plumbing fixture change-out educational program that is on-going, further addressing fire hydrant issues, particularly those that we deal with during the summer.

Mr. Johnson reported that the Authority is trying to prevent unauthorized use of fire hydrants. This is being done on an annual basis by using sprinkler caps. In addition, the Authority is working with the Advisory Neighborhood Commissions (ANCs) to determine those hydrants that need to be capped and, monitoring the contractor’s use of the fire hydrants to ensure that the hydrants are being used for official purposes. Mr. Johnson stated that the Authority is initiating a system leak detection program. The last leak detection program was done three years ago.

Ms. Richardson suggested taking the water conservation program into the schools. She stated that there are four fire hydrants in her neighborhood that need to be capped and requested some safety measures during the summer when the children are playing with the fire hydrants. She will provide the addresses to particular fire hydrants in her area.

Mr. Johnson replied that the Authority did a series of things with the school system as a part of water conservation. In addition, the Authority continues to provide teaching kits and comic books on water conservation to the students. Mr. Johnson reports that with respect to the safety of fire hydrants, the Authority relies on citizens to report to us those hydrants that need to be capped.

Mr. Bardin reported that per Mr. McPhail’s email, he wants staff to look at East Bay Municipal Utility District website. Mr. Bardin suggested that staff look at the East Bay Municipal Utility District’s website (www.ebmud.com/conserving_recycling). This is related to water conservation program. Mr. Bardin suggested that WASA may need a much more aggressive set of programs to reduce water consumption and annual average flows to the Blue Plains Wastewater Treatment Plant.

RESULTS OF BOARD MEMBERS FEED BACK ON GENERAL MANAGER’S REPORT

Mr. Johnson reported that the Board Secretary sent out the initial information and did two initial follow-ups. However, only three responses were received. One response was a new Board member who replied that they haven’t received enough of the reports to respond. The other two pointed to more graphics and less verbiage. The committee encourages the General Manager to continue the report in the current format for now.

AMR UPDATE

Charles Kiely showed the committee an AMR report in graph form demonstrating an account with high usage. This report was designed by WASA. WASA is taking a proactive approach in notifying customers regarding substantial increase in their usage and we will be emailing or further contacting customers accordingly once the report is up and running. Mr. Kiely further showed the committee how to pull up an account to see the water usage. The account he pulled had quite a bit of usage. As a result, Mr. Bardin asked staff to bring a status update on this account at next month’s meeting.

Ms. Richardson suggested that accounts shown in the red of the chart should receive water conservation training. Mr. Kiely reported that one of WASA's supervisors has been calling these customers periodically.

Mr. Bardin stated that he anticipates receiving the statistical data associated with AMR.

SPLASH UPDATE

Mr. Kiely asked the Committee to refer to page four of the customer service report. Mr. Kiely reported that the Authority received about \$30,000 in contributions for the SPLASH program for the fiscal year October 1, 2005 to the end of April 2005. The Authority exceeded its goal of \$25,000.00 for the year. Mr. Kiely also stated that the Authority needs to move to the next phase with respect to contributions from the commercial customers. Mr. McPhail asked per an email how do we get the commercial customer to donate? Mr. Kiely replied that he would be coordinating with Michele Quander-Collins of Public Affairs in terms of working out programs and trying to get commercial customers to donate. Mr. Bardin stressed that bills addressed to commercial customers may not reach anyone with authority to agree to "round up" for SPLASH. WASA must, therefore, reach managements of many of its commercial customers by a different route than a message on or accompanying the bill.

Mr. Bardin suggested the need to monitor the Salvation Army. Mr. Johnson reported that at the request of Mr. McPhail to have the Splash program audited, the request for an audit was sent to the Authority's internal audit office.

Mr. Johnson also stated that the Authority will need to gear up more activities to increase contributions to the Splash program.

PROPOSED CHANGES TO DCMR CONCERNING LEAK ADJUSTMENTS

Mr. Bardin suggested that the proposed changes to the DCMR concerning leak adjustments be placed on next month's agenda. Mr. Bardin questioned whether the lead adjustment program as a whole is appropriate any longer.

REPORT ON INTERNATIONAL GREEN ROOFS CONFERENCE

Mr. Johnson stated that Mr. Dunn would be reporting on the International Green Roofs Conference (held May 5-6, 2005, and co-sponsored by WASA) to the Environmental Quality and Operations Committee as well as this Committee.

Adjournment

The meeting adjourned at 12 :00 p.m. noon.