



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

**Customer and Community Service
Committee Meeting
Thursday, July 14, 2005
10:00 a.m.**

Meeting Minutes

Board Members in Attendance

**David J. Bardin
Brenda Richardson**

WASA Staff in Attendance

**Jerry N. Johnson, GM
Paul Bender, CFO
Avis M. Russell, General Counsel
Michele Quander-Collins, Public Affairs Director
Johnnie Hemphill, Assistant to General
Manager
Linda R. Manley, Board Secretary**

Mr. Bardin called the meeting to order at 10:05 am.

CUSTOMER SURVEY

Michele Quander-Collins reported that the Customer Survey is on track; the solicitation for proposal will be posted in the Washington Post on Sunday, July 17, 2005. Procurement has a list of firms and consultants that do research surveys. Ms. Quander-Collins also reported that the schedule is to hire someone by August to develop the actual survey and methodology by the middle of September. Ms. Quander-Collins reported that there is a schedule for the RFP, however it was not available. She advised the Committee that the schedule would be emailed. The final draft report will be distributed to the Committee at the November meeting. The final report will be distributed to the full Board by the December 8, 2005 Board Meeting.

REPORT CARD ON COMMITTEE'S 2005 STRATEGIC GOALS

GOAL: MEET AND RESPOND TO CUSTOMER NEEDS

a.1 AMR Program completed, continuing through 2005

Mr. Kiely reported that the AMR Project is 95% complete. We have approximately 500 large meter installations that we are continuing to work on. Mr. Kiely provided the example of attempts to gain access four different times to Georgetown to install some meters. There is a project now with the small inside residential meters that we could not gain access to. We have negotiated a change in schedule with the Meter Operations for summer hours to take advantage of day light savings time. Appointments are being schedule for night to do some replacements. This project is not costing any overtime.

Mr. Bardin asked about the AMR monthly report that provides the percentage of the total revenue billed by AMR. Mr. Bardin asked Mr. Kiely to continue to include the percentage of the total revenue that is being billed by AMR in the report.

a.2.CIS upgraded at least every two years to enhance direct customer benefits

Mr. Kiely reported that the CIS upgrade was completed last spring. We continue to modify and change the system to make the system state of the art.

b.1 Bi-annually establish focus groups

Mr. Kiely reported that we have specialized commercial care associates who deal with the larger customers. The commercial care associates actually visit the facilities to meet with the necessary staff to get an understanding of their business. This process started with the federals and we will continue to some of the municipal account holders. This is a two-fold purpose (1) to have a contact for us so that we can coordinate work better and (2) to have a contact with them so that if they have an issue they will not have to go through the regular process. Later it is going to have a third benefit as we move to the large commercial accounts we will also use this opportunity to talk about the splash program.

Mr. Kiely also reported that this process has actually started, and we have identified ten major federal accounts right now that we will continue to develop this relationship with during the course of the year. We are going to have more contact with our larger commercial customers as well.

GOAL 2. PROMOTE INTERNAL AND EXTERNAL STAKEHOLDERS INVOLVEMENT

a.1 Community Meetings-planned and conducted in FY 2005 and beyond including ANC, CIVIC, Citizens associations meetings

Ms. Quander-Collins reported that since the beginning of this year they have held more than twenty-two community meetings throughout the District. Ms. Quander-Collins reported that we have built up our capacity to do more public opinion outreach by putting in place a speaker's bureau and doing some presentations and speakers training for volunteers. We have about fifteen volunteers within WASA who have signed up and who have had extensive two-day session of presentation training. We have been going out to some of the meetings in the last few weeks allowing the volunteers to give some introductions.

Mr. Bardin asked how many speakers attend each meeting? Ms. Quander-Collins replied that it's usually two people at a meeting.

Ms. Richardson asked since the training of the volunteers does this mean you can attend more meetings? Ms. Quander-Collins replied yes and there was a proposal by the consultant that we are working with to drop riding the coattail of the ANC meetings approach and to go back to just WASA general meetings. Mr. Bardin recommended caution as to the consultant's proposal.

a.2 Industry- related seminars and conventions; public periodically in industry trade journals

Mr. Johnson reported that the Authority continue to be active and involved in the industry meetings and other outside kinds of activities. The most recent involvement is the Water Environment Federation (WEF) conference that is to be held in Washington D.C. Mr. Johnson reported that we have two challenge teams participating in the WEF Nationals. He encourages every Board member to attend if they desire. The conference will be in late October. We are participating along with Fairfax County in a teachers training program. This will be a science-teaching module that will allow us to train teachers on the aspects of Wastewater treatment and Environmental issues.

Ms. Quander-Collins expanded on some outreach to the public schools; she reported that we are contacting the principals of high schools within the District to arrange an audience with their senior science class. We have purchased a model Waste Water treatment plant that we are going to carrying around to each class to show the students the actual treatment process.

Ms. Richardson asked can Mrs. Quander-Collins if she could bring the model to Earth Conservation Corp? Mrs. Quander-Collins replied that once its finished being constructed, she would try. The device is customized for us somewhere in California. Mr. Johnson reported it should be ready in late October.

Mr. Johnson reported that WASA have eleven (11) supported research foundation projects for outside activities. We have a project with University of District to Columbia and two projects with Howard University. There is a possibility that WASA will participate with GW once they get their grant. He also reported that he received a request from Black and Vetch asking WASA to participate on some capitol projects planning activities that are being done on a national wide basis.

Ms. Russell stated that for next year's internship program she is working with the Human Resources Department to have law clerks. She stated that we are trying to do some outreach with some of the law schools in this area so that interns can be in the General Counsel's office. WASA has not traditionally had law clerks participate in the internship program.

a.3. Implement an internal and external communications plan according to schedule in the plan

Mr. Johnson reported that the plan has been in the focus groups, and the committee reviewed the plan. We are behind in terms of our major external communication documents, which is the annual report. We do have a schedule now that has a completion date. The report should be available the last week of August.

GOAL 3. CARRY-OUT EFFECTIVE GOVERNMENTAL RELATIONS

a.1 Implement a government relations plan

Mr. Hemphill reported that this has been an ongoing activity. We have had some measure of success with the CSO issue. The House Appropriations Committee has included ten million dollars for CSO.

Ms. Richardson asked what is WASA's relationship with the Health Department and the Mayor's Environmental Counsel. She was informed that Drew Becher has been assigned the new person of the Department of Environment? Do we know him and what is the relationship to him being WASA's ally? Mr. Johnson reported that the Authority interact with the Health Department on Water Quality issues and have a good working relationship with the Health Department. We are dealing with them on a number of different issues and in a number different of areas. It is an interesting relationship and the new Department of Environment will be helpful. Overall the relationships with the Health Department and the Mayor's Environmental Counsel are good.

4.GOAL FOSTER ADDITIONAL NON-REVENUE GENERATING PUBLIC SERVICE ACTIVITIES

a.1. Implement a plan for community service involvement

Donna Lewis reported that Joint Utility Discount Day is being held on September 15, 2005 at the D.C. Convention Center. We are asking for approximately 75 volunteers to assist with the event.

Mr. Johnson reported that WASA is continuing it efforts with the adopt the school program where we are partners with Stanton Elementary School. Also, Ms. Quander-Collins reported that WASA contacted the D.C. Habitat for Humanity and learned that they are building 53 new houses in September 2005 at 54th and 55th Streets, N.E. WASA might want to consider getting involved.

LEAD SERVICE LINE POPULATION

Mr. Kiely reported that the data is not yet available. Mr. Kiely reported that the due date for the report would be sometime in August.

SPLASH UPDATE

Mr. Kiely stated the WASA is having a good year with the SPLASH program. We are actually over \$39,000 and climbing. The Committee requested that staff look into seeing if we could get some commercial customers involved in the SPLASH program. Mr. Kiely reported that his staff is taking a look at putting a special message on the bill targeting specific commercial customers. We established key contacts with some of the commercial customers. In terms of the residential side the program is going well. We have a lot of customers in here everyday doing transactions and the people are contributing to SPLASH. We have exceeded our goal.

ADJOURNMENT

The meeting was adjourned at 12:00 noon.