



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

Thursday, July 6, 2006

Following the Board Meeting
5000 Overlook Ave, S.W.
Room 304

1. Call to Order..... Alexander McPhail
2. Committee's Work Plan and Goals/Measures Survey Follow UpJohnnie Hemphill
3. Customer Service Report Revisions.....Eva Liggins
4. SPLASH..... Johnnie Hemphill/Eva Liggins
 - a. Program Coordinator Update
 - b. Update on undisbursed Balance
5. Annual Water Quality Report.....Michele Quander-Collins
6. Customer Awareness Strategies for Major.....Michele Quander-Collins
Environmental/Capital Programs
7. Update on Website Revisions.....Michele Quander-Collins
8. Emerging Issues