



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

January 19, 2010

810 First Street, N.E.

11th Floor Conference Rm

11:00 a.m. – 12:30 p.m.

1. **Call to Order**.....**Alan Roth, Chairperson**

2. **Customer Service Update**.....**Charles Kiely**
 - Update on MOU negotiations with the Mayor Office
 - Implementation issues and schedule
 - Close-out report on AMR Project
 - Delinquent account collection strategies
 - Pros and cons of additional rate classes

3. **Public Affairs Update**.....**Alan Heymann**
 - Introduction of new staff
 - Discussion of recent news coverage
 - Possibilities for use of social media in messaging

4. **Other Business**

5. **Adjournment**