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**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

Board of Directors

Customer and Community Services Committee

Thursday, March 09, 2006

10:00 a.m.

810 First Street, N.E.

1. Call to Order.....Alexander McPhail
2. Customer Service Report.....Charles Kiely
3. Customer Survey Presentation Plans for April Board MeetingMichele Quander-Collins
4. FY 06 Community Meetings PlanMichele Quander-Collins
5. Lead Service Policy Report from Staff.....Jerry Johnson
6. Governance Committee Recommendations for this Committee.....Johnnie Hemphill
7. Review Committee's Work Plan.....Johnnie Hemphill
8. Emerging Issues