



**DISTRICT OF COLUMBIA
D.C. Water and Sewer Authority
Board of Directors
Customer and Community Services Committee**

Thursday, September 14, 2006

Meeting Minutes

Board Members Present

Alexander McPhail, Chair
Joseph Cotruvo

Staff Members

Jerry Johnson, General Manager
Donna Lewis, Customer Service Manager
Johnnie Hemphill, Chief of Staff
Michele Quander-Collins, Public Affairs Dir.
Avis Russell, General Counsel
Linda R. Manley, Board Secretary

Committee's Work Plan and Goals/Measures

Ms. Donna Lewis, Customer Service Manager, gave an overview of the highlighted revisions of the Committee's work plan based on the suggestions of the Committee at its July 7, 2006 meeting. The Committee reviewed the revisions and suggested that staff add a status column to the work plan. The Committee also suggested that a completion date be added to 1-3-1b under Goal 1-3: Carry out effective government relations. Mr. McPhail requested that staff consider combining 1-4.2 titled "Develop and implement a plan for additional public service activities" and 1-5.1 "Expand value to the community beyond the provision of water and wastewater services." The General Manager agreed to review those sections and make the necessary revisions.

Mr. McPhail requested that the Committee present to the full Board at its January 2007 meeting the Committee's FY 2006 accomplishments.

Customer Service Report

Ms. Lewis highlighted the revisions that were made to the report based on last month's meeting. She noted that staff, at the request of the Committee, incorporated the status of small meter installations, and two charts to differentiate the calls of the Call Center and the Command Center. In addition, staff included data to explain the reporting period under the SPLASH section of the Customer Service Report.

In her report to the Committee, Michele Quander-Collins noted Public Affairs' participation in WASA's sewer sciences program in District high schools and the coordination of volunteers who spent a day painting and landscaping at Girls and

Boys Town. Michele further discussed WASA's role as host for this year's JUDD event, the line-up of articles for the customer newsletter, and the numerous topics discussed with local media during the month of August.

Michele distributed to the Committee a list of Community Meetings that WASA has attended or will be attending.

The Committee was pleased with the revised Customer Service report that was presented.

SPLASH

Ms. Lewis distributed to the Committee a sample of a DCWASA door hanger. She noted that the door hangers are placed on the customers door knobs to inform them that their services have been disrupted for non-payment. The door hanger also informs the customers how to obtain additional assistance regarding their account. She also noted to the Committee that information regarding the SPLASH program is provided on the door hangers.

- Program Coordinator Update (SPLASH)

Johnnie Hemphill, Chief of Staff, reported to the Committee that he has informed the Salvation Army of WASA's intentions to switch to another service provider. He reported that the Salvation Army understood and would be available for WASA if the position changed in the future. Mr. McPhail asked how compensation occurred for the services. Mr. Hemphill indicated that the provider would receive 10%. Ten percent based on the amount of disbursement, not the fund balance. Mr. McPhail questioned whether the Urban League was equipped to provide such a service. Mr. Hemphill replied that the Urban League was selected because of its grass roots marketing communication that would be utilized to extend the reach and communicate services of the program.

Mr. McPhail wanted to know if the Internal Auditor would have an opportunity to review the contract before it is issued. Mr. Hemphill stated that the Internal Auditor would review the contract after the General Counsel's review.

Mr. McPhail asked Avis Russell, General Counsel if she agreed in principle about the proposed change in service provider for the SPLASH program. Ms. Russell stated that the change in service providers was acceptable. Mr. McPhail asked Michael Hunter, Internal Auditor his thoughts on the proposed change in service provider. Mr. Hunter stated that the change could work, however the contract should be mindful of past issues as disclosed in the Internal Audit Report. Also, Mr. Hunter commented that WASA may need to add an additional control

document as a part of the disbursement to the recipient to confirm their understanding that the payment is coming from WASA's program.

Customer Awareness Strategies for Major Environmental/Capital Programs

In response to a request from Mr. McPhail, Michele distributed fact sheets prepared for the Board's use as "talking points" covering WASA's retail rates, the egg-shaped digester project, and the Authority's efforts to control CSOs and improve water quality in the Anacostia River.

The Committee reviewed the fact sheets and made some minor revisions. Mr. McPhail requested that the final fact sheets be transmitted to the full Board. Mr. McPhail adjourned the meeting at approximately 11:45 a.m.