

**DATE:** November 5, 2010

**TO:** Clean Water Services Advisory Commission (CWAC) Members and Interested Parties

**FROM:** Mark Jockers, Government & Public Affairs Manager

**SUBJECT: REMINDER OF AND INFORMATION FOR NOVEMBER 17 MEETING**

This is a reminder of the CWAC meeting scheduled for **Wednesday, November 17, 2010**. The CWAC meeting packet will be mailed to Commission members the week of November 8. The Agenda is also posted to Clean Water Services' website on November 8 at:

<http://www.cleanwaterservices.org/AboutUs/Background/CWAC/default.aspx>

Food will be served for CWAC members at **5:30 p.m.** prior to the meeting.

**Please call or send an email to Mark Jockers ([JockersM@cleanwaterservices.org](mailto:JockersM@cleanwaterservices.org); 503 681-4450) if you are unable to attend** so food is not ordered for you.

Enclosures in this packet include:

- Agenda for November 17, 2010
- September 15, 2010 Meeting Notes
- REVISED April 21, 2010 Meeting Notes

# **Clean Water Services Advisory Commission**

## **November 17, 2010**

### **AGENDA**

**6:30 p.m.    Welcome**

**6:30 p.m.    Review/Approval of Meeting Notes of September 15, 2010**

**Review/Approval of REVISED Meeting Notes of April 21, 2010**

**6:40 p.m.    Clean Water Services' Customer Awareness & Satisfaction Survey**

*Clean Water Services has been conducting biennial customer awareness and satisfaction surveys for more than 20 years. The District's Project Manager and survey consultant will present and discuss findings from the most recent survey completed in August.*

*Karen DeBaker, Communications Supervisor*

*Tom Eiland, CFM Strategic Communications*

**7:25 p.m.    Sump Pump Disconnection Policy Update and Implementation**

*In 2009, CWAC worked with staff to develop and recommend a Sump Pump disconnection policy to Clean Water Services Board of Directors. The District will begin implementing its first pilot project this fall. Staff will provide an update on implementation*

*Joe Dvorak, Senior Engineer*

**7:55 p.m.    Announcements**

**8:00 p.m.    Adjournment**

**Next Meeting: December 15, 2010**