

Administration:

Laura Firth Markley

- Members Present: Eric Anderson, Priscilla Call, Valerie Cholvin, Dick Follis, Tom Grant, Alice Lanczos, Laura Firth Markley, Frank Metheny, Ron Rochon
- Review of March and April Meeting Summaries – Approved as written.

May 21 Agenda Topics:

Drinking Water Quality – Consumer Confidence.

Julie Burman

Julie discussed SPU's effort to scope directions for improving or maintaining confidence in SPU's drinking water quality with consideration of service equity and potential for at-the-tap on-property services. She noted that WSAC's involvement with this effort will depend on Committee interest and will likely evolve over the coming months. Julie will be SPU's policy lead.

The following two agenda items review SPU research related to customer confidence and valuation.

2007 SPU Residential Survey.

Joan Kersnar

Joan presented an overview of the 2007 residential survey results (handout). Of particular interest were findings related to use of water filters. The 2008 survey will be of commercial customers and then 2009 will survey residential customers again. WSAC could review the survey questions prior to fielding, if interested.

Customer Satisfaction, Valuation and Service Levels.

Jenny Bagby

Jenny reviewed SPU efforts to link customer service levels, valuation and cost of service levels (handout). She went over techniques used by economists to get at customer values, a recent SPU solid waste example, and results from the "Role of Customers in Setting Service Levels" Study.

Preliminary Agenda for Next Meetings.

Laura Firth Markley

TBD.

A WSAC field trip will be scheduled based on interest and availability.