

# Board of Water Works

## Public Affairs and Customer Satisfaction Committee Meeting

Louisville Water Company Corporate Headquarters  
550 South Third Street

January 20, 2017 12:00 p.m.

### Agenda

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I. Approval of the Minutes of the Public Affairs & Customer Satisfaction Committee Meeting held June 28, 2017	1 - 2
II. Call Center Update	3 - 8
III. Advanced Metering Infrastructure – Customer AMI Opportunities	9 - 17
IV. Communications & Marketing Initiatives	18 - 29
V. Adjourn	