

Board of Water Works

Public Affairs and Customer Satisfaction Committee Meeting

Louisville Water Company Corporate Headquarters
550 South Third Street

November 13, 2017 12:00 p.m.

Agenda

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I. Approval of the Minutes of the Public Affairs and Customer Satisfaction Committee Meeting held January 20, 2017	1 - 3
II. Call Center Update	4 - 8
III. Customer Service Index (CSI) Overview	9 - 17
IV. Bad Debt Reduction Activities	18 - 20
V. Advanced Metering Infrastructure (AMI) Project Update	21 - 26
VI. New Bill Rollout	27 - 30
VII. Eastern Parkway Phase 3 Update	31 - 34
VIII. Louisville pure tap® Outreach 2017	35 - 41
IX. Adjourn	