

Board of Water Works

Public Affairs and Customer Satisfaction Committee Meeting

Louisville Water Company Corporate Headquarters
550 South Third Street

February 10, 2023 12:00 p.m.

Agenda

- I. Approval of the Minutes of the Public Affairs and Customer Satisfaction Committee Meeting held October 31, 2018
- II. Measuring Customer Satisfaction
- III. Voice of the Customer
- IV. Using Data to Improve the Customer Experience
- V. How AMI Improves the Customer Experience
- VI. Building the Brand with Education and Outreach
- VII. Adjourn