

DATE: August 3, 2012

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

FROM: Mark Jockers, Government & Public Affairs Manager

SUBJECT: REMINDER OF AND INFORMATION FOR AUGUST 15 MEETING

This is a reminder of the CWAC meeting scheduled for **Wednesday, August 15, 2012**. The CWAC meeting packet will be mailed to Commission members on August 8. The Agenda will also be posted to Clean Water Services' website by August 8 at [CWAC section of our website](#).

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; 503 681-4450) if you are unable to attend** so food is not ordered for you.

Enclosures in this packet include:

- Agenda for Meeting August 15, 2012
- Fats, Oils & Grease Program materials:
 - White Paper 4: Current and Potential Program Elements
 - FOG Program Elements Matrix
- June 20, 2012 Draft Meeting Notes

Clean Water Services Advisory Commission

August 15, 2012

AGENDA

6:30 p.m. Welcome

6:35 p.m. Review/Approval of Meeting Notes of June 20, 2012

6:40 p.m. Clean Water Services 2012 Customer Awareness & Satisfaction Survey Results

- Karen DeBaker, Communications Supervisor
- Tom Eiland, CFM Strategic Communications

Since 1988, Clean Water Services has been conducting biennial customer awareness and satisfaction surveys. The research objectives are to determine, measure, and track awareness and opinions of CWS; identify public expectations of the District and determine how well the District is meeting those expectations; and assess community values related to water resource management. The results help guide policy and program development and communication strategies.

Action requested: Informational item

7:15 p.m. FOG Control Program Update

- Bob Baumgartner, Regulatory Affairs Division Manager
- Staff will review program goals and present information on current and potential FOG program elements.

Action requested: Provide input on program elements

8:00 Announcements

8:10 Adjourn

Next Meeting: September 19, 2012