



Detroit Water and Sewerage Department Meeting Agenda - Final

735 Randolph Street
Detroit, Michigan 48226
(313) 224-4704 Office
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Customer Service Committee

Wednesday, February 4, 2026

2:15 PM

To attend by phone call one of these numbers:
+1 301 715 8592, +1 312 626 6799, +1 267 831 0333
Use Meeting ID: 815 7263 5118
Use Passcode: 482262021

To attend online:
<https://cityofdetroit.zoom.us/j/81572635118>
Use Passcode: 482262021

CS Committee Meeting will be held virtually

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

January 13, 2026

5. PUBLIC PARTICIPATION (3 minutes per speaker)

6. COMMUNICATIONS

None

7. UNFINISHED BUSINESS

None

8. NEW BUSINESS

A. [2026-33](#) Customer Service Presentation

Sponsors: Phillips

Attachments: [02.BOWC Customer Service February 2026 FINAL](#)

- B. [2026-34](#) The Board of Water Commissioner for the City of Detroit Water and Sewerage Department **approves to “Revise the current Lifeline H2O Policy” and approve the “City of Detroit Water and Sewerage Department’s Lifeline (H2O) Policy V2.2 for Water Affordability,”** and authorizes the Director to take such action as may be necessary to accomplish the intent of this vote.

Sponsors: Phillips

Attachments: [03a.CS-Lifeline H2O Policy Final V3 02-04-26 \(003\)](#)

9. **PLANNING CALENDAR (17-0127)**

EasyPay and Lifeline H2O

10. **OTHER MATTERS**

11. **NEXT MEETING**

March 4, 2026

12. **ADJOURNMENT**

How to Make a Request for Public Comment

You may provide your public comment via Zoom link:

<http://cityofdetroit.zoom.us/j/81572635118>

During the public comment section for each committee meeting, raise your hand using the Zoom hand icon on your desktop or mobile device, or if calling into the meeting by phone, press *9 to raise your hand (press *6 to unmute when called upon)

We respectfully request that you maximize your three minutes by sharing all your comments/questions at one time. You will only be called upon once for public comment during the same committee meeting, full board meeting, or hearing.

Once the Chair closes public comment, there will be no other public comments accepted and all the attendees will remain muted for the duration of the meeting