Detroit Water and Sewerage Department
Meeting Agenda - Final

Customer Service Committee

Wednesday, March 1, 2023　　　　　　**2:45 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

To attend In Person:
735 Randolph, Detroit, MI 48226, 5th Floor Boardroom

1.　　　CALL TO ORDER

2.　　　ROLL CALL

3.　　　APPROVAL OF AGENDA

4.　　　APPROVAL OF MINUTES

　　　　　February 1, 2023

5.　　　PUBLIC PARTICIPATION (3 minutes per speaker)

6.　　　COMMUNICATIONS

A.　　　2023-61　　　Receipt of Correspondence

　　　　　Sponsors: Phillips
　　　　　Attachments: Michael Shane 15119 Prest - BOWC Response
　　　　　　　　　　　Leticia Rangel January 2023- BOWC Response
　　　　　　　　　　　S. Dimvoski 14580 Robson - BOWC Response

7.　　　UNFINISHED BUSINESS

　　　　　Resume community meetings
　　　　　BOWC Retreat

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8.   **NEW BUSINESS**

A.   [2023-62](#)   **CS Presentation**

> *Sponsors:* Phillips
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> *Attachments:* [BOWC Customer Service March 1 2023 Draft](#)

B.   **Planning Calendar (17-0127)**

> *Training Strategy*
> *•Successes*
> *•Phases 1 - 3*
> *•Outcomes*

9.   **OTHER MATTERS**

10.   **NEXT MEETING**

> *April 5, 2023*

11.   **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.