



Detroit Water and Sewerage Department Meeting Agenda - Final

735 Randolph Street
Detroit, Michigan 48226
(313) 224-4704 Office
dwsd.legistar.com

Customer Service Committee

Wednesday, August 3, 2022

2:00 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
July 14, 2022
5. PUBLIC PARTICIPATION (3 minutes per speaker)

6. COMMUNICATIONS

A. [22-0875](#) Receipt of Correspondence

Sponsors: Phillips

Attachments: [BOWC Customer Service July 14 2022 Draft](#)

B. [22-0894](#) Receipt of Correspondence

Sponsors: Pospiech

Attachments: [DWSD Water Summit Letter 7-20-2022](#)

C. [22-0897](#) Receipt of Correspondence

Sponsors: Phillips

Attachments: [Lucinda Darrah 492 Peterboro St. 7-20-22 - BOWC Letter](#)
[Water Service Reconnection 11674 Pinehurst](#)

7. UNFINISHED BUSINESS

Jennifer Block-Leonard - 10302 Morley Street

8. NEW BUSINESS**A. [22-0891](#) CS Presentation**

Sponsors: Phillips

Attachments: [BOWC Customer Service August 3 2022 Draft](#)

B. Planning Calendar (17-0127)

Training and Quality Assurance
- soft skills
- measures
- quality scores
- virtual coaching

9. OTHER MATTERS**10. NEXT MEETING**

September 7, 2022

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.