



# Detroit Water and Sewerage Department Meeting Agenda - Final

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

## Customer Service Committee

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Wednesday, May 3, 2023

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

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### 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  
*April 5, 2023*
5. PUBLIC PARTICIPATION (3 minutes per speaker)
6. COMMUNICATIONS  
*None*
7. UNFINISHED BUSINESS  
*David Claxton-Water Bill  
Co-op Residents*
8. NEW BUSINESS
- A. [2023-119](#) CS Presentation

**Sponsors:** Phillips

**Attachments:** [BOWC Customer Service May 3 2023 DRAFT](#)

**B. Planning Calendar(17-0127)***Quality Assurance**•Soft Skills**•Measures**•Quality Scores**•Virtual Coaching***9. OTHER MATTERS****10. NEXT MEETING***June 7, 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.