



# Detroit Water and Sewerage Department Meeting Agenda - Final

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## Board of Water Commissioners

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Tuesday, September 6, 2016

10:00 AM

2nd Floor Conference Room, Water Board Bldg.

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### Customer Service Committee Meeting

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

*August 2, 2016*

5. PUBLIC COMMENTS (3 minutes per speaker)

*Anyone from the public who wishes to address any item on the Agenda or make a comment. (3 Minute Limitation)*

6. UNFINISHED BUSINESS

*None.*

7. NEW BUSINESS

[16-0137](#)

CEO's Vision PowerPoint with Metrics

Sponsors: Presnell

Attachments: [BOWC\\_Cust Serv 9\\_6\\_16\\_Final](#)

8. CUSTOMER SERVICE COMMITTEE CHARTER/RESPONSIBILITIES

9. ITEMS FROM PREVIOUS MEETING

- a) DWSD website.
- b) DPS School buildings past due bills status; vacancy of buildings-shut offs.
- c) Customer Services positions goal 113-115.
- d) Customer billing deadline for filling dispute-30 days.
- e) Customer claims appeals.
- f) Customer Service training for every process made simple with bullet points to ensure accuracy and consistency of information given to customers.
- g) Collection Rules and Procedures Policy will be updated.

**10. NEXT MEETING**

*October 4, 2016 at 10:00 a.m.*

**11. OTHER MATTERS**

**12. ADJOURMENT**