



# **Detroit Water and Sewerage Department Meeting Agenda - Final**

735 Randolph Street  
Detroit, Michigan 48226  
(313) 224-4704 Office  
[www.dwsd.legistar.com](http://www.dwsd.legistar.com)

## **Customer Service Committee**

---

Tuesday, October 4, 2016

10:30 AM

5th Floor Board Room, Water Board Building

---

### **Customer Service Committee Meeting**

1. **CALL TO ORDER**

2. **ROLL CALL**

3. **APPROVAL OF AGENDA**

4. **APPROVAL OF MINUTES**

*September 6, 2016*

5. **PUBLIC PARTICIPATION**

6. **UNFINISHED BUSINESS**

*Draft Collection Rules and Procedures*

7. **NEW BUSINESS**

1. **New Bill Format**

2. **Draft Customer Service Charter**

3. **Customer Service Update**

a. **Neighborhood Flooding**

b. **Drainage Fee Discussion**

c. **Customer Service Training**

8. **NEXT MEETING**

*November 1, 2016 at 10:30 a.m.*

9. **OTHER MATTERS**

10. **ADJOURNMENT**