



Detroit Water and Sewerage Department Meeting Agenda - Final

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

Customer Service Committee

Tuesday, December 6, 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

November 1, 2016

5. PUBLIC PARTICIPATION

6. UNFINISHED BUSINESS

[16-0182](#) Draft Collection Rules and Procedures

Sponsors: Jordan

Attachments: [BILLING AND COLLECTION POLICY and PROCEDURES Draft 12.1](#)

[16-0183](#) Draft Customer Service Committee Charter

Sponsors: Sulaka

Attachments: [DWSD Customer Service Committee Charter 2016](#)

7. NEW BUSINESS

[16-0184](#) ALICE Report

Sponsors: Brown and Presnell

Attachments: [ALICE Report](#)

2. Customer Service Monthly Update

3. Customer Hotline Discussion

8. NEXT MEETING

January 3, 2017 at 10:30 a.m.

9. OTHER MATTERS

10. ADJOURNMENT