

Detroit Water and Sewerage Department

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Meeting Agenda - Final-Revised

Tuesday, February 7, 2017

10:30 AM

Customer Service Committee Meeting

5th Floor Board Room, Water Board Building

Customer Service Committee

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

January 10, 2017

5. PUBLIC PARTICIPATION

6. UNFINISHED BUSINESS

[17-0026](#) Draft Customer Service Charter

Sponsors: Sulaka

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

[17-0027](#) Billing and Collection Policy and Procedures

Sponsors: Sulaka

Attachments: [BILLING AND COLLECTION POLICY and PROCEDURES Draft 10.24](#)

7. NEW BUSINESS

1. Customer Service Monthly Update

2. Customer Service Hotline Discussion

3. Faith-Based Organization Progress Update

4. Blue Ribbon Panel on Affordability

[17-0028](#) News Article

Sponsors: Brown

Attachments: [Tiered Detroit bill plan rewards low water use](#)

8. NEXT MEETING

March 7, 2017 at 10:30 a.m.

9. OTHER MATTERS

10. ADJOURNMENT

