

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Tuesday, April 4, 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**

February 7, 2017

5. **PUBLIC PARTICIPATION (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**

A. Billing and Collection Policy and Procedures - Pending

B. Customer Service Hotline - Pending

7. **NEW BUSINESS**

A. Customer Service Monthly Update

- Southwest Location

a. Hiring process

b. Number of employees

B. Customer comment cards (copy)

- Online process

8. **NEXT MEETING**

May 2, 2017

9. **OTHER MATTERS**

10. **ADJOURNMENT**