

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, May 3, 2017

1:00 PM

**Customer Service Committee Meeting rescheduled from May 2,
2017**

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

April 4, 2017

5. PUBLIC PARTICIPATION (3 Minutes per speaker)

6. UNFINISHED BUSINESS

- A. Billing and Collection Policy and Procedures*
- B. Customer Service Hotline - Postponed until a later date*
- C. Customer Service Charter*

7. NEW BUSINESS

A. Customer Service Monthly Update

Customer Comment Feedback

B. Minister's Outreach Update

[17-0081](#)

The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **enter into Contract No. CS-1841, "Maintenance and Support Agreement for Application Software Products" with Systems & Software, Inc. (Consultant), at a cost not to exceed \$2,295,000.00 for a duration of three (3) years**, and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

Sponsors: Information Technology and Services

[17-0082](#)

The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **grant an increase of \$1,250,000.00 in the contract price and an extension of three (3) years for Contract No. CS-1708, "Zipwire Automated Call Distribution (ACD) Call Center Management Solution" with Waterfield Technologies, Inc. (Consultant)**, and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

Sponsors: Information Technology and Services

8. NEXT MEETING

June 7, 2017

9. OTHER MATTERS

Drainage Fees 83/17 Shared Cost
Wayne County Treasurer - Water bill lien - legal opinion

10. ADJOURNMENT