

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Thursday, May 11, 2017

9:30 AM

Customer Service Committee Special 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

April 4, 2017

5. PUBLIC PARTICIPATION

6. UNFINISHED BUSINESS

A. Billing and Collections Policy and Procedures

[17-0088](#) Billing and Collections Policy and Procedures

Sponsors: Presnell

Attachments: [BILLING AND COLLECTIONS POLICY and PROCEDURES Draft 10.24 ID 17-](#)

B. Customer Service Charter

[17-0089](#) Customer Service Charter

Sponsors: Customer Service Committee

Attachments: [CS Charter.1](#)

C. Customer Service Hotline-Postponed until a later date

7. NEW BUSINESS

A. Customer Service Monthly Update

- Customer Comment Card Feedback

B. Ministers Outreach Update

C. Drainage Fees 83/17 Shared Cost

D. Wayne County Treasurer-Water Bill Lien-Legal Opinion

8. NEXT MEETING

June 7, 2017

9. OTHER MATTERS

10. ADJOURNMENT