

# Detroit Water and Sewerage Department

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## Meeting Agenda - Final

Tuesday, July 11, 2017

1:30 PM

Customer Service Committee Meeting - rescheduled from July 5,  
2017

5th Floor Board Room, Water Board Building

(A quorum of the Board may be present)  
**Customer Service Committee**

## 1. CALL TO ORDER

## 2. ROLL CALL

## 3. APPROVAL OF AGENDA

## 4. APPROVAL OF MINUTES

*June 7, 2017*

## 5. PUBLIC PARTICIPATION

## 6. UNFINISHED BUSINESS

## A. Billing and Collection Policy and Procedures

## B. Customer Service Charter

## C. Ministers Outreach Update

## D. Drainage Fees 83/17 Shared Cost

## E. Wayne County Treasurer Water Bill Lien-Legal Opinion

## 7. NEW BUSINESS

## A. Customer Service Update

- Call center wait time

- Drainage reps responsibility (# of Detroit reps)

## B. Communication - ACLU

[17-0109](#)

## Receipt of Communication

Attachments: [American Civil Liberties Union of Michigan--ACLU](#)[Bolt Analysis](#)Legislative History

6/21/17

Board of Water  
Commissioners

received and filed

## 8. OTHER MATTERS

## 9. NEXT MEETING

*August 2, 2017*

**10. ADJOURNMENT**