

# **Detroit Water and Sewerage Department**

*735 Randolph Street  
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## **Meeting Agenda - Final**

**Wednesday, August 2, 2017**

**1:30 PM**

**Customer Service Committee Meeting**

**5th Floor Board Room, Water Board Building**

### **Customer Service Committee**

**A Quorum of the Board may be present**

## 1. CALL TO ORDER

## 2. ROLL CALL

## 3. APPROVAL OF AGENDA

## 4. APPROVAL OF MINUTES

*July 11, 2017*

## 5. PUBLIC PARTICIPATION

## 6. COMMUNICATIONS

[17-0129](#) Receipt of Correspondence

1. Donna M. Law
2. S. Sam Love - Paradigm Cashflow
3. Charlotte K. Faraji, POA for Mrs. Katie L. Collins

## 7. UNFINISHED BUSINESS

## A. Billing and Collection Policy and Procedures

[17-0126](#) Draft Billing and Collection Policies and Procedures

Sponsors: Pospiech

Attachments: [DRAFT Billing and Collection Policies and Procedures](#)

## B. Customer Service Charter

[17-0127](#) Customer Service Charter

Sponsors: Pospiech

Attachments: [CS Charter](#)

## C. Ministers Outreach Update

- Status Report: drainage assessments, adjustments, community outreach

## D. Drainage Fees 83/17 Shared Cost

## E. Wayne County Treasurer Water Bill Lien

[17-0128](#)**Wayne County Treasurers' Office Water Bill Lien Process****Sponsors:** Pospiech**Attachments:** [Memo re liens and tax foreclosure 7-11-17](#)**8. NEW BUSINESS****A. Customer Service Update**

- Drainage Program - # of Detroit Representatives
- Discussion about Moratorium on Water Shut-offs
- Status of Homrich Contract (DWSD Personnel)

**B. BOWC Evening Community Meetings**[17-0131](#)**BOWC Evening Community Meetings****Sponsors:** Pospiech**Attachments:** [MOU between BOWC and City Council](#)  
[Schedule of Committee and Board Meetings](#)**C. Report on ACLU Workshop****9. OTHER MATTERS**

- Report on WSU Law School
- Consideration for Legislative action for Low Income Rates
- Water Cost for Demolition

**10. NEXT MEETING***September 6, 2017***11. ADJOURNMENT**