

Detroit Water and Sewerage Department

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Meeting Agenda - Final-Revised

Wednesday, October 4, 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

September 11, 2017

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

A. [17-0151](#) Legislative Report

Sponsors: Brown

Attachments: [State of Michigan Democratic Legislative Caucus](#)

B. [17-0156](#) Litigation Matters Involving DWSD

Sponsors: Pospiech

Attachments: [DWSD Litigation Matters](#)

7. UNFINISHED BUSINESS

A. [17-0141](#) Non-Residential Customers Status

Sponsors: Brown

Attachments: [Non-Residential Customers Status](#)

Legislative History

9/11/17 Customer Service received and filed
Committee

This item will be brought back before the Board.

B. [17-0142](#) Water and Sewer Application for Service

Sponsors: Customer Service/Meter Operations

Attachments: [Water & Sewer Service Application](#)

Legislative History

9/11/17 Customer Service received and filed
Committee

This item will be brought back before the Board.

C. [17-0143](#) **ACLU Analysis of Proposed DWSD Billing and Collection Policy and Procedures**

Sponsors: Pospiech

Attachments: [ACLU Analysis of Proposed DWSD Billing & Collection Policy & Procedures](#)
[Billing and Collection Policy and ProceduresDRAFT](#)

Legislative History

9/11/17 Customer Service received and filed
Committee

This item will be brought back before the Board.

D. [17-0131](#) **BOWC Evening Community Meetings**

Sponsors: Pospiech

Attachments: [MOU between BOWC and City Council](#)
[Schedule of Committee and Board Meetings](#)

E. **American Civil Liberties Union of Michigan (ACLU) Workshop Update**

City Council, BOWC

8. **NEW BUSINESS**

A. **Customer Service Update**

B. **BOWC Retreat Discussion**

*-Facilitator
-Date
-Agenda
-Location
-Half/Whole Day*

9. **OTHER MATTERS**

A. **Explanation of Drainage Charge Billing in Detroit and Suburbs**

10. **NEXT MEETING**

November 1, 2017

11. **ADJOURNMENT**