

Detroit Water and Sewerage Department

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Meeting Agenda - Final-Revised

Wednesday, November 1, 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

October 4, 2017

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

A. [17-0164](#) Receipt of Communication

Sponsors: Customer Service/Meter Operations

Attachments: [Brenda L. Hall-Customer Communication](#)

7. UNFINISHED BUSINESS

A. [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.

B. [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.

8. NEW BUSINESS

A. Customer Service and Outreach Update

B. [17-0163](#) Donation Card

Sponsors: Presnell

Attachments: [Donation Card](#)

[17-0173](#) Follow-up Items

Sponsors: Customer Service/Meter Operations and Office of the General Counsel

Attachments: [17-0173 Damage Claims #1](#)

[17-0173 Public Comment-Monica Conyers #2](#)

[17-0173 Customer Complaint-Estella Lanier #3](#)

9. OTHER MATTERS**10. NEXT MEETING**

December 6, 2017

11. ADJOURNMENT