

# **Detroit Water and Sewerage Department**

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## **Meeting Agenda - Final**

**Wednesday, December 6, 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

*November 1, 2017*

## 5. PUBLIC PARTICIPATION

## 6. COMMUNICATIONS

*None*

## 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.*

11/1/17 Customer Service received and filed  
Committee

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.*

11/1/17 Customer Service received and filed  
Committee

## 8. NEW BUSINESS

## A. Customer Service and Outreach Update

1.     [17-0191](#)     Downtown Saturday Hours Change

Sponsors: Customer Service/Meter Operations

Attachments: [Downtown Saturday Hours Change 2017](#)

B.     Collection Rate Historical Comparison - Quarterly v Monthly

1.     [17-0194](#)     Press Release-DWSD Prepares for Monthly Residential Billing

Sponsors: Brown

Attachments: [Press Release - DWSD Monthly Billing](#)

9.     OTHER MATTERS

10.    NEXT MEETING

TBD

11.    ADJOURNMENT