

Detroit Water and Sewerage Department

*735 Randolph Street
Detroit, Michigan 48226
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Meeting Agenda - Final

Thursday, January 11, 2018

1:30 PM

Rescheduled from January 3, 2018

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

December 6, 2017

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

A. [18-0003](#) Receipt of Correspondence

Attachments: [James Brunell 2806-2810 Rosa Parks Response](#)
[Helen and 7 Mile Response 12152017](#)
[Emerald Property Group, LLC Complaint](#)

7. UNFINISHED BUSINESS

1. *Water and Sewer Application for Service (17-0142)*
2. *DWSD Billing and Collection Policy and Procedures (17-0143)*

8. NEW BUSINESS

A. Customer Service and Outreach Update

1. [18-0005](#) Evening Community Meeting

Attachments: [BOWC Evening Community Meeting - 01172018 Flier](#)

2. [18-0006](#) Non-Profit Drainage Charge Credit Programs Update

B. [18-0009](#) The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to enter into **Contract No. CS-1874, “Public Relations and Communication Services” with Mort Crim Communications, Inc. (Consultant), at a cost not-to-exceed \$2,999,280.00 (including media buys) for a duration of two (2) calendar years**, and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

Sponsors: Office of the General Counsel

9. OTHER MATTERS

10. NEXT MEETING

February 7, 2018

11. ADJOURNMENT