

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, April 4, 2018

2:00 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

March 7, 2018

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

A. [18-0072](#) Receipt of Correspondence

Sponsors: Customer Service/Meter Operations

Attachments: [17645 Grandville #2](#)

B. [18-0075](#) Receipt of Correspondence

Sponsors: Customer Service/Meter Operations

Attachments: [Fredia Butler](#)

7. UNFINISHED BUSINESS

None

8. NEW BUSINESS

Customer Service and Outreach Update

A. [18-0082](#) Integrated Marketing Campaign Updates

Sponsors: Public Affairs

Attachments: [18-0082 Integrated Marketing Campaign Pres.4.4.18 revised](#)

B. [18-0083](#) Press Release

Sponsors: Peckinpaugh

Attachments: [News Release - Jonathan Kinloch Appointed to Board of Water Commissioners](#)

C. Monthly Customer Care Transaction Report

D. [18-0078](#) Procedures for Filing Administrative Appeals to the DAH

Sponsors: Pospiech

Attachments: [Administrative Appeals to DAH](#)

9. OTHER MATTERS

10. NEXT MEETING

May 2, 2018

11. ADJOURNMENT