

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, June 6, 2018

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

May 2, 2018

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

None

7. UNFINISHED BUSINESS

None

A. Establishing New Service Administrative Policy (18-0095)

8. NEW BUSINESS

A. [18-0121](#) Lean Six Sigma Project Presentation

Sponsors: Customer Service/Meter Operations

Attachments: [18-0121 REVISED LEAN Cabinet Presentation Format 4-25-18](#)

B. Customer Service Planning Calendar

C. Customer Service Update

- Service Interruptions Data

9. OTHER MATTERS

10. NEXT MEETING

TBD

11. ADJOURNMENT