

# **Detroit Water and Sewerage Department**

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[www.dwsd.legistar.com](http://www.dwsd.legistar.com)*



## **Meeting Agenda - Final**

**Wednesday, March 7, 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

*February 7, 2018*

## 5. PUBLIC PARTICIPATION

## 6. COMMUNICATIONS

A. [18-0040](#) Receipt of Communications

Sponsors: Customer Service/Meter Operations

Attachments: [17645 Grandville.1](#)  
[Grandville History](#)

## 7. UNFINISHED BUSINESS

A. [17-0142](#) New Water and Sewer Application for Service

Sponsors: Pospiech

Attachments: [NEW Water and Sewer Application for Service - 03052018](#)  
[Establishing DWSD Service](#)

Legislative History

9/11/17	Customer Service Committee	received and filed
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*This item will be brought back before the Board.*

11/1/17	Customer Service Committee	received and filed
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12/6/17	Customer Service Committee	returned without recommendation
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*Debra Pospiech, CAO/Chief General Counsel reported the water and sewer service application would be addressed after the DWSD Billing and Collections Policy and Procedures is finalized.*

*The item will be addressed by the committee in January/February 2018.*

## B. DWSD Billing and Collection Policy and Procedures

## 8. NEW BUSINESS

**A. Customer Service and Outreach Update**

- *Drainage Charge Rollout Update*
- *Monthly transaction Report*
- *Communications from 1/17/18 community meeting*
- *Commercial/Industrial delinquent accounts and collections*
- *Hepatitis A and water shut-offs*

**9. OTHER MATTERS**

**10. NEXT MEETING**

*April 4, 2018*

**11. ADJOURNMENT**