



# Detroit Water and Sewerage Department Meeting Agenda - Final

735 Randolph Street  
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## Customer Service Committee

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Tuesday, July 10, 2018

2:30 PM

5th Floor Board Room, Water Board Building

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**Customer Service Committee Meeting rescheduled from Wednesday, July 4, 2018**

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

*June 6, 2018*

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

[18-0146](#) Receipt of Correspondence

**Attachments:** [Communication - Joseph W. Romano](#)

[18-0147](#) Receipt of Correspondence

**Attachments:** [Communication - Brandi Collins-Dexter](#)

[18-0155](#) Receipt of Correspondence (Customer Responses-Meeting of 6/20/18)

**Sponsors:** Customer Service/Meter Operations

**Attachments:** [Customer- Diane King - June 20, 2018](#)

[Customer. Mary Ellen Howard - June 20, 2018](#)

[Customer. Shayne Sisco - June 20, 2018](#)

[Customer. Stephanie Collins - June 20, 2018](#)

[Customer. Ronnie Mixon - June 20, 2018 \(2\)](#)

7. UNFINISHED BUSINESS

*Establishing New Service Administrative Policy (18-0095) - Pending September 2018*

8. NEW BUSINESS

- A. Customer Service Planning Calendar
- B. Customer Service Update
- C. [18-0149](#) Quarterly Litigation Report

*Sponsors:* Pospiech

*Attachments:* [DWSD Office of General Counsel Q2 Quarterly Report 2018](#)

D. Website/Portal Presentation

E. Service Interruption Update

9. OTHER MATTERS

10. NEXT MEETING

*August 1, 2018*

11. ADJOURNMENT