



Detroit Water and Sewerage Department Meeting Agenda - Final

735 Randolph Street
Detroit, Michigan 48226
(313) 224-4704 Office
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Customer Service Committee

Tuesday, July 10, 2018

2:30 PM

5th Floor Board Room, Water Board Building

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