

# **Detroit Water and Sewerage Department**

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## **Meeting Agenda - Final**

**Wednesday, September 5, 2018**

**1:30 PM**

**Customer Service Committee Meeting**

**5th Floor Board Room, Water Board Building**

### **Board of Water Commissioners**

**A Quorum of the Board may be present**

## 1. CALL TO ORDER

## 2. ROLL CALL

## 3. APPROVAL OF AGENDA

## 4. APPROVAL OF MINUTES

*August 1, 2018*

## 5. PUBLIC COMMENTS (3 minutes per speaker)

*Anyone from the public who wishes to address any item on the Agenda or make a comment. (3 Minute Limitation)*

## 6. COMMUNICATIONS

A. [18-0205](#) Receipt of Correspondence

**Sponsors:** Customer Service/Meter Operations

**Attachments:** [Communication-Annie Yeargin Response](#)

[Communication-Fraternite Notre Dame](#)

## 7. UNFINISHED BUSINESS

*New Service Administrative Policy (18-0095) Anticipate-Fall 2018*

## 8. NEW BUSINESS

## A. Customer Service Update

*Introduction - New Chief Customer Service Officer, Julianne Gabon*

B. [17-0127](#)

**Sponsors:** Pospiech

**Attachments:** [CS - Charter/Planning Calendar](#)

**Legislative History**

8/2/17	Customer Service Committee	recommended for approval
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10/18/17	Board of Water Commissioners	approved
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C. [18-0216](#) Customer Service Metrics

**Sponsors:** Customer Service/Meter Operations

**Attachments:** [Metrics-CSC](#)

- D. Real Estate Closing Reads Process
- E. Unauthorized usage of customers' water
- 9. OTHER MATTERS
- 10. NEXT MEETING  
*October 3, 2018*
- 11. ADJOURNMENT