

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
10/18/17	Board of Water Commissioners	approved

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