

# Detroit Water and Sewerage Department

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## Meeting Agenda - Final

Wednesday, October 3, 2018

1:30 PM

Customer Service Committee

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

*September 5, 2018*

## 5. PUBLIC PARTICIPATION

## 6. COMMUNICATIONS

*None*

## 7. UNFINISHED BUSINESS

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

## 8. NEW BUSINESS

A. [18-0224](#) Customer Service Metrics

***Sponsors:*** Gabon

***Attachments:*** [CS Metrics](#)

B. [18-0228](#) Integrated Marketing Campaign Update

***Sponsors:*** Public Affairs

***Attachments:*** [Marketing Presentation](#)

## C. Customer Service Planning Calendar (17-0127)

- New website review

## D. Detroit Health Department - Dr. Suzanne White, Chief Medical Advisor

[18-0235](#) Hepatitis A Outbreak in SE Michigan

***Attachments:*** [Hepatitis A Presentation](#)

## 9. OTHER MATTERS

## 10. NEXT MEETING

*November 7, 2018*

## 11. ADJOURNMENT

