

# Detroit Water and Sewerage Department

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## Meeting Agenda - Final

Wednesday, November 7, 2018

1:30 PM

Customer Service Committee Meeting

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

*October 3, 2018*

## 5. PUBLIC PARTICIPATION

*Wave Fundraiser Update - Donna Stallings*

## 6. COMMUNICATIONS

*None*

## 7. UNFINISHED BUSINESS

*New Service Administrative Policy (18-0095)*

## 8. NEW BUSINESS

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

- New website review

B. [18-0249](#) Customer Service Metrics

**Sponsors:** Gabon

**Attachments:** [Metrics-10.31](#)

C. [18-0250](#) Customer Requests for Lead Testing

**Sponsors:** Office of the Director

**Attachments:** [DWSD Lead Sampling Summary](#)

D. [18-0262](#) Water Bill Comparison

**Sponsors:** Public Affairs

**Attachments:** [Water Bill Comparison\\_1](#)

## 9. OTHER MATTERS

## 10. NEXT MEETING

*December 5, 2018*

## 11. ADJOURNMENT

