

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, December 5, 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

November 7, 2018

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

7. UNFINISHED BUSINESS

New Service Administrative Policy

8. NEW BUSINESS

A. [18-0277](#) Customer Service Metrics

Sponsors: Gabon

Attachments: [Metrics-11.30](#)

B. Customer Service Update

C. Planning Calendar (17-0127)

D. [18-0278](#) Customer Service Staffing

Sponsors: Gabon

Attachments: [CSC Calendar-Dec](#)

9. OTHER MATTERS

10. NEXT MEETING

January 2, 2019

11. ADJOURNMENT