

# 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