

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Tuesday, January 8, 2019

2:30 PM

Customer Service Committee Meeting

5th Floor Board Room, Water Board Building

Customer Service Committee

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

December 5, 2018

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

7. UNFINISHED BUSINESS

New Service Administrative Policy (18-0095)

8. NEW BUSINESS

A. [19-0013](#) Customer Service Metrics

Attachments: [Metrics-12.31](#)

B. [19-0014](#) Planning Calendar Analytics

Sponsors: Customer Service/Meter Operations

Attachments: [Customer Service Analytics](#)

C. Revised Planning Calendar for 2nd Half of FY2019 (17-0127)

9. OTHER MATTERS

10. NEXT MEETING

February 6, 2019

11. ADJOURNMENT