

# Detroit Water and Sewerage Department

735 Randolph Street  
Detroit, Michigan 48226  
(313) 224-4704 Office  
[dwsd.legistar.com](http://dwsd.legistar.com)



## Meeting Agenda - Final

Wednesday, March 6, 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

*February 6, 2019*

## 5. PUBLIC PARTICIPATION

## 6. COMMUNICATIONS

*None*

## 7. UNFINISHED BUSINESS

*New Administrative Policy (18-0095)*

## 8. NEW BUSINESS

A. [19-0062](#) Metrics

**Sponsors:** Gabon

**Attachments:** [Metrics-2.28](#)

## B. Customer Service Update

*Real Estate Closing Discussion*

C. [19-0063](#) Customer Service Quality Assurance

**Sponsors:** Gabon

**Attachments:** [CSC Quality Assurance](#)

## D. Revised Planning Calendar (17-0127)

## 9. OTHER MATTERS

## 10. NEXT MEETING

*April 3, 2019*

## 11. ADJOURNMENT