

# **Detroit Water and Sewerage Department**

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## **Meeting Agenda - Final**

**Wednesday, April 3, 2019**

**2:00 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

*March 6, 2019*

## 5. PUBLIC PARTICIPATION

## 6. COMMUNICATIONS

*None*

## 7. UNFINISHED BUSINESS

## A. New Administrative Policy (18-0095)

## 8. NEW BUSINESS

A. [19-0092](#) Customer Service Management

*Sponsors:* Gabon

*Attachments:* [Customer Service Management](#)

B. [19-0093](#) Customer Service Metrics

*Sponsors:* Gabon

*Attachments:* [Metrics-3.29](#)

## C. Wrap Update

*Sponsors:* Jones and Peckinpaugh

*Attachments:* [WRAP Update for BOWC - 04032019](#)

## D. Planning Calendar

## 9. OTHER MATTERS

## 10. NEXT MEETING

*May 1, 2019*

## 11. ADJOURNMENT