

# **Detroit Water and Sewerage Department**

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## **Meeting Agenda - Final**

**Tuesday, July 9, 2019**

**3:30 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

*June 5, 2019*

## 5. PUBLIC PARTICIPATION

## 6. COMMUNICATIONS

*None*

## 7. UNFINISHED BUSINESS

*None*

## 8. NEW BUSINESS

A. [19-00210](#) Customer Service Metrics*Sponsors:* Customer Service*Attachments:* [Metrics-6.30](#)B. [19-00211](#) Customer Service Training Program*Sponsors:* Customer Service*Attachments:* [CSC Training Program](#)

## C. Service Interruptions

## D. Planning Calendar (17-0027)

## 9. OTHER MATTERS

## 10. NEXT MEETING

*August 7, 2019*

## 11. ADJOURNMENT