

# **Detroit Water and Sewerage Department**

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## **Meeting Agenda - Final**

**Wednesday, October 2, 2019**

**1:00 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

*September 6, 2019*

## 5. PUBLIC PARTICIPATION

## 6. COMMUNICATIONS

*There were none.*

## 7. UNFINISHED BUSINESS

*There were none.*

## 8. NEW BUSINESS

A. [19-00271](#) Customer Service Pledge

**Sponsors:** Pospiech

**Attachments:** [Customer Service Pledge - Final to GB](#)

B. [19-00278](#) Commitment to Action

**Sponsors:** Pospiech

**Attachments:** [Commitment to Action - 2019 - V3](#)

C. [19-00272](#) Metrics

*There were none.*

D. [19-00290](#) Service Interruption

**Sponsors:** Financial Services

**Attachments:** [Service Interruption Summary 2019 09 26](#)

## E. Planning Calendar (17-0127)

## 9. OTHER MATTERS

## 10. NEXT MEETING

*November 6, 2019*

**11. ADJOURNMENT**