



Detroit Water and Sewerage Department Meeting Agenda - Final

735 Randolph Street
Detroit, Michigan 48226
(313) 224-4704 Office
dwsd.legistar.com

Customer Service Committee

Wednesday, April 1, 2020

1:00 PM

Amazon Chime at 1 855-552-4463 (Toll Free) or
1 206-462-5569

Meeting ID: 7759 68 1050

Customer Service Committee Meeting Change in Location

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

March 4, 2020

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

None

7. UNFINISHED BUSINESS

None

8. NEW BUSINESS

A. [20-0101](#) Customer Service Presentation

Sponsors: Phillips

Attachments: [Customer Service April 2020 BOWC Presentation Final](#)

B. COVID-19 Working Arrangements for Customer Service Representatives

C. COVID-19 Update-Regarding Water Restart Program

D. Planning Calendar (17-0127)

9. OTHER MATTERS

10. NEXT MEETING

May 6, 2020

11. ADJOURNMENT