



# Detroit Water and Sewerage Department Meeting Agenda - Final

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

## Customer Service Committee

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Wednesday, August 5, 2020

1:00 PM

United States (1): +1 206-462-5569 Meeting ID:  
3159 87 6252

United States (2): +1 929-432-4463 Meeting ID:  
3159 87 6252

United States Toll-Free (1): +1 855-552-4463  
Meeting ID: 3159 87 6252

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### Customer Service Committee Meeting

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

*July 1, 2020*

5. PUBLIC PARTICIPATION (3 minutes per speaker)

6. COMMUNICATIONS

*None*

7. UNFINISHED BUSINESS

*None*

8. NEW BUSINESS

A. [20-0201](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC August 5 2020 Customer Service.pdf](#)

B. Planning Calendar (17-0127)

*Customer Experience Survey*

- *Review survey format*
- *Review survey results*
- *Initiatives from feedback*

**9. OTHER MATTERS**

**10. NEXT MEETING**

*September 2, 2020*

**11. ADJOURNMENT**