



Detroit Water and Sewerage Department Meeting Agenda - Final

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Customer Service Committee

Wednesday, September 2, 2020

1:15 PM

United States Toll-Free: +1 855-552-4463

United States (1): +1 206-462-5569

Meeting ID: 7740 29 9622

Customer Service Committee Meeting

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

August 5, 2020

5. PUBLIC PARTICIPATION (3 minutes per speaker)

6. COMMUNICATIONS

A. [20-0225](#) Receipt of Correspondence

Sponsors: Phillips

Attachments: [Sheila Summers BOWC Customer Letter 8-19-2020.pdf](#)

7. UNFINISHED BUSINESS

None

8. NEW BUSINESS

A. [20-0226](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC September 2 2020 Customer Service Final.pdf](#)

B. Planning Calendar (17-0127)

Call/Service Center Metric Analysis

- Review current metrics
- Best practice benchmarks
- Goals and service levels

9. OTHER MATTERS**10. NEXT MEETING**

October 7, 2020

11. ADJOURNMENT

If any member of the public would like to speak during public comment, they must email dwsd-publicaffairs@detroitmi.gov prior to 1:00 p.m. with their name, the phone number they will be using to call in, and a brief description of comments. Your phone number will not be revealed to anyone else dialing into the meeting. OR

If you do not want to leave your phone number, you may email your comments to dwsd-publicaffairs@detroitmi.gov prior to 1:00 p.m. and your comments will be read into the record at the Board meeting during public comment.