



Detroit Water and Sewerage Department Meeting Agenda - Final

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Detroit, Michigan 48226
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Customer Service Committee

Wednesday, October 7, 2020

1:30 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

September 2, 2020

5. PUBLIC PARTICIPATION (3 minutes per speaker)

6. COMMUNICATIONS

A. [20-0243](#) Receipt of Correspondence

Attachments: [Customer Response.20462 Veach BOWC.pdf](#)

B. [20-0254](#) Receipt of Correspondence

Sponsors: Jones and Pospiech

Attachments: [Letter to Peoples Water Board.pdf](#)

[WEB READY - Cornerstone Village CIP Update - 10072020.pdf](#)

7. UNFINISHED BUSINESS

A. [20-0257](#) Assistance Programs-Affordability Program Overview

Attachments: [Assistance Programs Sep2020 Rev2.pdf](#)

8. NEW BUSINESS

A. [20-0251](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC October 7 2020 Customer Service Draft 4.pdf](#)

B. [20-0245](#) North Rosedale Park and Cornerstone Village Community Outreach

Sponsors: Jones and Mobley

Attachments: [North Rosedale Park and Cornerstone Village Community Outreach.10.07.2020](#)

C. Private Water and Sewer Service Line Warranty - Request for Proposals**D. Planning Calendar (17-0127)**

enQuesta Upgrade

-Key highlights

-Service improvements

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

November - TBD

11. ADJOURNMENT

If any member of the public would like to speak during public comments, 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 comments.