



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 7, 2021

1:30 PM

To attend by phone call one of these numbers:
+1 301 715 8592, +1 312 626 6799, +1 267 831 0333
Use Meeting ID: 815 7263 5118
Use Passcode: 482262021

To attend online:
<https://cityofdetroit.zoom.us/j/81572635118>
Use Passcode: 482262021

CS Committee Meeting

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

March 3, 2021

5. PUBLIC PARTICIPATION (3 minutes per speaker)

6. COMMUNICATIONS

A. [21-0437](#) Receipt of Correspondence

Sponsors: Phillips

Attachments: [Bernice Toles Response.pdf](#)

[Susan Barrett Response.pdf](#)

[Tracy Stevenson Response.pdf](#)

B. [21-0449](#) Receipt of Correspondence

Sponsors: Customer Service

Attachments: [Letter to BOWC-We the People.pdf](#)

7. UNFINISHED BUSINESS

*Hydrate Detroit Water Amnesty Program
Water Restart Program*

8. NEW BUSINESS**A. [21-0450](#) CS Presentation**

Sponsors: Phillips

Attachments: [BOWC April 7 2021 - Customer Service FINAL.pdf](#)

B. [21-0459](#) Affordability Update

Sponsors: Huber

Attachments: [April 2021 Monthly Affordability Update.pdf](#)

C. Planning Calendar (17-0127)

Contactless Transformation Project Update

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

May 6, 2021

11. ADJOURNMENT

Due to the COVID-19 Pandemic and Detroit Health Department emergency orders, the Detroit Board of Water Commissioners is currently hosting its meetings virtually via Zoom.

Any member of the public who wants to speak during public comment, follow these instructions:

•Prior to submitting for public comment, please review the meeting documents posted online at dwsd.legistar.com

•Email dwsd-publicaffairs@detroitmi.gov prior to 1:00 p.m. on the day of the meeting with your full name, the phone number you will be using if you are calling into the meeting or the name you will be using on Zoom if logging into the meeting using a computer or mobile device, and a brief description of your comment(s).

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. on the day of the meeting and your comments will be read into the record at the board meeting during public comment.