

**DETROIT WATER & SEWERAGE DEPARTMENT (DWSD)**  
**CUSTOMER SERVICE COMMITTEE CHARTER**

**Mission**

The purpose of the Customer Service Committee of the Board of Water Commissioners (“BOWC”) is to aid in preserving an exceptional level of customer service operations within DWSD by monitoring trends, evaluating performance, and recommending policy on all aspects of DWSD’s relationship with its customers.

**Authority and Responsibilities**

*Policies*

The Customer Service Committee has the authority to recommend, review, and update the customer service, billing, and collections policies for approval by the BOWC.

*Oversight of Implementation and Evaluation of Performance*

The Customer Service Committee shall receive regular reports in order to evaluate DWSD’s performance as it relates to customer satisfaction. The Customer Service Committee may recommend strategies to be considered by the BOWC.

**Organization**

*Review of Charter*

This Charter shall be reviewed and reassessed by the Customer Service Committee annually.

*Structure/Quorum*

The Customer Service Committee shall consist of three (3) member of the BOWC. The Chair of the BOWC will appoint committee members and the Committee Chair.

*Agenda, Minutes and Reports*

Meetings shall comply with the Michigan Open Meetings Act. Records shall be maintained as records under the Michigan Freedom of Information Act.

---

Mary Blackmon, Chair  
Customer Service Committee

Date: \_\_\_\_\_