

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 maintain a superior 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 Establish, 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 at least three (3) members 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: 2/7/17