

**DETROIT WATER AND SEWERAGE DEPARTMENT  
CUSTOMER SERVICE COMMITTEE CHARTER**

**Purpose**

The Customer Service Committee of the Board of Water Commissioners ("BOWC") shall maintain a superior level of customer service operations within DWSD by:

1. Monitoring trends,
2. Evaluating performance, and
3. Recommending policy on all aspects of DWSD's relationship with its customers.

**Composition**

1. Members: The Customer Service Committee shall consist of at least three (3) members of the BOWC. The Chair of the BOWC will appoint committee members.
2. Chairperson: The Chair of the BOWC shall appoint one member as Committee Chair.
3. Secretary: The Committee shall designate an official Secretary of the Committee.
4. Quorum: A quorum shall be a majority of the members of the Committee.

**Meetings**

1. Meetings: The Chairperson of the Committee, in consultation with the Committee members, shall determine the schedule and frequency of the Committee meetings.
2. Agenda: The Chairperson of the Committee shall develop and set the Committee agenda, in consultation with other members of the Committee, the BOWC and appropriate members of management. The agenda and information concerning the business to be conducted at each Committee meeting shall, to the extent practical, be communicated to the members of

the Committee sufficiently in advance of each meeting to permit meaningful review by Committee members.

3. Report to BOWC: Minutes of each meeting shall be prepared by the Secretary of the Committee, reviewed by the Committee and made available to the Board. Following each meeting, the Committee Chair, on behalf of the Committee, will report to the board on key issues, recommending items for approval and/or remedial action when required.
  - a. Copies of the minutes of all Committee meetings will be filed with the Board at the next Board meeting after a meeting is held (these may still be in draft form).
  - b. Supporting schedules and information reviewed by the Committee shall be available for examination by any Director upon request to the Secretary of the Committee.
4. Non-Member Attendance: Any Board of Water Commissioner not a member of the Committee may attend a Committee meeting on a non-voting basis. The Director of DWSD may be present at all meetings of the Committee. Customer Service and such other staff as appropriate to provide information to the Committee shall attend meetings upon the invitation of the Committee.
5. Open Meetings Act: Meetings shall comply with the Michigan Open Meetings Act. Records shall be maintained as records under the Michigan Freedom of Information Act.

### **Authority and Duties**

1. The Committee will establish an annual planning calendar of Committee activities including which activities will be addressed at which meetings.
2. The Committee has the authority to establish, review, and update the customer service, billing, and collections policies for approval by the BOWC.

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

### **Review of Charter**

This Charter may be modified from time to time at the sole discretion of the Board of Water Commissioners.

Approved as Written on October 18, 2017.

Customer Service Committee Annual Planning Calendar				
January	February	March	April	
Data Analytics for Key Customer Trends <ul style="list-style-type: none"> <li>• Drainage data</li> <li>• System Outages</li> </ul>	CAST Team with Public Relations <ul style="list-style-type: none"> <li>• Who are they</li> <li>• Their impact on customer experience</li> <li>• Plans for additional customer outreach</li> </ul>	Quality Assurance Presentation <ul style="list-style-type: none"> <li>• Skills measured</li> <li>• Average quality scores</li> <li>• Common difficult calls</li> <li>• Future quality goals</li> </ul>	CS Management Presentation <ul style="list-style-type: none"> <li>• Projects CS management are working on</li> <li>• Impact of projects on customers</li> </ul>	
May	June	July	August	
Customer Service Partnerships <ul style="list-style-type: none"> <li>• Review of organizations</li> <li>• Customer impact</li> </ul> Collections Report	Bill Pay Portal <ul style="list-style-type: none"> <li>• Enhancements</li> <li>• Customer impact</li> </ul>	Training Program <ul style="list-style-type: none"> <li>• Soft skills</li> <li>• Management skills</li> <li>• How it impacts customers</li> <li>• Future plans to improve service delivery</li> </ul>	Customer Experience Survey <ul style="list-style-type: none"> <li>• Review survey format</li> <li>• Review survey results</li> <li>• Initiatives from feedback</li> </ul> Collections Report	
September	October	November	December	
Call/Service Center Metric Analysis <ul style="list-style-type: none"> <li>• Review current metrics</li> <li>• Best practice benchmarks</li> <li>• Goals and service levels</li> </ul>	enQuesta Upgrade <ul style="list-style-type: none"> <li>• Key highlights</li> <li>• Service improvements</li> </ul>	Policy and Procedure Changes <ul style="list-style-type: none"> <li>• Proposed changes</li> <li>• Customer impact from their perspective</li> <li>• Improvement of service</li> </ul> Collections Report	Staffing Review and Concerns <ul style="list-style-type: none"> <li>• Review Org chart</li> <li>• Top staffing concerns</li> <li>• Plan to address staffing needs</li> <li>• Vacancies</li> </ul>	