

Customer Service CAST Team





Customer Assurance Specialist Team



Why CAST?

The Director wanted to create a group similar to Department of Neighborhoods that provides an opportunity for all customers in the community to access Detroit Water and Sewerage

Who are CAST?

A trained group of Customer Service Specialists

What does CAST Do?

Attend local community meetings with the goal of helping customers outside of office hours

What type of Community meetings do they attend?

Mayor's, City Council, Board of Water Commissioners, neighborhood meetings, customer assistance days, and special events

CAST in the Community



- The CAST team is made up of seven members, including one bilingual representative
- The CAST team has the unique ability to reach more customers by being in both afterhours and outside office capacities
- CAST team members have one on one interactions in spaces that can be more accessible to our customer base
- CAST attends events that aren't just about water or City of Detroit, this opens up the door to meet with more customers
- Customers have a specialized experience where they are able to ask questions and seek advice

CAST Community Events



Meeting	Date
Wayne County Resource Fair	1/15-1/17 and 1/29
Wayne Metro: Show Me the Money	2/8
Matrix Human Services: Show Me the Money	2/12
SER Metro Detroit	2/21
SER Metro Detroit	3/21

CAST Community Meetings



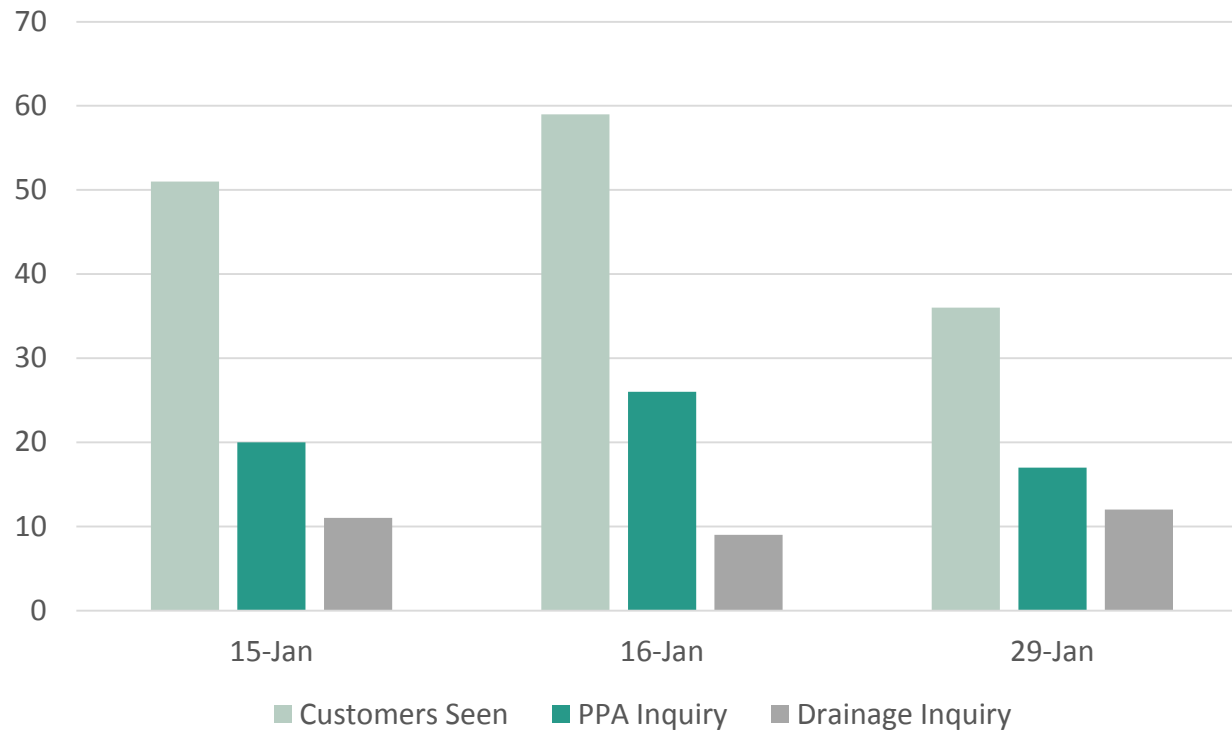
Meeting	Date
Detroit City Council	2/19
Board of Water Commissioners	2/20
Detroit City Council	3/26
Board of Water Commissioners	4/17
Detroit City Council	5/21
Detroit City Council	6/18
Board of Water Commissioners	6/19

*CAST also participates in the Mayor's Evening Community Meetings, schedule TBD

CAST Event Data



Wane County Resource Fair



CAST Team Future



- **Become DWSD Spokespeople**
 - Provide demonstrations and presentations in the community
 - Proactively educate customers on major changes and initiatives
- **Become experts in all areas of DWSD**
 - Maintenance and Repair, Drainage, Meter Operations, etc.

Questions?