



# 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 1, 2020

1:00 PM

Amazon Chime at 1 855-552-4463 (Toll Free) or  
1 206-462-5569

Meeting ID: 7759 68 1050

---

### Customer Service Committee Meeting Change in Location

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

*March 4, 2020*

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

*None*

7. UNFINISHED BUSINESS

*None*

8. NEW BUSINESS

A. [20-0101](#) Customer Service Presentation

Sponsors: Phillips

Attachments: [Customer Service April 2020 BOWC Presentation Final](#)

B. COVID-19 Working Arrangements for Customer Service Representatives

C. COVID-19 Update-Regarding Water Restart Program

D. Planning Calendar (17-0127)

9. OTHER MATTERS

**10. NEXT MEETING**

*May 6, 2020*

**11. ADJOURNMENT**