



# Detroit Water and Sewerage Department

735 Randolph Street  
Detroit, Michigan 48226  
(313) 224-4704 Office  
dwsd.legistar.com

## Legislation Details (With Text)

**File #:** 19-0076      **Version:** 2      **Name:**  
**Type:** Policy      **Status:** Approved  
**In control:** Office of the General Counsel  
**On agenda:** 3/15/2019      **Final action:** 3/15/2019  
**Title:** The Board of Water Commissioner for the City of Detroit Water and Sewerage Department approves the following Customer Service policies: 1.) Application for Service, 2.) Call Intake and Quality Assurance 3.), Credit, Refunds, and Adjustments, and 4.) Real Estate Closing, and authorizes the Director to take such action as may be necessary to effectuate the policies.  
**Indexes:** Board of Water Commissioners  
**Code sections:**  
**Attachments:** 1. 500-CS-Application for Service-v.1, 2. 500-CS-Call Intake and QA-v.1, 3. 500-CS-Refunds and Adjustments-v.1, 4. 500-CS-Real Estate Closing Bill-v.1

Date	Ver.	Action By	Action	Result
3/15/2019	2	Board of Water Commissioners	adopted	Pass

The Board of Water Commissioner for the City of Detroit Water and Sewerage Department approves the following Customer Service policies: **1.) Application for Service, 2.) Call Intake and Quality Assurance 3.), Credit, Refunds, and Adjustments, and 4.) Real Estate Closing**, and authorizes the Director to take such action as may be necessary to effectuate the policies.

### Agenda of March 15, 2019

#### Item No. 19-0076

**TO:** The Honorable  
Board of Water Commissioners  
City of Detroit, Michigan

**FROM:** Gary Brown, Director  
Water and Sewerage Department

**RE: Approval of Customer Service Policies**

### MOTION

Upon recommendation of Debra N. Pospiech, Chief Administrative Officer, the Board of Water Commissioner for the City of Detroit Water and Sewerage Department approves the following Customer Service policies:

- 1.) **Application for Service**
- 2.) **Call Intake and Quality Assurance**
- 3.) **Credit, Refunds, and Adjustments**
- 4.) **Real Estate Closing**

and authorizes the Director to take such action as may be necessary to effectuate the policies.