



# Detroit Water and Sewerage Department

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

## Legislation Text

---

**File #:** 19-0076, **Version:** 2

---

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.