



# 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, February 1, 2023

3:15 PM

To attend by phone call one of these numbers:  
+1 301 715 8592, +1 312 626 6799, +1 267 831 0333  
Use Meeting ID: 815 7263 5118  
Use Passcode: 482262021

To attend online:  
<https://cityofdetroit.zoom.us/j/81572635118>  
Use Passcode: 482262021

---

### CS Committee Meeting

To attend In Person:

735 Randolph, Detroit, MI 48226, 5th Floor Boardroom

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

*January 10, 2023*

5. PUBLIC PARTICIPATION (3 minutes per speaker)

6. COMMUNICATIONS

*None*

7. UNFINISHED BUSINESS

*Customer follow-up*

*- Alton McIntyre*

*- Leticia Rangel*

*- Sam Dimouski*

*- Michael Shane*

*Resuming community meetings*

*BOWC Retreat*

*Updated Planning Calendar*

8. NEW BUSINESS

**A. Employee Recognition**

*Neptune Award*  
- Debra Kozer  
- Oziel Ruiz

**B. [2023-35](#) CS Presentation**

Sponsors: Phillips  
Attachments: [BOWC Customer Service February 1 2023 Draft](#)

**C. DWSD Lifeline Plan Update****D. Policy Revisions****E. Planning Calendar (17-0127)**

*Lifeline Customer Outreach*

**9. OTHER MATTERS****10. NEXT MEETING**

*March 1, 2023*

**11. ADJOURNMENT****How to Make a Request for Public Comment**

You may provide your public comment via Zoom link:

<http://cityofdetroit.zoom.us/j/81572635118>

During the public comment section for each committee meeting, raise your hand using the Zoom hand icon on your desktop or mobile device, or if calling into the meeting by phone, press \*9 to raise your hand (press \*6 to unmute when called upon)

We respectfully request that you maximize your three minutes by sharing all your comments/questions at one time. You will only be called upon once for public comment during the same committee meeting, full board meeting, or hearing.

Once the Chair closes public comment, there will be no other public comments accepted and all the attendees will remain muted for the duration of the meeting.