

**LOUISVILLE & JEFFERSON COUNTY METROPOLITAN SEWER DISTRICT
CUSTOMER SERVICE COMMITTEE CHARTER**

Mission

The purpose of the Customer Service Committee of the MSD Board is to oversee, monitor trends, evaluate performance, provide guidance, and recommend policy on all aspects of MSD's relationship with its customers, including but not limited to:

- information available to, received by, and provided to customers;
- service provided to customers;
- customer perceptions and customer satisfaction;
- MSD's public image and brand promise; and,
- outreach efforts made by staff and agents of MSD.

Authority and Responsibilities

Policies

The Customer Service Committee has the authority to review and recommend to the MSD Board the creation or revision of MSD policies that affect customers.

Oversight of Implementation and Evaluation of Performance

The Customer Service Committee shall receive regular reports in order to evaluate MSD's performance as it relates to customer satisfaction. The Customer Service Committee may recommend strategies to be considered by the MSD Board.

Organization

Review of Charter

This charter shall be reviewed and reassessed by the Customer Service Committee annually, and any proposed changes shall be submitted to the MSD Board for approval.

Membership/Structure/Quorum

The Customer Service Committee shall consist of three (3) members of the MSD Board. The Chair of the MSD Board will appoint committee members and the Committee Chair.

Staff Designees

The staff liaison shall be the Chief Innovation Officer, Chief of Government and Public Affairs, and /or Director-Innovation, Customer Relations .

Meetings

The Customer Service Committee shall convene at least two times per year. A report of the meeting shall be given in the MSD Board meeting next following the Customer Service Committee meeting.


Agenda, Minutes, and Reports

Meetings shall comply with the Kentucky Open Meetings Act; records shall be maintained as records under the Kentucky Open Records Act.




John Selent
Customer Service Committee, Chair

Date: 8/26/24



Kellie S. Watson
General Counsel, MSD

Date: Aug. 26, 2024



James A. Parrott
Executive Director, MSD

Date: 8-26-24