



# Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee

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Tuesday, January 13, 2026

1:30 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

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## CS Committee Meeting will be held virtually

### 1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 1:30 p.m.

### 2. ROLL CALL

**Present:** 3 - Commissioner Linda Forte, Commissioner Jane Garcia and Chairperson Mary Blackmon

**The Chairperson called for recess at 1:31 pm**

**The Chairperson returned from recess at 1:36 pm**

### 3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

**There were none.**

### 4. APPROVAL OF MINUTES

Chairperson Blackmon requested a motion to approve the minutes of December 3, 2025.

**A motion was made by Commissioner Linda Forte, seconded by Commissioner Jane Garcia that this be approved.. The motion carried by a unanimous vote.**

### 5. PUBLIC PARTICIPATION (3 minutes per speaker)

Cecily McClellan comment is regarding Easypay concerns. Says there is a 63% success 37% failure. Says DWSD needs to do better. Also says there is a need for water affordability in Detroit. She has concerns regarding Lifeline H2O and want to know the status of the 500+ applicants that currently have no status and the reason why. Lastly, she wants DWSD to support the House water affordability bills in Congress.

Norrell Hemphill comment is regarding a call from a resident saying that a truck in their neighborhood is turning many neighbors water off. She says these affecting neighbors are Lifeline residents and now since they have been off the original program, they currently have arrears that they cannot pay. These customers need help to avoid current and future water shutoffs. Lastly, she wants to know the true funding source for water affordability assistance programs as she says they do not work long term.

Gwendolyn Howard comment is regarding the same concerns stated by Cecily McClellan and Norrell Hemphill. She says Lifeline H2O and Easypay is not working for community members. Says new programs dropped some necessary people out of the program. Says that she does not want DWSD to shut off water in winter times.

## 6. COMMUNICATIONS

### A. [2026-22](#) Receipt of Correspondence

**Sponsors:** Phillips

**Attachments:** [6551-53 Grand River Ave - BOWC Response Letter](#)  
[17590 Edinborough Rd -- BOWC Response Letter](#)

A motion was made by Commissioner Linda Forte, seconded by Commissioner Jane Garcia that this Communication or Report be received and filed.. The motion carried by a unanimous vote.

## 7. UNFINISHED BUSINESS

There were none.

## 8. NEW BUSINESS

### A. [2026-21](#) Customer Service Presentation

**Sponsors:** Phillips

**Attachments:** [BOWC Customer Service January 13, 2026 Draft V1](#)

This matter was received and filed.

The Chairperson called for recess at 2:01 pm

The Chairperson returned from recess at 2:02 pm

## 9. PLANNING CALENDAR (17-0127)

Customer Communication  
•Methods of Communication

## 10. OTHER MATTERS

There were none.

**11. NEXT MEETING**

February 6, 2026

**The Chairperson called for recess at 2:18 pm**

**The Chairperson returned from recess at 2:18 pm**

**12. ADJOURNMENT**

Chairperson Blackmon requested a motion to adjourn.

**A motion was made by Commissioner Linda Forte, seconded by Chairperson Mary Blackmon that this be adjourned.. The motion carried by a unanimous vote.**

**There being no further business, the meeting adjourned at 2:18 p.m.**

**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**