



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

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

Wednesday, May 7, 2025

2:00 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 will be held virtually

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 2:00 p.m.

2. ROLL CALL

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

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

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

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of April 2, 2025.

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

5. PUBLIC PARTICIPATION (3 minutes per speaker)

Norrel Hemphill - Comment regarding the deadline to submit materials to be on the BOWC agenda. DWSD responded that materials should be submitted a week before the meeting in order for it to be placed onto the agenda.

Demeeko Williams - Commented that there should be more communication of getting those on Lifeline onto Easy Pay in order to be protected from shutoffs. Mr. Williams gave thanks to DWSD for waiving the deposit fee for those that are being placed onto Easy Pay from Lifeline. Mr. Williams on behalf of community is asking DWSD to not perform water shut offs especially with warmer months coming.

6. COMMUNICATIONS

A. [2025-105](#) Receipt of Correspondence

Sponsors: Phillips

Attachments: [John Laslau 4600 St Lawrence St 370-0131.301](#)
[6058-60 30th St - 400-0090.301 -- Stanley Smith](#)
[4514 Burns - BOWC Response](#)

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. [2025-101](#) Customer Service Presentation**

Sponsors: Phillips

Attachments: [BOWC Customer Service May 7 2025 Final V5](#)

This matter was received and filed.

9. PLANNING CALENDAR (17-0127)

Commissioner Q&A
EasyPay
Lifeline
Promise Pay
Detroit Advocates of the Blind

10. OTHER MATTERS

There were none.

11. NEXT MEETING

Wednesday, June 4, 2025

12. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

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

There being no further business, the meeting adjourned at 2:45 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