



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

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Wednesday, October 2, 2024

2:30 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 2:30 p.m.

### 2. ROLL CALL

**Present:** 2 - Chairperson Mary Blackmon and Commissioner Linda Forte

**Excused:** 1 - Commissioner Jane Garcia

### 3. APPROVAL OF AGENDA

A motion was made by Commissioner Jane Garcia, seconded by Chairperson Mary Blackmon that the agenda be approved. The motion carried by a unanimous vote.

### 4. APPROVAL OF MINUTES

A motion was made by Commissioner Jane Garcia, seconded by Chairperson Mary Blackmon that the minutes be approved. The motion carried by a unanimous vote.

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

a. Cecily McClellan of We the People of Detroit - stated she read a Planet Detroit article about resources to assist customers in water bills. The articles gave tips on how to recertify for lifeline with Wayne Metro. She stated she would have liked this information in a link and placed in the flyers that were sent to customers.

b. Jacob Graham - spoke on alley restoration near catch basin that has been repaired by DWSD. Says the alley was dug up and the concrete that was broken has not been repaired yet. He request the restoration to be complete

c. DeMeeko Williams - interested to know how many have recertified for the lifeline program since the inserts has went in the mail as the time to recertify has passed. He has stated that there is a need for DWSD to track who has recertified. Also, he

requested that the YouTube videos from previous meetings be uploaded and available for the public to view.

d. Norrell Hemphill - spoke on lifeline and recertification and in her opinion not seeing DWSD put anything out to assist the community in the recertification process. States she would like DWSD to put more of an effort to put this information out to the community. (Matt Phillips says he sent out 52,000 letters about the recertification process with a QR code that sends customers to Wayne Metro website with in order to recertify. DWSD is aware of the article from Planet Detroit as it quotes information developed by DWSD. If a customer says they want to recertify, DWSD will put on protect shutoff list until the recertification process is complete. Gary Brown adds in that it is more of an effective method to directly contact the customers that are currently on lifeline to encourage them to recertify versus a global marketing tactic.)

e. Gwendolyn Howard of We the People of Detroit - Says customers on lifeline did not get inserts for steps for recertification process and says the questions about the recertification process has gotten multiple different answers. Concerns about the recertification process and how it could have been done earlier if the due date is 10/1 (Matt Phillips - the lifeline data has been available and is current on DWSD's website. Also, the process could not be done earlier as the recertification process begins on 10/1).

## 6. COMMUNICATIONS

## 7. UNFINISHED BUSINESS

There was none.

## 8. NEW BUSINESS

### A. [2024-200](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC Customer Service October 2 2024 - DRAFT](#)

There were none.

## 9. PLANNING CALENDAR (17-0127)

Public Affairs - Speakers Bureau

The Chair called for recess at 3:01 p.m.

The Chair returned from recess at 3:02 p.m.

## 9. OTHER MATTERS

There were none.

**10. NEXT MEETING**

November 6, 2024

**11. ADJOURNMENT**

Chairperson Blackmon requested a motion to adjourn.

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

**There being no further business, the meeting adjourned at 3:27 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.**