



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

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

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Wednesday, June 1, 2022

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

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## **CS Committee Meeting**

**To attend In Person:**  
**735 Randolph, Detroit, MI 48226, 5th Floor Boardroom**

### **1. CALL TO ORDER**

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

### **2. ROLL CALL**

**Present:** 4 - Chairperson Mary Blackmon, Commissioner Jane Garcia, Commissioner Jonathan Kinloch and Commissioner John Henry Davis

### **3. APPROVAL OF AGENDA**

Chairperson Blackmon requested approval of the agenda.

**A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that the agenda be approved. The motion carried by a unanimous vote.**

### **4. APPROVAL OF MINUTES**

Chairperson Blackmon requested approval of the minutes of May 4, 2022.

**A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that the minutes be approved. The motion carried by a unanimous vote.**

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

There was none.

### **6. COMMUNICATIONS**

#### **A. [22-0800](#) Receipt of Communication**

**Sponsors:** Phillips

**Attachments:** [BOWC Customer Service May 4 2022 Final](#)

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

**B. [22-0821](#) Receipt of Correspondence**

**Sponsors:** Phillips

**Attachments:** [Jermaine Paynes 15119 Prest 5-19-2022 - BOWC Letter](#)

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

**C. [22-0822](#) Receipt of Correspondence**

**Sponsors:** Phillips

**Attachments:** [George Cotton 12094 E Outer Dr 5-19-22 - BOWC Letter](#)

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

**D. [22-0823](#) Receipt of Correspondence**

**Sponsors:** Phillips

**Attachments:** [Marilyn Jones 20100 Packard Street 5-19-22 - BOWC Letter](#)

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

**7. UNFINISHED BUSINESS**

Pastor Curtis Williams of 1801 S. Fort Street - Drainage bill.

This matter was deferred until the next meeting.

**8. NEW BUSINESS**

The Chair called for recess at 2:30 p.m.

The Chair returned from recess at 2:31 p.m.

**A. [22-0831](#) CS Presentation**

**Sponsors:** Phillips

**Attachments:** [BOWC Customer Service June 1 2022 Draft](#)

This Communication or Report was received and filed.

**B. Planning Calendar (17-0137)**

Customer Service Online Portal  
-Additional features  
-Impact of projects on customers

**9. OTHER MATTERS**

Chairperson Blackmon on behalf of the BOWC commended former Deputy Director Palencia Mobley for her dedication to the Department and wished her well on her future endeavors.

**10. NEXT MEETING**

July 6, 2022

**11. ADJOURNMENT**

Chairperson Blackmon requested a motion to adjourn.

**A motion was made by Commissioner John Henry Davis, 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 2:39 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.**

