



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

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

---

Monday, July 8, 2024

2:15 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

---

## **Customer Service Committee Meeting will be held virtually**

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

Chairperson Blackmon called the meeting to order at 2:15 p.m.

### **2. ROLL CALL**

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

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

Chairperson Blackmon requested approval of the agenda.

**A motion was made by Commissioner Linda Forte, 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 June 5, 2024.

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

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

a. Jacob Graham of Townsend street thanked DWSD for coming out and investigating the sinkhole and flooding issue.

b. Norrel Hemphill, Attorney with Great Lakes Environmental Law, stated that the address on the communication sent to We the People of Detroit (WTPOD) was incorrect. DWSD asked that WTPOD provide the correct address so it can be updated in the system. Ms. Hemphill also stated that she enjoyed the meeting with Debra Pospiech and Matthew Phillips, and would like these conversations to continue between her and DWSD. Lastly, she requested the release of the Lifeline Plan data before the next BOWC meeting in order to review it for community needs.

**6. COMMUNICATIONS**

There were none.

**A. [2024-138](#) Receipt of Correspondence**

**Sponsors:** Phillips

**Attachments:** [National Federation of the Blind BOWC Letter](#)  
[Trumilla Miller 10366 West Point](#)  
[WTPD BOWC Response](#)  
[3154 S Liddesdale St - Sheila Battiste](#)  
[4265 Seminole Sinkhole](#)  
[4265 Seminole - Fix It Attachment](#)  
[15121 Ardmore St - Ernest Wells](#)  
[13593 Monica St - Anthony Dowdell](#)

This Communication or Report was received and filed.

**7. UNFINISHED BUSINESS**

There was none.

**8. NEW BUSINESS****A. [2024-141](#) Customer Service Presentation**

**Sponsors:** Phillips

**Attachments:** [BOWC Customer Service July 8, 2024](#)

This Communication or Report was received and filed.

**9. Planning Calendar (17-0127)****10. OTHER MATTERS**

There were none.

**11. NEXT MEETING**

Wednesday, August 7, 2024

**12. 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 2:47 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.