



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

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Detroit, Michigan 48226
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Wednesday, October 1, 2025

3:00 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 3:00 p.m.

2. ROLL CALL

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

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 September 3, 2025.

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. Cecily McClellan with We the People of Detroit (WTPOD) talked about the continuous calls from constituents for water assistance. She wanted to know how many residents were transferred to the new program, what is the status of the program, how many are enrolled in Lifeline H2O, and do all eligible residents have to apply for the EasyPay Program.

b. Gwendolyn Howard with WTPOD stated that they met with Mr. Phillips and were not aware of the change. She asked how many were notified of the change. She also mentioned that WTPOD were under the impression that residents would automatically transfer to the new program. Ms. Howard asked when the program would go into

effect.

c. Norrel Hemphill, Legal and Policy Manager with WTPD, thanked Mr. Phillips for the information that was received. She asked when do the process go into effect and what is the process. She also said that how to apply to the program and who would be eligible were never communicated. Ms. Hemphill asked the BOWC to consider supporting House Bill #4555, which is a true water affordability program.

6. COMMUNICATIONS

There were none.

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS

A. [2025-241](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC Customer Service October 1 2025 FINAL](#)

This Communication or Report was received and filed.

9. PLANNING CALENDAR ((17-0127))

Customer Education
- Public Affairs

10. OTHER MATTERS

There were none.

11. NEXT MEETING

November 5, 2025

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 3:30 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.