



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

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Wednesday, September 6, 2023

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:** 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 August 2, 2023.

**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)

There was none.

### 6. COMMUNICATIONS

There were none.

### 7. UNFINISHED BUSINESS

Derrick Spears - Damage Claim - This item was removed from the agenda.

**8. NEW BUSINESS**

**A. [2023-197](#) Customer Service Presentation**

**Sponsors:** Phillips

**Attachments:** [BOWC Customer Service September 6, 2023 DRAFT](#)

**This Communication or Report was received and filed.**

**9. Planning Calendar (17-0127)**

Customer Service PSA - October Agenda  
Customer Service Portal

**10. OTHER MATTERS**

**There were none.**

**11. NEXT MEETING**

October 4, 2023

**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 2:58 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.**