



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

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Detroit, Michigan 48226
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Wednesday, December 3, 2025

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

CS Committee Meeting will be held virtually

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 2:31 p.m.

2. ROLL CALL

Present: 2 - Commissioner Jane Garcia and Chairperson Mary Blackmon

Absent: 1 - Commissioner Linda Forte

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the 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

Chairperson Blackmon requested a motion to approve the minutes of November 5, 2025.

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)

Beulah Walker with Hydrate Detroit had concern about the street flooding in the city. She said it seems that Legal has supplied an explanation on who they choose to address and compensate for damages.

Cecily McClellan, We the People of Detroit (WTPOD), received calls from constituents with high water bill arrearages. She said that there is a need for a water affordability program and that WTPOD supports House Bill #4544.

Norrel Hemphill, Legal and Public Policy Manager with WTPOD, stated that she gets calls from constituents who were previously on the Lifeline Plan and applied for the Lifeline H2O, but is unaware of their status. She asked what and how the notice was communicated? Ms. Hemphill also asked about Promise Network and whether the 15% of the \$3 million calculation per applicant

6. COMMUNICATIONS

There were none.

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS

A. [2025-283](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC Customer Service December 3 2025 Final](#)

This Communication or Report was received and filed.

9. PLANNING CALENDAR (17-0127)

Lifeline

10. OTHER MATTERS

There were none.

11. NEXT MEETING

Tuesday, January 13, 2026.

12. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

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

There being no further business, the meeting adjourned at 2:54 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.