



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

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

Wednesday, September 7, 2022

1:45 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

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

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 1:47 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 August 3, 2022.

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

5. PUBLIC PARTICIPATION (3 minutes per speaker)

a. Joyce Moore came before the Board to inquire about the number of community meetings held throughout the city on the Lifeline plan and to ask that residents who purchased side lots be exempted from paying the drainage fee since it was implemented prior to the homeowners purchase.

b. Beulah Walker with Hydrate Detroit to state that there were still a few outstanding

residents that require enrollment to the Lifeline Plan through Wayne Metro.

c. Demeeeko Williams, Chief Director of Hydrate Detroit inquired about Ruby Riley who was not satisfied with the outcome of her damage claim. He was curious about the number of new enrollees for the Lifeline plan. He also asked what was the Department's outreach plan. Mr. Williams also inquired about facilitating a summit with DWSD to get residents enrolled in the Lifeline plan.

6. COMMUNICATIONS

A. [22-0920](#) Receipt of Correspondence

Sponsors: Pospiech

Attachments: [5546 Hendrie 22 004 BOWC Response](#)
[11674 Pinehurst \(003\) Water Service Reconnection](#)

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

B. [22-0921](#) Receipt of Correspondence

Sponsors: Phillips

Attachments: [Alarice Navarro August 2022- BOWC Letter](#)
[Jennifer Leonard August 2022- BOWC Letter](#)

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

The Chair called for recess at 2:03 p.m.

The Chair returned from recess at 2:04 p.m.

7. UNFINISHED BUSINESS

a. Ruby Riley of 13711 Fenelon Street - Damage Claim

b. Mr. Coach of 17850 Anglin Street - Damage Claim

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner John Henry Davis to remove Item 7a from "Unfinished Business" be approved. The motion carried by a unanimous vote.

8. NEW BUSINESS

A. [22-0922](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC Customer Service September 7 2022 Final](#)

This Communication or Report was received and filed.

B. Planning Calendar (17-0127)

- Outbound Automated Dialer - Kim Crowell
- Benefits realized
- Current uses
- Future state
- Impacts to customer

9. OTHER MATTERS

Commissioner Kinloch inquired about the status of 3500 McDougall the Prince Hall Lodge.

Commissioner Garcia asked how many residents have been denied assistance for the Lifeline plan? Attorney Pospiech replied that residents are enrolled based on income eligibility. There are other programs that may assist residents if they are not eligible for the Lifeline program. One option is the 10/30/50 payment plan.

Commissioner Blackmon asked had the Department assisted an elderly resident with his \$4,000 water bill. Director Brown replied that the resident had a meter problem, but he declined to receive the leak credit adjustment.

10. NEXT MEETING

October 5, 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 2:38 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.