



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, November 6, 2024

2:00 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: 482262021g

CS Committee Meeting will be held virtually

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 2:00 p.m.

2. ROLL CALL

Present: 2 - Chairperson Mary Blackmon and Commissioner Jane Garcia

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 approval of the minutes of October 2, 2024.

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 (2 minutes per speaker)

Cicely McClellan - Comment regarding concerns of people being recertified by Wayne Metro. The numbers are around 2000 as of November 6, 2024. Pending re-certifications are around 12,000. Also wants to know how long will pending customers be protected from shutoffs. Will the protection go beyond November 30, 2024 or will they be protected until re-certifications are complete.

Norrell Hemphill - Comment regarding when did public comment decrease from three (3) minutes to two (2) minutes. Also asked what is the step by step process of making

this decision. Also asked are the meetings being placed online via YouTube and is it being broadcasted. Lastly, asked if public comment be moved or added after presentations to ask questions related to what was presented.

Demeeke Williams - Comment regarding the return of three (3) minutes for public comment and for DWSD to have more community meetings for the public. Mr. Williams also gives a thank you to the BOWC and DWSD for partnering with Hydrate Detroit. Lastly, Mr. Williams asked use of monies for getting people water service back.

6. COMMUNICATIONS

There were none.

7. UNFINISHED BUSINESS

DWSD gave an update that restoration is in progress as a DWSD contractor and Mr. Graham is collaboration in rectifying this situation.

8. NEW BUSINESS

A. [2024-232](#) Customer Service Presentation

Sponsors: Phillips

Attachments: [BOWC Customer Service November 2024 - FINAL](#)

This Communication or Report was received and filed.

The Chair called for recess at 2:17 p.m.

The Chair returned from recess at 2:18 p.m.

9. PLANNING CALENDAR (17-0127)

10. OTHER MATTERS

There were none.

11. NEXT MEETING

December 4, 2024

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 2:23 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.