



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, May 3, 2023

2:15 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 2:15 p.m.

2. ROLL CALL

Present: 3 - Chairperson Mary Blackmon, Commissioner Jane Garcia and
Commissioner John Henry Davis

Excused: 1 - Commissioner Jonathan Kinloch

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 April 5, 2023.

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

5. PUBLIC PARTICIPATION (3 minutes per speaker)

Demeeko Williams of Hydrate Detroit thanked the Board, Director Brown, and leadership of the customer service team, and the workers of DWSD for all their hard work. He thanked the Finance team for providing a response on the bad debt and

hopes the Department will continue its efforts and work together to encourage our residents to pay their bills. He also wanted to thank DWSD for helping a customer reduce her bill to a reasonable amount. Mr. Williams was glad to hear approval the human flier contract and hopes it will include outreach for the lead service line replacement.

6. COMMUNICATIONS

There were none.

7. UNFINISHED BUSINESS

David Claxton-Water Bill
Co-op Residents

8. NEW BUSINESS

A. [2023-119](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC Customer Service May 3 2023 DRAFT](#)

This Communication or Report was received and filed.

The Chair called for recess at 2:45 p.m.

The Chair returned from recess at 2:46 p.m.

B. Planning Calendar(17-0127)

Quality Assurance
•Soft Skills
•Measures
•Quality Scores
•Virtual Coaching

9. OTHER MATTERS

Commissioner Davis had concern about residents that may have paid the insurance premium with the American Water Resources (AWR) whose water/sewer line may not be covered. Director Brown replied that the Department would investigate properties that may have been deemed private and match those accounts with properties that are already enrolled in the policy.

10. NEXT MEETING

June 7, 2023

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 2:56 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.