



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

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Tuesday, August 2, 2016

10:00 AM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 10:07 a.m.

2. ROLL CALL

Present: 4 - Mary Blackmon, John Henry Davis , Jane Garcia and Pamela Rodgers

3. APPROVAL OF AGENDA

Chairperson Blackmon requested a motion to approve the agenda.

The Director's Metrics from July 20, 2016 was added to the agenda.

A motion was made by Commissioner Jane Garcia, seconded by Commissioner Pamela Rodgers that the agenda be approved as amended. The motion carried by an unanimous vote.

4. APPROVAL OF MINUTES

There was none.

5. PUBLIC PARTICIPATION

Cheryl Campbell and Diane Jackson customers whose basements were damaged by the July 8, 2016 rainstorm and also affected on two other occasions, came before the committee with concern about the Department's accountability for the damages and a resolution to the problem.

6. UNFINISHED BUSINESS

There was none.

7. NEW BUSINESS

[16-0118](#)

The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **approve City of Detroit Department of Administrative Hearings magistrates Delores Hall and Anthony Jackson to serve as DWSD hearing officers to hear and adjudicate DWSD customer dispute appeals**, and also authorizes the

Director to take such other action as may be necessary to accomplish the intent of this vote.

Sponsors: Sulaka

A motion was made by Commissioner Jane Garcia, seconded by Commissioner Pamela Rodgers that this Resolution, BOWC be recommended for approval. The motion carried by an unanimous vote.

8. OTHER MATTERS

The customer service standing committee meets the first Tuesday of the month at 10:00 a.m. The next meeting is September 6, 2016. Discussion items: Call center customer wait time; AMR customer meters; WRAP Update; WAVE Update; Customer Service Specialist training; DWSD Collection Rules and Procedures Policy; Customer Service Charter/Responsibilities

9. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

A motion was made by Commissioner Jane Garcia, seconded by Commissioner Pamela Rodgers that the meeting be adjourned. The motion carried by an unanimous vote.

There being no further business the meeting adjourned at 11:10 a.m.