



Detroit Water and Sewerage Department Meeting Minutes - Final Board of Water Commissioners

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Tuesday, September 6, 2016

10:00 AM

2nd Floor Conference Room, Water Board Bldg.

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 10:00 a.m.

2. ROLL CALL

Present: 3 - Commissioner Mary Blackmon, Commissioner John Henry Davis and Pamela Rodgers

Excused: 1 - Commissioner Jane Garcia

3. APPROVAL OF AGENDA

Chairperson Blackmon requested a motion to approve the agenda.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Pamela Rodgers that the agenda be approved. The motion carried by an unanimous vote.

4. APPROVAL OF MINUTES

Chairperson Blackmon requested a motion to approve the minutes of August 2, 2016.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Pamela Rodgers that the minutes be approved. The motion carried by an unanimous vote.

5. PUBLIC COMMENTS (3 minutes per speaker)

Lila Cabbil, representative of the Peoples Water Board came, before the committee with concern for customers with payment plans due to shutoffs. She stated that the ALICE report distributed by United Way, researched the level of poverty in Detroit and that three-quarters of children live below the poverty line. She stated that water is very unaffordable for families and there is concern for the inability to access water assistance due to their limited income; the plan is not designed for sustainability for the poverty level. She also said there is a document developed by We the People in conjunction with People's Water Board which provides mapping that shows the impact of water shutoffs in Detroit. She suggested the committee research the report and look into the shutoffs, lack of customer contact for those with poor health, the elderly, and children.

6. UNFINISHED BUSINESS

There was none.

7. NEW BUSINESS

[16-0137](#)

CEO's Vision PowerPoint with Metrics

Sponsors: Presnell

Attachments: [BOWC Cust Serv 9 6 16 Final](#)

Commissioner Garcia joined the meeting at 10:45 a.m.

8. CUSTOMER SERVICE COMMITTEE CHARTER/RESPONSIBILITIES

The Committee Chair will collaborate with the Deputy General Counsel to create a draft.

9. ITEMS FROM PREVIOUS MEETING

DWSD Website-Customer Service Self-Serve-Spring 2017
Customer Services positions goal 113-115- Few vacancies remain for certain skill-set
Customer Service Training-On-going
Customer Claim Appeals-Progressed to Department of Administrative Hearings
Collection Rules and Procedures Policy-Proposed draft

10. NEXT MEETING

Tuesday, October 4, 2016 at 10:30 a.m.

11. OTHER MATTERS

There was none.

12. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

A motion was made by Commissioner John Henry Davis, 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 11:55 a.m.