



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

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Tuesday, December 6, 2016

10:30 AM

5th Floor Board Room, Water Board Building

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## Customer Service Committee Meeting

### 1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 10:35 a.m.

### 2. ROLL CALL

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

### 3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

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

### 4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of November 1, 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 PARTICIPATION

There were none.

### 6. UNFINISHED BUSINESS

[16-0182](#)

#### Draft Collection Rules and Procedures

**Sponsors:** Jordan

**Attachments:** [BILLING AND COLLECTION POLICY and PROCEDURES Draft 12.1](#)

Cheryl Jordan, Deputy Counsel reported that the department had operated on a interim collection rules and procedures policy since 2003. The revised draft provides more structure and will be available on the DWSD website once it's finalized.

**A motion was made by Commissioner Pamela Rodgers, seconded by**

Commissioner John Henry Davis that the Resolution be recommended for approval. The motion carried by an unanimous vote.

[16-0183](#)

**Draft Customer Service Committee Charter**

**Sponsors:** Sulaka

**Attachments:** [DWSD Customer Service Committee Charter 2016](#)

Cheryl Jordan, Deputy Counsel stated that each committee should establish charters similar in structure. Richard Sulaka, General Counsel had provided a draft of the customer service charter.

**A motion was made by Commissioner John Henry Davis, seconded by Commissioner Pamela Rodgers that this Resolution be recommended for approval. The motion carried by an unanimous vote.**

**7. NEW BUSINESS**

[16-0184](#)

**ALICE Report**

**Sponsors:** Brown and Presnell

**Attachments:** [ALICE Report](#)

ALICE- Assest Limited Income Constrained Employed is a national report that talks about the poverty level in a particular state. An executive summary has been provided for the Board's review.

**This Communication or Report was received and filed.**

**2. Customer Service Monthly Update**

**This item was postpone to a date certain.**

**3. Customer Hotline Discussion**

**This item was postpone to a date certain.**

**8. NEXT MEETING**

January 10, 2017 at 10:30 a.m.

**9. OTHER MATTERS**

**There were none.**

**10. ADJOURNMENT**

Chairperson Blackmon requested a motion to adjourn.

**A motion was made by Commissioner Pamela Rodgers, seconded by Commissioner John Henry Davis that the meeting be adjourned. The motion**

carried by an unanimous vote.

There being no further business, the meeting adjourned at 11:50 a.m.