



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

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Tuesday, February 7, 2017

10:30 AM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 10:31 a.m.

2. ROLL CALL

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

Absent: 1 - Pamela Rodgers

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

A motion was made by Commissioner Davis, seconded by Commissioner Garcia that this agenda be approved. The motion carried by the following vote:

Aye: 3 - Chairperson Blackmon, Commissioner Davis and Commissioner Garcia

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of January 10, 2017.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that this, Minutes, be approved. The motion carried by an unanimous vote.

5. PUBLIC PARTICIPATION

There were none.

6. UNFINISHED BUSINESS

[17-0026](#)

Draft Customer Service Charter

Sponsors: Sulaka

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

The item was recommended for approval to the BOWC.

A motion was made by Commissioner John Henry Davis, seconded by

Commissioner Jane Garcia that this Policy be recommended for approval. The motion carried by an unanimous vote.

[17-0027](#)

Billing and Collection Policy and Procedures

Sponsors: Sulaka

Attachments: [BILLING AND COLLECTION POLICY and PROCEDURES Draft 10.24](#)

Pending item.

This Communication or Report was received and filed.

7. NEW BUSINESS

1. Customer Service Monthly Update

[17-0064](#)

Current Projects

Sponsors: Presnell

Attachments: [Current Projects](#)

This Communication or Report was received and filed.

2. Customer Service Hotline Discussion

Pending review.

3. Faith-Based Organization Progress Update

Director Brown reported the Department continues to hold workshops to establish green credit programs to help minimize drainage cost.

4. Blue Ribbon Panel on Affordability

[17-0065](#)

Blue Ribbon Panel on Affordability

Sponsors: Brown

Attachments: [BRPA Final Report \(incl Transmittal and App\)](#)

This Communication or Report was received and filed.

[17-0028](#)

News Article

Sponsors: Brown

Attachments: [Tiered Detroit bill plan rewards low water use](#)

This Communication or Report was received and filed

8. NEXT MEETING

March 7, 2017 at 10:30 a.m.

9. OTHER MATTERS

Commissioner Garcia asked how many bilingual employees were staffed. Marc Antonie-Cooper replied four: 1-Arabic and 3-Hispanic. She asked if there were intentions to hire more. Mr. Cooper replied yes.

10. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

A motion was made by Commissioner Jane Garcia, 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 11:44 a.m.