



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

735 Randolph Street  
Detroit, Michigan 48226  
(313) 224-4704 Office  
[www.dwsd.legistar.com](http://www.dwsd.legistar.com)

---

Thursday, May 11, 2017

9:30 AM

5th Floor Board Room, Water Board Building

---

## **Customer Service Committee Special Meeting**

### **1. CALL TO ORDER**

Chairperson Blackmon called the meeting to order at 9:31 a.m.

### **2. ROLL CALL**

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

### **3. APPROVAL OF AGENDA**

Chairperson Blackmon requested approval of the agenda as amended.

Item 17-0088, Billing and Collections Policy and Procedures was pulled from the agenda.

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

### **4. APPROVAL OF MINUTES**

Chairperson Blackmon requested approval of the minutes of April 4, 2017.

**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**

#### **A. Billing and Collections Policy and Procedures**

This was pulled from the agenda.

[17-0088](#)

**Billing and Collections Policy and Procedures**

**Sponsors:** Presnell

**Attachments:** [BILLING AND COLLECTIONS POLICY and PROCEDURES Draft 10.24 ID 17-0027](#)

**B. Customer Service Charter**

This was postponed.

[17-0089](#)

**Customer Service Charter**

**Sponsors:** Customer Service Committee

**Attachments:** [CS Charter.1](#)

**C. Customer Service Hotline-Postponed**

**7. NEW BUSINESS**

**A. Customer Service Monthly Update**

Robert Presnell, COO reported the department is reevaluating the portal timeline. Anticipated go-live date for Q-less program, which allows customers to text or call their place in line at the service centers; Monday, May 15, 2017 at the eastside service center, Tuesday, May 16, at the downtown location and Wednesday, May 17 at the westside service center.

**- Customer Comment Card Feedback**

The committee requested a copy of the card and a compilation of analysis/improvements.

**B. Ministers Outreach Update**

Deputy Director Palencia Mobley reported the department continue its education and outreach of the drainage credits. The next meeting is scheduled with Blessed Sacrament May 17, 2017.

**C. Drainage Fees 83/17 Shared Cost**

This was postponed until the next scheduled meeting.

**D. Wayne County Treasurer-Water Bill Lien-Legal Opinion**

This was postponed until the next scheduled meeting.

**8. NEXT MEETING**

June 7, 2017

**9. OTHER MATTERS**

Commissioner Garcia inquired about customers enrolled in the WRAP program not being billed and consequently are removed from the program. Mr. Presnell replied the department forward its billing to Utilitec mailing. Utilitec has the capability to investigate a billing issue. On occasion the postal service has deemed properties as vacant resulting in a undeliverable. There is a need for a records update in the Assessor's Office. It's a work in progress.

**10. 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 an unanimous vote.**

**There being no further business, the meeting adjourned at 10:09 a.m.**