



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

Wednesday, August 2, 2017

1:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 1:31 p.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.

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 the July 11, 2017. Corrections were duly noted and made.

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

5. PUBLIC PARTICIPATION

Yvette Jenkins came before the committee with concern about the billing and collection policy and procedures and its lack of transparency. She opposes the fees and its impact on citizens.

6. COMMUNICATIONS

[17-0129](#)

Receipt of Correspondence

1. Donna M. Law
2. S. Sam Love - Paradigm Cashflow
3. Charlotte K. Faraji, POA for Mrs. Katie L. Collins

This Communication or Report was received and filed.

7. UNFINISHED BUSINESS**A. Billing and Collection Policy and Procedures**

Debra N. Pospiech, Esq., Chief General Counsel highlighted changes to the policy.

- Part 1 Section 1c Establishing Water Service
- Part 3 Section 1b ii Payment and Collections, Water Shutoff Notices
- Part 4 Section 1 Payment Plan Agreement; Section 2 Assistance Programs
- Part 6 Appeal Procedure

Phillip Cavanaugh, Wayne County Treasurer's office, supports the policy.

[17-0126](#)

Draft Billing and Collection Policies and Procedures

Sponsors: Pospiech

Attachments: [DRAFT Billing and Collection Policies and Procedures](#)

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.

B. Customer Service Charter

[17-0127](#)

Customer Service Charter

Sponsors: Pospiech

Attachments: [CS Charter](#)

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

C. Ministers Outreach Update

- Status Report: drainage assessments, adjustments, community outreach

D. Drainage Fees 83/17 Shared Cost

Items C and D were postponed.

E. Wayne County Treasurer's Water Bill Lien

[17-0128](#)

Wayne County Treasurer's Office Water Bill Lien Process

Sponsors: Pospiech

Attachments: [Memo re liens and tax foreclosure 7-11-17](#)

Aliyah Sabree, Associate General Counsel, provided a brief overview of the water bill lien process and the department's legal obligation with the Wayne County Treasurer's Office.

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

8. NEW BUSINESS

A. Customer Service Update

- Drainage Program - # of Detroit Representatives

Dr. Cooper reported 7 of the 8 personnel staff are Detroiters.
Six are contractors and two are DWSD employees.

- Discussion about Moratorium on Water Shut-offs

Robert Presnell, COO, reported that based on discussions with the Director and City Council, accounts above 90 days will not be shut off.

- Status of the Homrich Contract (DWSD Personnel)

Mr. Presnell reported there is a possibility for in-house personnel with future planning.

B. BOWC Evening Community Meetings

Bryan Peckinpugh, Public Affairs Manager reported the department will use several of its media resources to communicate the meetings. Three of the meeting dates will be based upon the department's budget, rate hearing, and rate voting with an additional two meetings to honor the five meetings per fiscal year established under the MOU between Detroit City Council and DWSD.

[17-0131](#)

BOWC Evening Community Meetings

Sponsors: Pospiech

Attachments: [MOU between BOWC and City Council](#)
[Schedule of Committee and Board Meetings](#)

C. Report on American Civil Liberties Union of Michigan (ACLU) Workshop

Renee Baker, Executive Assistant to Director Brown, reported the workshop is pending for September.

9. OTHER MATTERS

- Report on WSU Law School
- Consideration for Legislative action for Low Income Rates
- Water Cost for Demolition

These matters were deferred until the next meeting.

10. NEXT MEETING

TBD

11. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

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

There being no further business, the meeting adjourned at 2:28 p.m.