



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

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Monday, September 11, 2017

1:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting rescheduled from September 6, 2017

1. CALL TO ORDER

Commissioner Davis called the meeting to order at 1:30 p.m.

2. ROLL CALL

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

Absent: 1 - Pamela Rodgers

3. APPROVAL OF AGENDA

Commissioner Davis requested a motion to approve the agenda.

A motion was made by Commissioner Jane Garcia, seconded by Chairperson Mary Blackmon that this Agenda be approved. The motion carried by an unanimous vote.

4. APPROVAL OF MINUTES

Commissioner Davis requested a motion to approve the minutes of August 2, 2017.

A motion was made by Chairperson Mary Blackmon, seconded by Commissioner Jane Garcia that the Minutes be approved. The motion carried by an unanimous vote.

5. PUBLIC PARTICIPATION

Cindy Darrah of 492 Peterboro came before committee to request a copy of the drainage plan. She asked if the department had calculated the sewage overflow on added parking lots and tree removal.

Mark P. Fancher with ACLU of Michigan came before committee to discuss the Billing and Collection Policy and Procedures. General Counsel informed Mr. Fancher the matter was scheduled for discussion later in the agenda.

6. UNFINISHED BUSINESS

A. Drainage Fees 83/17 Shared Cost - Motion to Postpone Indefinitely

A motion was made by Chairperson Mary Blackmon, seconded by Commissioner Jane Garcia that this be postponed. The motion carried by an unanimous vote.

7. NEW BUSINESS

A. Customer Service Update

[17-0141](#)

Non-Residential Customers Status

Sponsors: Brown

Attachments: [Non-Residential Customers Status](#)

This item will be brought back before the Board.

This Communication or Report was received and filed.

[17-0142](#)

Water and Sewer Application for Service

Sponsors: Customer Service/Meter Operations

Attachments: [Water & Sewer Service Application](#)

This item will be brought back before the Board.

This Communication or Report was received and filed.

[17-0143](#)

ACLU Analysis of Proposed DWSD Billing and Collection Policy and Procedures

Sponsors: Pospiech

Attachments: [ACLU Analysis of Proposed DWSD Billing & Collection Policy & Procedures](#)
[Billing and Collection Policy and ProceduresDRAFT](#)

This item will be brought back before the Board.

This Communication or Report was received and filed.

B. Video -"Skip the Line"

Removed from agenda due to technical difficulties.

C. BOWC Five (5) Evening Community Meeting Dates

Proposed dates and locations will be arranged to meet the Board's MOU requirements.

D. American Civil Liberties Union of Michigan (ACLU) Workshop Update

A workshop with all parties (state legislation, city council, and BOWC) for discussion.

8. OTHER MATTERS

A. Report on WSU Law School

This was postponed.

B. Consideration for Legislative action for Low Income Rates

Provide BOWC with the state legislation report.

Water Cost for Demolition

Commissioner Blackmon asked how water costs were allocated for demolition. Rob Presnell, COO replied through fees. Disconnect \$700; residential \$500; commercial \$1900. Permits are facilitated through the Buildings, Safety Engineering and Environmental (BSEE) as part of a one-stop shop program.

9. NEXT MEETING

October 4, 2017

10.. ADJOURNMENT

Commissioner Davis requested a motion to adjourn.

A motion was made by Commissioner Jane Garcia, seconded by Chairperson Mary Blackmon that this meeting adjourned. The motion carried by an unanimous vote.

There being no further business, the meeting adjourned at 2:42 p.m.