



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

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Wednesday, October 4, 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 1:53 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 Jane Garcia that this Agenda be approved. The motion carried by an unanimous vote.

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of September 11, 2017.

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

5. PUBLIC PARTICIPATION

Viola Ellison came before committee requesting removal from the water assistance donation program. She also questioned the \$150 deposit for new service. Ms. Ellison was referred to administration.

6. COMMUNICATIONS

A. [17-0151](#) Legislative Report

Sponsors: Brown

Attachments: [State of Michigan Democratic Legislative Caucus](#)

This Communication or Report was received and filed.

B. [17-0156](#) Litigation Matters Involving DWSD

Sponsors: Pospiech

Attachments: [DWSD Litigation Matters](#)

This Communication or Report was received and filed.

7. UNFINISHED BUSINESS

A. [17-0141](#) Non-Residential Customers Status

Sponsors: Brown

Attachments: [Non-Residential Customers Status](#)
[17-0141 Attachment A Accounts with Do Not Shut Status](#)
[17-0141 Attachment B Accounts Referred to Outside Collection Firm](#)

B. [17-0142](#) Water and Sewer Application for Service

Sponsors: Customer Service/Meter Operations

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

Postponed until next meeting.

C. [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](#)

Postponed until next meeting.

D. [17-0131](#) BOWC Evening Community Meetings

Sponsors: Pospiech

Attachments: [MOU between BOWC and City Council 17-0094](#)
[Schedule of Committee and Board Meetings 17-0108](#)

November 15 proposed community meeting
Jan. 18. Budget evening meeting 6 p.m.
March location TBD
May location TBD

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

December 1; 10-4 p.m. Council meeting; broadcast live;

8. NEW BUSINESS**A. Customer Service Update**[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

Sponsors: Customer Service/Meter Operations

Attachments: [17-0129 Communications- S. Sam Love and Charlotte K. Faraji](#)

Sam Love - water shut during District Detroit construction not a DWSD matter-resolved
Charlotte Faruji - Customer credit - \$600 refund - resolved

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Pamela Rodgers that this Communication or Report be received and filed. The motion carried by an unanimous vote.

B. BOWC Retreat Discussion

Proposed agenda

- Staff recommendations on location/date
- Historical overview
- Existing infrastructure (maps; mains)
- Goals and objectives (where we are going moving forward)
- What does success look like, how do we measure
- GLWA projects that may affect Detroiters
- Executive summary - regular reporting on GLWA
- Terms of lease
- Bifurcation-affect on DWSD operation

9. OTHER MATTERS**A. Explanation of Drainage Charge Billing in Detroit and Suburbs**

Commissioner Blackmon asked for an explanation of the drainage charge billing between Detroit and the suburbs. Debra N. Pospiech, Chief General Counsel Pospiech replied every suburb has its own ordinances as it relates to drainage.

10. NEXT MEETING

November 1, 2017

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 2:56 p.m.