



# 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)

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Wednesday, November 1, 2017

1:30 PM

5th Floor Board Room, Water Board Building

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## Customer Service Committee Meeting

### 1. CALL TO ORDER

Commissioner Blackmon called the meeting to order at 1:51 p.m.

### 2. ROLL CALL

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

### 3. APPROVAL OF AGENDA

Commisioner Blackmon requested approval of the agenda.

**A motion was made by Commissioner Pamela Rodgers, seconded by Commissioner Jane Garcia that this Agenda be approved. The motion carried by an unanimous vote.**

### 4. APPROVAL OF MINUTES

Commissioner Blackmon requested approval of the minutes of October 4, 2017.

**A motion was made by Commissioner Pamela Rodgers, seconded by Commissioner Jane Garcia that the Minutes be approved. The motion carried by an unanimous vote.**

### 5. PUBLIC PARTICIPATION

There were none.

### 6. COMMUNICATIONS

#### A. [17-0164](#) Receipt of Communication

**Sponsors:** Customer Service/Meter Operations

**Attachments:** [Brenda L. Hall-Customer Communication](#)

Brenda Hall, 20068 Heyden Street: the Board was advised that the customer was responded to; the issue resolved.

**This Communication or Report was received and filed.**

**B. [17-0173](#) Follow-up Items**

**Sponsors:** Customer Service/Meter Operations and Office of the General Counsel

**Attachments:** [17-0173 Damage Claims #1](#)  
[17-0173 Public Comment-Monica Conyers #2](#)  
[17-0173 Customer Complaint-Estella Lanier #3](#)

**This Communication or Report was received and filed.**

**7. UNFINISHED BUSINESS****Joint discussion held for Items 17-0142 and 17-0143**

Status on revisions to the policy and procedures on billing and collection. There are approximately four issues (on policy decisions have to be made) to make final revisions to department policies, procedures, training manuals, and application for new service. 1. Who can initiate service (homes in foreclosure); 2. How much of a deposit should be required, and should we require a deposit; (should we have a sliding scale, waive deposit for good payers); 3. Returning the deposit with one year (two years or three) of good payment; 4. The no-shutoff policy (for medical, seniors, homes with children).

Commissioner Garcia: Paying water bills quarterly v monthly, was there a better collection rate?

Director Brown will pull historical data as well as what is happening today to make a comparison.

Commissioner Blackmon: Let the department customer service know names of agencies available to aid customers; we don't have anyone telling our story about changes in application, meter service, etc.; to the water and sewer application for service, add that the city's municipal ID is an acceptable form of identification. Director Brown stated the department is hiring a national PR firm to better communicate messages, communication will target the population that needs the information.

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

**Sponsors:** Customer Service/Meter Operations

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

**This Communication or Report was received and filed.**

**B. [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 Communication or Report was received and filed.

**8. NEW BUSINESS**

**A. Customer Service and Outreach Update**

**1. [17-0163](#) Donation Card**

**Sponsors:** Presnell

**Attachments:** [Donation Card](#)

Donation card requesting donations from customers for low-income Detroit residents implemented September 2006 with opt out option - the department will end that practice and first of the year start a new campaign opting in v opting out.

**9. OTHER MATTERS**

There were none.

**10. NEXT MEETING**

December 6, 2017

**11. ADJOURNMENT**

Commissioner Blackmon requested a motion to adjourn.

**A motion was made by Commissioner Pamela Rodgers, seconded by Commissioner Jane Garcia that this Meeting be adjourned. The motion carried by an unanimous vote.**

**There being no further business, the meeting adjourned at 2:36 p.m.**