



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

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Thursday, January 11, 2018

1:30 PM

5th Floor Board Room, Water Board Building

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**Rescheduled from January 3, 2018.**

**A quorum was not present. Material was received for informational purposes only.**

**1. CALL TO ORDER**

Chair Blackmon called the meeting to order at 1:34 p.m.

**2. ROLL CALL**

**Present:** 2 - Jane Garcia and Mary Blackmon

**Absent:** 2 - John Henry Davis and Pamela Rodgers

**3. APPROVAL OF AGENDA**

No action taken.

**4. APPROVAL OF MINUTES**

No action taken.

**5. PUBLIC PARTICIPATION**

There were none.

**6. COMMUNICATIONS**

**A. [18-0003](#) Receipt of Correspondence**

**Attachments:** [James Brunell 2806-2810 Rosa Parks Response](#)  
[Helen and 7 Mile Response 12152017](#)  
[Emerald Property Group, LLC Complaint](#)

Dr Marc-Antonie Cooper, Chief Customer Service Officer reported the landlord tenant division will contact Mr. O'Neil of Emerald Property Group, LLC to discuss the Payment Plan Agreement (PPA) process.

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

**7. UNFINISHED BUSINESS**

1. Water and Sewer Application for Service (17-0142)
2. DWSD Billing and Collection Policy and Procedures (17-0126)

The items will come before committee at its February meeting.

## 8. NEW BUSINESS

### A. Customer Service and Outreach Update

#### 18-0005

#### Evening Community Meeting

**Attachments:** [BOWC Evening Community Meeting - 01172018 Flier](#)

Chairman Einheuser stated the Board would move the public comment portion to the end of the agenda after the drainage presentation. He suggested comments and/or questions be addressed during the meeting, and those matters that require more investigation would be addressed in a timely manner. Director Brown replied that staff was on-hand to accommodate this process. Chairman Einheuser also suggested public comment speaking is limited from three to two minutes to allow all constituents an opportunity to voice their concerns. Commissioner Blackmon stated that Board meetings are recorded and notice of the meetings are publicized on the City's website. Commissioner Blackmon had reservations about the evening meetings scheduled time and suggested rescheduling from 6 to 7:30 p.m. to 6-8 pm., which is the normal (two-hour) time allotted for the Board's regular monthly meetings.

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

#### 18-0006

#### Non-Profit Drainage Charge Credit Programs Update

**Sponsors:** Mobley

**Attachments:** [January 2018 BOWC Presentation Drainage Charge Program 01162018.1](#)

Presenters: Bryan Pechinpaugh, Manager of Public Affairs; Lisa Wallick, DWSD Storm Water Management; Chandra Lewis, Drainage Charge Outreach

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

#### 18-0009

The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to enter into **Contract No. CS-1874, "Public Relations and Communication Services" with Mort Crim Communications, Inc. (Consultant), at a cost not-to-exceed \$2,999,280.00 (including \$1,000,000.00 for media buys) for a duration of two (2) calendar years**, and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

**Sponsors:** Office of the General Counsel

Item 18-0009 was referred to the finance committee.

## 9. OTHER MATTERS

There were none.

**10. NEXT MEETING**

February 7, 2018

**11. ADJOURNMENT**

The meeting adjourned at 2:22 p.m.