



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

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Wednesday, February 7, 2018

1:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chair Blackmon called the meeting to order at 2:00 p.m.

2. ROLL CALL

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

3. APPROVAL OF AGENDA

Chair Blackmon requested approval of the agenda.

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

4. APPROVAL OF MINUTES

Chair Blackmon requested approval of the minutes of December 6, 2017 and January 11, 2018.

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

5. PUBLIC PARTICIPATION

There were none.

6. COMMUNICATIONS

[18-0016](#)

Receipt of Communications (Meeting of 1/17/18)

Sponsors: Customer Service/Meter Operations

Attachments: [Andre Brooks](#)
[Colesther Arnold](#)
[Kenneth Bunch](#)

A motion was made by Commissioner Pamela Rodgers, seconded by

Commissioner Jane Garcia that this Communication or Report be approved.
The motion carried by a unanimous vote.

7. UNFINISHED BUSINESS

1. Water and Sewer Application for Service (17-0142)

Establishing DWSD Service

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

Sponsors: Pospiech

Attachments: [NEW Water and Sewer Application for Service - 03052018](#)
[Establishing DWSD Service](#)

2. DWSD Billing and Collection Policy and Procedures (17-0126)

Establishing New Service Policy

Committee requested the following Term of Lease revisions:

Item No. 4 - include the \$150 refund in the terms and conditions.

Item No. 5 (if)

Item No. 10 "or subject to legal action"

[17-0126](#) The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes **adoption of the Billing and Collection Policies and Procedures**, and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

Sponsors: Pospiech

Attachments: [DRAFT Billing and Collection Policies and Procedures](#)
[Establishing New Service Policy](#)

8. NEW BUSINESS

A. Customer Service and Outreach Update

Update in March.

9. OTHER MATTERS

Director Brown introduced DWSD Public Affairs Director Tiffany Jones. She has worked with the Detroit Regional Chambers, Lambert Edwards & Associates, and the Detroit

Medical Center. DWSD welcomed Ms. Jones.

Chair Blackmon gave kudos to Palencia Mobley, Deputy Director/Chief Engineer on the drainage presentation.

Chair Blackmon request for an update on the following:

- a. Communication to customer from the January 17, 2018 community meeting
- b. Commercial/Industrial delinquent accounts and collections
- c. Hepatitis A and water shutoffs

10. NEXT MEETING

March 7, 2018

11. ADJOURNMENT

Chair Blackmon requested a motion to adjourn.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jane Garcia that the meeting be adjourned. The motion carried by a unanimous vote.

There being no further business, the meeting adjourned at 2:52 p.m.