



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

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Wednesday, April 4, 2018

2:00 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chair Blackmon called the meeting to order at 2:47 p.m.

2. ROLL CALL

Present: 4 - John Henry Davis , Mary Blackmon, Jane Garcia and Jonathan Kinloch

3. APPROVAL OF AGENDA

Chair Blackmon requested approval of the agenda.

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner John Henry Davis that the agenda be approved. The motion carried by a unanimous vote.

4. APPROVAL OF MINUTES

Chair Blackmon requested approval of the minutes of March 7, 2018.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that the minutes be approved. The motion carried by an unanimous vote.

5. PUBLIC PARTICIPATION

There was none.

6. COMMUNICATIONS

A. [18-0072](#) Receipt of Correspondence

Sponsors: Customer Service/Meter Operations

Attachments: [17645 Grandville #2](#)

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

B. [18-0075](#) Receipt of Correspondence

Sponsors: Customer Service/Meter Operations

Attachments: [Fredia Butler](#)

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that this Communication or Report be approved. The motion carried by a unanimous vote.

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS

Customer Service and Outreach Update

A. [18-0082](#) Integrated Marketing Campaign Updates

Sponsors: Public Affairs

Attachments: [18-0082 Integrated Marketing Campaign Pres.4.4.18 revised](#)

Presenter: Jerry O'Shea of Mort Crim Communications; Jermaine Dickens of DMC Strategies; Tiffany Jones, Public Affairs Director; and Bryan Peckinpugh, Public Affairs Manager

Commissioner Kinloch asked if the drainage information will be available at City Hall, libraries, and other various community groups and agencies.

Tiffany Jones, PA Director stated that the Mayor's team will provide a news letter on a consistent basis. Customers will also be directed to contact the department via email or by telephone. Bryan Peckinpugh added there is also partnership with non-profit organizations for community outreach, service credits, and job/assistance fair programs.

Commissioner Blackmon asked if the communications team would handled media. Tiffany Jones replied that Mort Crim Communications Inc. (MCCI) have made contact with the media outlets to arrange education 101 meetings.

Commissioner Forte inquired about media outreach to 105.9 Kiss-FM.

B. [18-0083](#) Press Release

Sponsors: Peckinpugh

Attachments: [News Release - Jonathan Kinloch Appointed to Board of Water Commissioners - 04022018](#)

C. Monthly Customer Care Transaction Report

Will provide an update at the April meeting.

D. [18-0078](#) Procedures for Filing Administrative Appeals to the DAH

Sponsors: Pospiech

Attachments: [Administrative Appeals to DAH](#)

Debra N. Pospiech, Chief General Council reported.

A motion was made by Commissioner Jonathan Kinloch, and seconded by Commissioner John Henry Davis that administrative appeals are filed with the Department of Appeals and Hearings and forward to the Board with recommendation for adoption with the exclusion of the filing fee.

The motion was withdrawn. The department will continue with the normal process.

9. OTHER MATTERS

Commissioner Kinloch asked what is the status of the 17,000 service interruptions. Commissioner Blackmon stated that the procedure for handling customers subject to service interruption has not changed.

10. NEXT MEETING

May 2, 2018

11. ADJOURNMENT

Chair Blackmon requested a motion to adjourn.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that this meeting be adjourned. The motion carried by a unanimous vote.

There being no further business, the meeting adjourned at 3:54 p.m.