



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

735 Randolph Street  
Detroit, Michigan 48226  
(313) 224-4704 Office  
dwsd.legistar.com

---

Wednesday, June 6, 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 2:02 p.m.

### **2. ROLL CALL**

**Present:** 3 - Mary Blackmon, Jonathan Kinloch and John Henry Davis

**Absent:** 1 - Jane Garcia

### **3. APPROVAL OF AGENDA**

Chair Blackmon requested approval of the agenda.

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

### **4. APPROVAL OF MINUTES**

Chair Blackmon requested approval of the minutes of May 2, 2018.

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

### **5. PUBLIC PARTICIPATION**

There was none.

### **6. COMMUNICATIONS**

There was none.

### **7. UNFINISHED BUSINESS**

There was none.

### **A. Establishing New Service Administrative Policy (18-0095)**

The item will come before committee in September

**8. NEW BUSINESS****A. [18-0121](#) Lean Six Sigma Project Presentation**

**Sponsors:** Customer Service/Meter Operations

**Attachments:** [18-0121 REVISED LEAN Cabinet Presentation Format 4-25-18](#)

Presenter: Kimberly Crowell, Team Lead, Eastside Customer Care Center

**B. Customer Service Planning Calendar**

Item deferred until the next meeting.

**C. Customer Service Update****[18-0144](#) Service Interruption Summary**

**Sponsors:** Naughton

**Attachments:** [Service Interruption Summary](#)

**[18-0145](#) DWSD Residential Account Status**

**Sponsors:** Peckinpagh

**Attachments:** [DWSD Residential Accounts Status](#)

**9. OTHER MATTERS**

There was none.

**10. NEXT MEETING**

July 10, 2018 - Tentative

**11. ADJOURNMENT**

Chair Blackmon requested a motion to adjourn.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch 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.