



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

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Wednesday, March 7, 2018

2:00 PM

5th Floor Board Room, Water Board Building

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## **Customer Service Committee Meeting**

### **1. CALL TO ORDER**

Chair Blackmon called the meeting to order at 2:26 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 John Henry Davis, seconded by Commissioner Jane Garcia that the agenda be approved. The motion carried by a unanimous vote.**

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

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

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

### **5. PUBLIC PARTICIPATION**

There were none.

### **6. COMMUNICATIONS**

#### **A. [18-0040](#) Receipt of Communications**

**Sponsors:** Customer Service/Meter Operations

**Attachments:** [17645 Grandville.1](#)  
[Grandville History](#)

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

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

**Sponsors:** Pospiech

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

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

**B. DWSD Billing and Collection Policy and Procedures**

Debra N. Pospiech, Chief General Counsel reported there was no update on the policy. Meeting with Department of Appeals and Hearings to bring forth a policy for handling disputes.

**8. NEW BUSINESS****A. Customer Service and Outreach Update**

**[18-0050](#) A Greener Detroit  
Stormwater Management (Drainage)  
Residents and Faith-Based Outreach**

**Sponsors:** Public Affairs

**Attachments:** [2018.Mar7 DWSD Drainage BOWC Comm v2](#)

Presenters: Tiffany Jones, Public Affairs Director; Bryan Pechinpaugh, Public Affairs Manager; and Lisa Wallick, Stormwater Management Group

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

**[18-0051](#) Monthly Transaction Report**

**Sponsors:** Public Affairs

**Attachments:** [Customer Care Transactions for BOWC - 03072018](#)

Commissioner Forte asked that the monthly data include the prior two-months for comparison purposes.

**Communications from the BOWC January 17, 2018 community meeting**

Attorney Pospiech reported that staff provide updates to the Board on these communication matters as they are resolved.

[18-0054](#)**Accounts Receivable Analysis**

**Sponsors:** Public Affairs

**Attachments:** [Accounts Receivable Analysis](#)

Chair Blackmon asked to identify the status of the accounts.

Commissioner Davis asked to provide the governmental entities (county and state) accounts.

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

[18-0055](#)**Hepatitis A and Water Shut-offs**

**Sponsors:** Public Affairs

**Attachments:** [Important Notice on Hepatitis A posted on DWSD Webpage - March 2018](#)

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

**9. OTHER MATTERS**

**There were none.**

**10. NEXT MEETING**

April 4, 2018

**11. ADJOURNMENT**

Chair Blackmon requested a motion to adjourn.

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

**There being no further business, the meeting adjourned at 3:08 p.m.**