



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

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Tuesday, July 10, 2018

2:30 PM

5th Floor Board Room, Water Board Building

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## **Customer Service Committee Meeting rescheduled from Wednesday, July 4, 2018**

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

Chair Blackmon called the meeting to order at 2:43 p.m.

### **2. ROLL CALL**

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

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

Chair Blackmon requested a motion to approve the agenda.

**A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this be approved. The motion carried by a unanimous vote.**

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

Chair Blackmon requested a motion to approve the minutes of June 6, 2018.

**A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this be approved. The motion carried by a unanimous vote.**

### **5. PUBLIC PARTICIPATION**

There was none.

### **6. COMMUNICATIONS**

[18-0146](#)

**Receipt of Correspondence**

**Attachments:** [Communication - Joseph W. Romano](#)

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

[18-0147](#)

**Receipt of Correspondence**

**Attachments:**     [Communication - Brandi Collins-Dexter](#)

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

[18-0155](#)

**Receipt of Correspondence (Customer Responses-Meeting of 6/20/18)**

**Sponsors:**     Customer Service/Meter Operations

**Attachments:**     [Customer- Diane King - June 20, 2018](#)  
                              [Customer. Mary Ellen Howard - June 20, 2018](#)  
                              [Customer. Shayne Sisco - June 20, 2018](#)  
                              [Customer. Stephanie Collins - June 20, 2018](#)  
                              [Customer. Ronnie Mixon - June 20, 2018 \(2\)](#)

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

**7.        UNFINISHED BUSINESS**

New service administrative policy (18-0095) Fall 2018

This was postponed.

**8.        NEW BUSINESS**

**A.       Customer Service Planning Calendar**

This was postponed.

**B.       Customer Service Update (See Item 18-0158)**

**C.       [18-0149](#)       Quarterly Litigation Report**

**Sponsors:**     Pospiech

**Attachments:**     [DWSD Office of General Counsel Q2 Quarterly Report 2018](#)  
                              [Executive and Contractor Organizational Chart - DWSD - FY2017-18 -](#)

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

**D.       Website/Portal Presentation**

This was postponed.

**E. Service Interruption Update**

This was received and filed.

[18-0158](#)

**Service Interruption Summary**

**Sponsors:** Brown

**Attachments:** [Service Interruption Summary 2018](#)

Presenter: Theresa Redden Flennoy

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

[18-0159](#)

**Faith Based Accounts- MI Warehouse Settlement**

**Sponsors:** Brown

**Attachments:** [Faith Based Accounts - MI Warehouse Settlement](#)

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

**9. OTHER MATTERS**

Commissioner Kinloch stated he received a telephone call from the 10th Precinct Community Relations and Mr. Willie Campbell of City Neighbors requesting to meet with the department about water matters. Public Affairs will follow-up on the request.

**10. NEXT MEETING**

August 1, 2018

**11. ADJOURNMENT**

Chair Blackmon requested a motion to adjourn.

**A motion was made by Commissioner Jonathan Kinloch, 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 4:00 p.m.**