



Detroit Water and Sewerage Department Meeting Minutes - Final Board of Water Commissioners

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Wednesday, August 1, 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 1:54 p.m.

2. ROLL CALL

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

3. APPROVAL OF AGENDA

Chair Blackmon requested approval of the agenda.

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

4. APPROVAL OF MINUTES

Chair Forte requested approval of the minutes of July 10, 2018.

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

5. PUBLIC COMMENTS (3 minutes per speaker)

Annie Yeargin asked for an explanation of the drainage charge. Chair Blackmon stated that every residential property has a drainage fee and that a further explanation will be discussed later in the agenda. Ms. Yeargin also asked if the department would clean the drain located at 13808 Capitol.

6. COMMUNICATIONS

A. [18-0176](#) Receipt of Correspondence

Sponsors: Customer Service/Meter Operations

Attachments: [Margaret Keesee Response](#)

This Communication or Report was received and filed.

7. UNFINISHED BUSINESS**A. New Service Administrative Policy (18-0095) Anticipate Fall 2018**

Debra N. Pospiech, Chief General Counsel reported BakerTilly consulting firm are reviewing DWSD policies and will bring forth their recommendations.

8. NEW BUSINESS**A. Guest Speaker - Dr. Joneigh Khaldun, M.D., Director, City of Detroit Health Department - Scheduled for August 15, 2018 meeting****B. Customer Service Calendar (17-0127)**

This was postponed.

C. Customers Service Updates

Presenter: Theresa Redden-Flennoy

[18-0180](#)

Service Interruptions Summary

Sponsors: Naughton

Attachments: [Service Interruption Summary 2018](#)

D. Portal Presentation

Presenter: Dan Rainey
Abess Makki, CEO of City Insight - Provided demonstration.

E. Policy - Unauthorized usage of customers water

This was postponed.

9. OTHER MATTERS

Chair Blackmon congratulated the Department on the Water Access Volunteer Effort (WAVE) Golf Outing Fundraiser. The fundraiser helps low-income customers with their water bills. WAVE also paid tribute in memoriam of William Westrick a former Board of Water Commissioner and WAVE committee member.

10. NEXT MEETING

September 5, 2018

11. ADJOURNMENT

Chair Blackmon requested a motion to adjourn.

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

There being no further business, the meeting adjourned at 3:12 p.m.