



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

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Wednesday, September 5, 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 2:19 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 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 August 1, 2018.

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

5. PUBLIC COMMENTS (3 minutes per speaker)

Dennis Bozak came before committee with concern about the drainage fee.

6. COMMUNICATIONS

A. [18-0205](#) Receipt of Correspondence

Sponsors: Customer Service/Meter Operations

Attachments: [Communication-Annie Yeargin Response](#)
[Communication-Fraternite Notre Dame](#)

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.

7. UNFINISHED BUSINESS

New Service Administrative Policy (18-0095) Anticipate-Fall 2018

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

Julianne Gabon, New Chief Customer Service Officer

B. [17-0127](#)

Sponsors: Pospiech

Attachments: [CS - Charter/Planning Calendar](#)

This item was deferred until the next meeting.

C. [18-0216](#)**Customer Service Metrics**

Sponsors: Customer Service/Meter Operations

Attachments: [Metrics-CSC](#)

D. Real Estate Closing Reads Process

Debra Pospiech, Chief General Counsel reported that the department is diligently working with the consulting services of Baker Tilly reviewing the department's business processes and policies.

E. Unauthorized usage of customers' water

Debra Pospiech, Chief General Counsel stated that the law mandates that water bills are the owners' responsibility.

9. OTHER MATTERS

Commissioner Blackmon thanked the BOWC and the department for the kind condolences during the loss of her brother. She also sent heart-felt condolences to Palencia Mobley, Deputy Director and Chief Engineer and Dennis Clifton for the loss of their fathers. There was also a moment in memoriam for Fred Barnes a former Board of Water Commissioner.

10. NEXT MEETING

October 3, 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 the meeting be adjourned. The motion carried unanimously.

There being no further business, the meeting adjourned at 3:21 p.m.