



# **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, October 3, 2018

1:30 PM

5th Floor Board Room, Water Board Building

---

## **Customer Service Committee**

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

Chair Blackmon called the meeting to order at 2:13 p.m.

### **2. ROLL CALL**

**Present:** 3 - Chairperson Mary Blackmon, Commissioner Jane Garcia and  
Commissioner Jonathan Kinloch

**Absent:** 1 - Commissioner John Henry Davis

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

Chair Blackmon requested approval of the agenda.

**A motion was made by Jane Garcia, seconded by 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 September 5, 2018.

**A motion was made by Jonathan Kinloch, seconded by Jane Garcia 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**

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

This item will be addressed at the formal session of the BOWC on October 17, 2018.

### **8. NEW BUSINESS**

**A.     [18-0224](#)           Customer Service Metrics**

**Sponsors:**       Gabon

**Attachments:**    [CS Metrics](#)

This Communication or Report was received and filed.

**B.     [18-0237](#)           Service Interruption Report**

**Sponsors:**       Financial Services

**Attachments:**    [18-0237 Service Interruption As of Sep 2018](#)

This Communication or Report was received and filed.

**C.     [18-0228](#)           Integrated Marketing Campaign Update**

**Sponsors:**       Public Affairs

**Attachments:**    [Marketing Presentation](#)

This Communication or Report was received and filed.

**D.     Customer Service Planning Calendar (17-0127)  
      - New website review**

This item was deferred until the next meeting.

**E.     Detroit Health Department - Dr. Suzanne White, Chief Medical Advisor****[18-0235](#)           Hepatitis A Outbreak in SE Michigan**

**Attachments:**    [Hep A Presentation](#)

This Communication or Report was received and filed.

**9.     OTHER MATTERS**

There was none.

**10.    NEXT MEETING**

November 7, 2018

**11.    ADJOURNMENT**

Chair Blackmon requested a motion to adjourn.

**A motion was made by Commissioner Jane Garcia, 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 3:32 p.m.