



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

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Wednesday, December 5, 2018

1:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 1:39 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

Chairperson Blackmon requested a motion to approve the agenda as amended.

Item 8E DWSD On-line Portal "Bill Pay" demonstration was added to the agenda.

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

4. APPROVAL OF MINUTES

Chairperson Blackmon requested a motion to approve the minutes of November 7, 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 PARTICIPATION

There was none.

6. COMMUNICATIONS

There was none.

7. UNFINISHED BUSINESS

New Service Administrative Policy (18-0095)

8. NEW BUSINESS

A. [18-0277](#) Customer Service Metrics

Sponsors: Gabon

Attachments: [Metrics-11.30](#)

This Communication or Report was received and filed.

B. Customer Service Update

There was none.

C. Planning Calendar (17-0127)

D. [18-0278](#) Customer Service Staffing

Sponsors: Gabon

Attachments: [CSC Calendar-Dec](#)

This Communication or Report was received and filed.

E. DWSD On-line Portal "Bill Pay" Demonstration

Presenter: Julianne Gabon, Chief Customer Service Officer

9. OTHER MATTERS

There was none.

10. NEXT MEETING

Tuesday, January 8, 2019

11. ADJOURNMENT

Chairperson 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 2:23 p.m.