



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

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Wednesday, February 6, 2019

1:00 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 1:09 p.m.

This was none

2. ROLL CALL

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

Absent: 1 - Commissioner John Henry Davis

3. APPROVAL OF AGENDA

Chairperson Blackmon requested a motion to approve the agenda.

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

4. APPROVAL OF MINUTES

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 PARTICIPATION

There was none.

6. COMMUNICATIONS

There was none.

7. UNFINISHED BUSINESS

New Administrative Policy (18-0095)

8. NEW BUSINESS

A. [19-0034](#) Mort Crim Communications, Inc.

Sponsors: Jones

Attachments: [MCCI Integrated Marketing & Communications Year in Review](#)

Presenters - Chris Heaton, Michelle Martin, Patricia Radice, Terrance Hicks, Dmitri Pivtorack

This Communication or Report was received and filed.

B. [19-0035](#) Metrics

Sponsors: Gabon

Attachments: [Metrics-1.31](#)

This Communication or Report was received and filed.

C. [19-0042](#) Customer Service - CAST Team

Sponsors: Gabon

Attachments: [CAST Team](#)

This Communication or Report was received and filed.

D. [19-0043](#) Service Interruption

Sponsors: Customer Service/Meter Operations

Attachments: [Service Interruption](#)

This Communication or Report was received and filed.

E. Revised Planning Calendar (17-0127)**9. OTHER MATTERS**

There was none.

10. NEXT MEETING

March 6, 2019

11. ADJOURNMENT

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 2:20 p.m.