



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

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Wednesday, May 1, 2019

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 1:30 p.m.

2. ROLL CALL

Present: 2 - Commissioner Jonathan Kinloch and Commissioner John Henry Davis

Excused: 1 - Commissioner Jane Garcia

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that the agenda be approved. The motion carried unanimously.

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of April 3, 2019.

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

5. PUBLIC PARTICIPATION

Commissioner Garcia joined the meeting at 1:33 p.m.

There were none.

6. COMMUNICATIONS

There were none.

7. UNFINISHED BUSINESS

There were none.

8. NEW BUSINESS**A. [19-00129](#) Customer Service Metrics**

Sponsors: Customer Service

Attachments: [Metrics-4.30](#)

This Communication or Report was received and filed.

B. [19-00130](#) Customer Service Partnership

Sponsors: Customer Service

Attachments: [Customer Service Partnership](#)

This Communication or Report was received and filed.

C. [19-00132](#) Service Interruption

Sponsors: Financial Services

Attachments: [Service Interruption Summary](#)

This Communication or Report was received and filed.

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

There were none.

10. NEXT MEETING

June 5, 2019

11. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

A motion was made by Commissioner John Henry Davis, 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 2:17 p.m.