

Detroit Water and Sewerage Department

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Meeting Minutes - Final

Wednesday, June 5, 2019

1:00 PM

Customer Service Committee Meeting

5th Floor Board Room, Water Board Building

Customer Service Committee

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 1:56 p.m.

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 approval of the agenda.

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

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of May 1, 2019.

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that the minutes be approved. The motion carried by an unanimous vote.

5. PUBLIC PARTICIPATION

There were none.

6. COMMUNICATIONS

Lisa Wallick and Syed Ali of DWSD Drainage Team provided a verbal update to the Board regarding the following:

19410 Lucerne - Generate past three-year water bill usage; conduct a site assessment; and install a meter only irrigation system.

Kercheval/Van Dyke Community - Assist Eco Works with alternative ways to create a green alley infrastructure without disturbing the department's asset.

A. [19-00146](#)**Receipt of Correspondence**

Sponsors: Customer Service

Attachments: [Artelle Gandy](#)

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this Communication or Report be received and filed. The motion carried by a unanimous vote.

B. [19-00150](#)**Receipt of Correspondence**

Sponsors: Peckinpaugh

Attachments: [04.DWSD_CustomerAssistancePrograms_Kicker_5.5x8.5_Final](#)
[05.DWSD_Delinquent-Postcard_Final](#)

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this Communication or Report be received and filed. The motion carried by a unanimous vote.

7. UNFINISHED BUSINESS

There were none.

8. NEW BUSINESS

A. [19-00151](#) DWSD Benchmark Poll - Compass Strategies

Sponsors: Customer Service

Attachments: [DWSD Benchmark Poll Final](#)

Presenters: Jamaine Dickens, Principal
AJ Ganik, VP

This Communication or Report was received and filed.

B. [19-00163](#) Service Interruptions Report

Sponsors: Customer Service

Attachments: [Service Interruption Summary 2019 05 31 19](#)

This Communication or Report was received and filed.

C. [19-00164](#) Metrics

Sponsors: Customer Service

Attachments: [Metrics-5.31_Revised](#)

This Communication or Report was received and filed.

D. [19-00175](#) Web Portal Upgrades

Sponsors: Customer Service

Attachments: [CSC Web Portal Upgrades](#)

This Communication or Report was received and filed.

E. Planning Calendar (17-0127)

9. OTHER MATTERS

There were none.

10. NEXT MEETING

July 10, 2019 at 10:00 a.m.

11. ADJOURNMENT

Chairperson Blackmon requested a motion to adjourn.

A motion was made by Commissioner Jane Garcia, seconded by Commissioner Jonathan Kinloch that this meeting be adjourned. The motion carried unanimously.

There being no further business, the meeting adjourned at 3:28 p.m.