



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

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Tuesday, July 9, 2019

3:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 4:35 p.m.

2. ROLL CALL

Present: 4 - Commissioner Jane Garcia, Commissioner Jonathan Kinloch,
Commissioner John Henry Davis and Mary Blackmon

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the amended agenda to add Item 8E; 1) Customer Flooding, and 2) Drainage/Green Infrastructure Update

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

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of June 5, 2019.

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 were none.

6. COMMUNICATIONS

There were none.

7. UNFINISHED BUSINESS

There were none.

8. NEW BUSINESS

A. [19-00210](#) Customer Service Metrics

Sponsors: Customer Service

Attachments: [Metrics-6.30](#)

This Communication or Report was received and filed.

B. [19-00211](#) Customer Service Training Program

Sponsors: Customer Service

Attachments: [CSC Training Program](#)

Presenter: Tracy Simmons

This Communication or Report was received and filed.

C. Service Interruptions

Item was deferred until the next meeting.

D. Planning Calendar (17-0027)

**E. Customer Flooding
Drainage/Green Infrastructure Update**

Items were deferred until the next meeting.

9. OTHER MATTERS

There were none.

10. NEXT MEETING

September 4, 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 4:47 p.m.