



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

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Wednesday, October 2, 2019

1:00 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Commissioner Kinloch called the meeting to order at 1:19 p.m.

2. ROLL CALL

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

Absent: 1 - Commissioner John Henry Davis

3. APPROVAL OF AGENDA

Commissioner Kinloch requested approval of the agenda.

A motion was made by Chairperson Mary Blackmon, seconded by Commissioner Jane Garcia that the agenda be approved. The motion carried unanimously.

4. APPROVAL OF MINUTES

Commissioner Kinloch requested approval of the minutes of September 6, 2019.

A motion was made by Chairperson Mary Blackmon, seconded by Commissioners Jane Garcia that the minutes be approved. The motion carried unanimously.

5. PUBLIC PARTICIPATION

1. James Smith came before committee about the challenge of entering the building with a security officer during the public meeting. He also thanked DWSD security officer Timothy Gourley for excellent customer service.
2. Buelah Walker came before committee about clients water shutoffs; security officer issue; and Nancy Walker's water shutoff for 81cents.
3. Brenda Hill submitted written communication to Commissioner Kinloch for response.
4. Demeeke Williams of Hydrate Detroit came before committee about communication he sent the Department concerning clients that the organization represents.
5. Brenda Lee came before committee about her water bill.
6. Valerie Green came before committee to complain about being denied access to the meeting by a security officer.

6. COMMUNICATIONS

There were none.

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS

A. [19-00271](#) Customer Service Pledge

Sponsors: Pospiech

Attachments: [Customer Service Pledge - Final to GB](#)

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

B. [19-00278](#) Commitment to Action

Sponsors: Pospiech

Attachments: [Commitment to Action - 2019 - V3](#)

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

C. [19-00272](#) Metrics

There were none.

D. [19-00290](#) Service Interruption

Sponsors: Financial Services

Attachments: [Service Interruption Summary 2019 09 26](#)

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

E. Planning Calendar (17-0127)

The enQuesta upgrade is scheduled for next month's agenda.

9. OTHER MATTERS

Commissioner Einheuser inquired about the presentation from Wayne Metro concerning the WRAP program and it was decided that the statistics would be reported on a monthly basis.

10. NEXT MEETING

November 6, 2019

11. ADJOURNMENT

Commissioner Kinloch requested a motion to adjourn.

A motion was made by Chairperson Mary Blackmon, 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 2:08 p.m.