



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

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Wednesday, November 6, 2019

1:30 PM

5th Floor Board Room, Water Board Building

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## **Customer Service Committee Meeting**

### **1. CALL TO ORDER**

Chairperson Blackmon called the meeting to order at 2:02 p.m.

### **2. ROLL CALL**

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

### **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 October 2, 2019

**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**

1. Paul Jones at 9421 Grand River came about his water bill.
2. Juan Moore, Vice President of ASFCME 2920, came to address the board about security's integrity team after an incident with an employee that occurred on October 29, 2019.
3. Tracy Reynolds, President of ASFCME 2920, also came to address security's integrity.
4. Valerie Glenn of Hydrate Detroit came to complain about the inability to make payment due system difficulties. She also asked why the kiosk machine does not accept change when paying water bill.
5. Demeeke Williams asked why the Detroit did not inform the public about the technical difficulties the department had experienced on November 1. He asked about the department's payment plan agreement (PPA) process. He also asked about the status of his client Barbara Hickey \$300 water will.
6. Demetria Grady came to complain about the department's customer service and the inability to get information regarding her bill.

**6. COMMUNICATIONS**

There were none.

**7. UNFINISHED BUSINESS**

There was none.

**8. NEW BUSINESS****A. [19-00297](#) CS Metrics**

**Sponsors:** Customer Service

**Attachments:** [Metrics-Oct 2019](#)

This Communication or Report was received and filed.

**B. [19-00306](#) enQuesta Upgrade Project**

**Sponsors:** Rainey

**Attachments:** [enQuesta Upgrade Project 20191002](#)

This Communication or Report was received and filed.

**C. [19-00309](#) Detroit Health Department**

**Sponsors:** Pospiech

**Attachments:** [The 48234 Water Shutoff Prevention Pilot \(DHD\)](#)

Presenter: David Bowser, Human Services Manager

**D. [19-00310](#) GLWA- WRAP Program Summary**

**Sponsors:** Pospiech

**Attachments:** [GLWA Board Report 6.30.19](#)

Presenters: Alisa Ramon, Nia Harvest, and Michelle Robinson

**E. Landbank Discussion**

Presenters: Erica Henley, Landbank Closing Manager  
Rachel VanAdams, Operations Liasion

Came to explain the process for purchasing property through the landbank.

**F. Planning Calendar (17-0127)**

**9. OTHER MATTERS**

There were none.

**10. NEXT MEETING**

December 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 3:30 p.m.**