



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

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Wednesday, February 5, 2020

2:00 PM

5th Floor Board Room, Water Board Building

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## **Customer Service Committee**

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

Chairperson Blackmon called the meeting to order at 2:39 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 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 December 4, 2019.

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

### **5. PUBLIC PARTICIPATION**

1. Ruby Riley came before the board to thank Hydrate Detroit for assisting her with an extension on her water bill and to also get assistance with running water at vacant properties; blocked basins with trees, tires, debris, and dirt.
2. Valerie Glenn came to inquire about the closing of the Eastside and Westside Service Centers; customers foreclosed properties due to delinquent water bills and shut-offs.

### **6. COMMUNICATIONS**

There were none.

### **7. UNFINISHED BUSINESS**

There was none.

**8. NEW BUSINESS****A. [20-0040](#) Customer Service Presentation**

**Sponsors:** Customer Service

**Attachments:** [Customer Service February 2020 Board Presentation](#)

Presenter: Matthew Phillips

**This Communication or Report was received and filed.**

**B. [20-0041](#) Customer Assurance Specialist Team (CAST)**

**Sponsors:** Customer Service

**Attachments:** [CAST Presentation to BOWC - 02052020](#)

Presenter: Keturah Maxwell

**This Communication or Report was received and filed.**

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

March Agenda: Quality Assurance Presentation

**9. OTHER MATTERS**

**There were none.**

**10. NEXT MEETING**

March 4, 2020

**11. ADJOURNMENT**

Chairperson Blackmon requested a motion to adjourn.

**A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that this meeting be adjourned. The motion carried by a unanimous vote.**

**There being no further business, the meeting adjourned at 3:39 p.m.**