



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

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Wednesday, April 1, 2020

1:00 PM

Amazon Chime at 1 855-552-4463 (Toll Free) or  
1 206-462-5569

Meeting ID: 7759 68 1050

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## **Customer Service Committee Meeting Change in Location**

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

Chairperson Blackmon called the meeting to order at 1:25 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 March 4, 2020.

**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**

There was none.

### **6. COMMUNICATIONS**

[20-0113](#)

**Receipt of Correspondence**

**Attachments:** [Hydrate Detroit BOWC Covid19 Letter.pdf](#)

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

**7. UNFINISHED BUSINESS**

There was none.

**8. NEW BUSINESS****A. [20-0101](#) Customer Service Presentation**

**Sponsors:** Phillips

**Attachments:** [Customer Service April 2020 BOWC Presentation Final](#)

**B. COVID-19 Working Arrangements for Customer Service Representatives**

Matthew Phillips, Chief Customer Service Officer reported that his staff were working from home. He thanked the IT team for all their help in supplying the CS staff with the equipment needed to continue to provide customer care assistance to customers during these circumstances.

**C. COVID-19 Update-Regarding Water Restart Program**

Director Brown reported that the \$25 Restart Program is designed for all citizens living in homes within the City of Detroit. Customers are screened by Wayne Metro, who will submit the necessary information to the department. The department will create a work order so staff can go to the service address and furnish the materials needed to turn on the service. Customers will pay \$25 a month during the COVID-19 crisis.

**D. Planning Calendar (17-0127)****9. OTHER MATTERS**

There were none.

**10. NEXT MEETING**

May 6, 2020

**11. ADJOURNMENT**

Chairperson Blackmon requested a motion to adjourn.

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

**There being no further business, the meeting adjourned at 1:50 p.m.**