



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

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Detroit, Michigan 48226
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Wednesday, July 1, 2020

1:00 PM

Customer Service Committee Meeting

United States (1): +1 206-462-5569 Meeting ID: 3159 87 6252

United States (2): +1 929-432-4463 Meeting ID: 3159 87 6252

United States Toll-Free (1): +1 855-552-4463 Meeting ID: 3159 87 6252

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 1:01p.m.

2. ROLL CALL

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

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

**A motion was made by Commissioner John Henry Davis, 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 June 3, 2020.

**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 (3 minutes per speaker)

There was none.

6. COMMUNICATIONS

There were none.

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS**A. [20-0183](#) Senate Bill 690**

Sponsors: Pospiech

Attachments: [Summary of SB690.pdf](#)
[SB690 Hyperlink](#)

This Communication or Report was received and filed.

B. [20-0184](#) CS Presentation

Sponsors: Phillips

Attachments: [BOWC July 1 2020 Customer Service v2.pdf](#)

This Communication or Report was received and filed.

C. Planning Calendar (17-0127)

Customer Experience Survey

9. OTHER MATTERS

Commissioner Kinloch thanked Director Brown, Deputy Director Mobley and General Counsel Pospiech for addressing the complaints of Marcus Twyman and Teresa Gueyer.

10. NEXT MEETING

August 5, 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 the meeting be adjourned. The motion carried by a unanimous vote.

There being no further business, the meeting adjourned at 1:44 p.m.