



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

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Wednesday, October 7, 2020

1:30 PM

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Meeting ID: 7740 29 9622

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## Customer Service Committee Meeting

### 1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 3:11 p.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 Jonathan Kinloch that the agenda be approved. The motion  
carried by a unanimous vote.**

### 4. APPROVAL OF MINUTES

**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.**

**The Chair called a five-minute recess at 3:13 p.m. The meeting reconvened at  
3:18 p.m.**

### 5. PUBLIC PARTICIPATION (3 minutes per speaker)

There was none.

### 6. COMMUNICATIONS

#### A. [20-0243](#) Receipt of Correspondence

**Attachments:** [Customer Response.20462 Veach BOWC.pdf](#)

**A motion was made by Commissioner John Henry Davis, seconded by  
Commissioner Jonathan Kinloch that this Communication or Report be  
received and filed. The motion carried by a unanimous vote.**

**B. [20-0254](#) Receipt of Correspondence**

**Sponsors:** Jones and Pospiech

**Attachments:** [Letter to Peoples Water Board.pdf](#)  
[WEB READY - Cornerstone Village CIP Update - 10072020.pdf](#)

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner John Henry Davis that this Communication or Report be received and filed. The motion carried by a unanimous vote.

**7. UNFINISHED BUSINESS****A. [20-0257](#) Assistance Programs-Affordability Program Overview**

**Attachments:** [Assistance Programs Sep2020 Rev2.pdf](#)

This Communication or Report was received and filed.

**8. NEW BUSINESS****A. [20-0251](#) CS Presentation**

**Sponsors:** Phillips

**Attachments:** [BOWC October 7 2020 Customer Service Draft 4.pdf](#)

This communication was received and filed.

**B. [20-0245](#) North Rosedale Park and Cornerstone Village Community Outreach**

**Sponsors:** Jones and Mobley

**Attachments:** [North Rosedale Park and Cornerstone Village Community Outreach.10.07.2020.pdf](#)

This Communication or Report was received and filed.

**C. Private Water and Sewer Service Line Warranty - Request for Proposals**

Attorney Pospiech reported that DWSD would solicit a Request for Proposal (RFP) for service line warranty insurance. DWSD will provide its license to allow vendors to use the department's name and logo on material for marketing directly to residents or property owners. The warranty program is for water, sewer or both.

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

enQuesta Upgrade - November agenda  
-Key highlights  
-Service improvements

**9. OTHER MATTERS**

There were none.

**10. NEXT MEETING**

November - TBD

**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 4:30 p.m.**

**If any member of the public would like to speak during public comments, they must email [dwsd-publicaffairs@detroitmi.gov](mailto:dwsd-publicaffairs@detroitmi.gov) prior to 1:00 p.m. with their name, the phone number they will be using to call in, and a brief description of comments. Your phone number will not be revealed to anyone else dialing into the meeting. OR**

**If you do not want to leave your phone number, you may email your comments to [dwsdpublicaffairs@detroitmi.gov](mailto:dwsdpublicaffairs@detroitmi.gov) prior to 1:00 p.m. and your comments will be read into the record at the Board meeting during public comments.**