

Documenters

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Instructions

Your notes should be 2-6 single-spaced pages, including 8-10 hyperlinks. You'll do most of your writing during the meeting, but we recommend you spend a total of 30-60 minutes on the "before" and "after" sections described below:

Before

- **Pre-research:** Understand the agency an agenda before you arrive ([Get tips](#))

During

- **Notetaking:** Focus on direct quotes, debate, decisions and details like ordinance numbers, names and titles. Collect all available handouts for reference ([Get tips](#))

After

- **Revision:** Organize and fact-check your raw notes ([Get tips](#))
- **Summary & Follow-up:** Briefly distill meeting highlights and your remaining questions in 1-3 sentences per bullet point ([Get tips](#))

Board of Water Commissioners

Documenter name: Shaheda Jenkins

Agency: Detroit Water and Sewerage Department

Date: Sept. 21, 2022

[See more about this meeting at Documenters.org](#)

Write all notes on the following page

Notes

CALL TO ORDER

ROLL CALL

APPROVAL OF AGENDA

APPROVAL OF MINUTES August 17, 2022

PUBLIC COMMENTS (3 minutes per speaker) Anyone from the public who wishes to address any item on the Agenda or make a comment. (3 Minute Limitation)

Hydrate Detroit gave public feedback about signing residents up for the water life line program. [Hydrate Detroit](#)

American Water Resource made an introductory public presentation presenting the water service warranty.

Some residents gave public feedback about high water/sewage usage charges and not having a service line connected to their home for water access.

Ben and Lewis were the presenters of the American Water Resources presentation.

Chairperson King Bell asks what the warranty covers for residence.

American water sewage resources replied back with the following responses below.

The water sewage life line Protection Program offered by American Water Resources

provides affordable means of protection from repairs that can cost thousands of dollars.

Unlimited protection 4 cover repairs. The warranty will pay to repair leaking or broken water lines if resulted from normal wear and usage. Coverage starts from the water meter or main shut off valve inside the home to the point where it connects to the utility.

Limitations and exclusions apply. Generally cover repairs that are on or after the effective date. Required as a result of normal wear and tear. Instance example leaks and breaks caused by the tree roots. This warranty does not cover anything occurring prior to the effective date, anything caused by the homeowner or third-party. Water or sewer pipes inside the home. Preventative maintenance. Upgrades to meet code. [About Us - Detroit - American Water Resources](#)

Also American Water Resources is looking to hire call center agents for customers to inquire about their warranty and service repairs. Training begins in October 2022. The key considerations for call center agents will be from the local community which is Detroit based. As well as hiring skilled trade contractors to work with American Water Resources.

Chairwoman asks over the phone will there be any minorities selected for contract work for the American Water Resources.

American Water Resources representative answered and replied yes we are looking for minority contractors. Key considerations; for the job are advanced training years of conducting business background checks, competent to work with residential water waste and wastewater lines and applicable products location in relation to customer concentration or other contract or geographic requirement size of business including field office and staff. Equipment on hand and response capability level of licensing as

required to proof of insurance at American water required levels. Complaint history shall not have a record of unresolved complaints or unfavorable state from the Better Business Bureau or the Department of Consumer Affairs.

Director Gary Brown: in thirty day the DWSD will restore residents services lines. Will will work with the Detroit Land Bank Authority to locate the connecting service lines. As well as getting more funding for the program and service line work. Also residents will have the option to soon opt in or out of the AWR program.

Samuel Smalley Chief Operating Officer Detroit Water Sewage Department. Stormwater connection agreement for the Gordie Howdie International Bridge Project.

The storm water will run into the Detroit river. There will be a filtration connection to filter out any waste from the storm water. This is an agreement between the city of Detroit DPW and DWSD the state of Michigan M. DOT and the Great Lakes Water Authority.

Summary

Summarize the 3 most important outcomes or takeaways from your notes....

- ...Hydrate Detroit is signing low-income residents up for the lifeline plan in order to keep their water service.
- ... The city of Detroit is assisting low-income residents in acquiring a service line to have access to water.
- ... The stormwater from the Gordie Howdie International Bridge will not affect the water in the Detroit river which will have a filtration system to avert any bacteria from Stormwater run-ins with the Detroit River. Which could be a major environmental issue.

Follow-Up Questions

What are you left wondering? Ask up to 3 of your own follow-up questions...

- ...My follow-up question is how will the residents of Detroit benefit from this service water Lifeline program as well as the warranty that is optional for the consumer to opt in to.
- ... How will the Detroit Land Bank Authority work with the Detroit Water and Sewerage Department in locating the water/sewage service lines to connect residents that have purchased property or homes in a matter of getting their water restored.
- ...Also how well will the minority contractors work with the company in order to bring results to those that have been seeking to get water restored for years in The city of Detroit. As well as their skilled experience, credentials training and ethical business background.

If you believe anything in these notes is inaccurate, please email us at documenters@outliermedia.org with "Correction Request" in the subject line.