DOVER HUMAN RELATIONS COMMISSION
MINUTES OF MARCH 23, 2011
CITY HALL COUNCIL CHAMBERS

Present: Chair Roy Sudler., Jr. Commissioners Maisha Britt, Dawn Allen-Pyne, and Ellen Wasfi. Attached is a sign in sheet from the community members present.

1. **Call to Order** Chair Sudler waited until 7:15 to call the meeting to order in the hope that enough commissioners would be present to make a quorum.
2. **There was a Moment of Silence** and then it was decided to move on to the Presentations from Members of the Community.
3. **Agenda Item#3** could not be addressed without a quorum present.
4. **Agenda Item #4** could not be addressed without a quorum present.
5. **Presentations** Anthony **DePrima** from the City of Dover was in attendance and he told the Commission that there was no excuse for their customer service representatives to be discourteous to any customers. He then gave the Commission an overview of the billing policies and procedures the City uses. He went over their deposit policy, and how they determine what a customer will have to deposit for service. Depending on their credit score, customers may pay no deposit at all, or up to 3 times the monthly amount of the past usage on that household. He told the Commission that they have various payment options if someone is having financial difficulty, or if someone has a medical condition where he or she needs electricity for a medical device. People have 21 days to pay, then a 14 day grace period, and they can also get a 10 day extension up to 6 times yearly. They can also get help from several local agencies including the Salvation Army, Catholic Charities, and State Social Services, among others. Electric power cannot be shut off on someone who has a medical hardship, but if they cannot pay their bills, they can be put on a restrictor that limits the amount of electricity that can be drawn. **Ellen Wasfi** expressed that most people probably are not aware of all the alternatives available to them, and was told that there are brochures at the City of Dover office. A sheet was distributed to all in attendance that gave rate comparisons from several cities in Delaware**. Mr. DePrima** went on to give some facts and figures concerning the trash, water and sewer departments.
6. **Chair's Report** from December 14, 2010 was read by Chair Sudler.
7. **Committee Reports**

   A). Intake Screening Report was submitted by Maisha Britt.

   B). School Programs Report was submitted and read by Ellen Wasfi.

   C). E-mail from Thomas Steele was received and needs to be discussed at the next meeting. It will be added as an agenda item for next month's meeting.

   D). Community Programs Report was given by Dawn Allen-Pyne; the addition of a pool at the new Boys and Girl's Club had to be dropped because of budgetary restrictions as stated by Mr. DePrima. Also

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transportation to and from the new facility was discussed, apparently there is a bus route out that way, but no transportation provided by the city

8. **Agenda Item 8 Unfinished Business** Was suspended because there was not a quorum present.
9. **Agenda Item 9 New Business** Was suspended because there was not a quorum present.
10. **Agenda Items for Next Meeting** Mr. Steele's e-mail post
11. **Announcements** It was suggested that the American Indian Chiefs in Kent County be invited to come to a meeting of the DHRC and bring up any concerns or issues that they would like to discuss.
    A). The Amish community may be invited to put a delegate on the DHRC.
    B). The Mount Zion AME Church is having a meet and greet the candidate night for the 4th District on March 31 at 6:30 pm.
    C). The League of Women Voters is holding a meet the Candidates Night at Modern Maturity Center on April 14, from 7 to 9 pm.
12. **Adjournment** The meeting was adjourned at 8:35 pm.

Minutes Taken and Submitted by Mary Walson

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