

Director's Report

February 15, 2023



Water & Sewerage
Department



Contents

Metrics by Function:

Director's Message

• Field Services	3
• Meter Operations	4
• Investigations	10
• Legal Services	14
• Public Affairs	16
	18

Committee Dashboards

• Customer Service	21
• Finance	22
• Human Resources	26
• Information Technology	29
	32



Director Gary Brown's Message To The Board

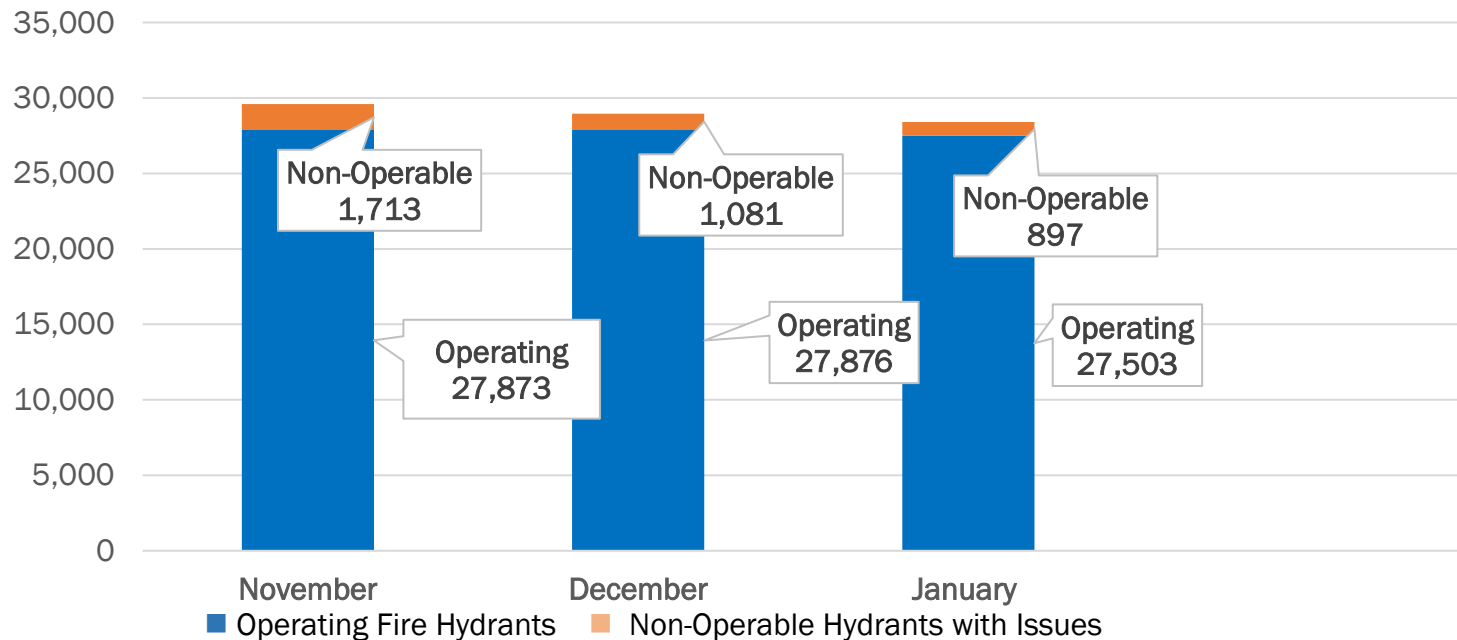
- On January 30, Governor Gretchen Whitmer signed a supplement budget that includes \$25M this year for water affordability thanks to the Democratic legislative leadership.
- On February 8, the Governor announced her Fiscal Year 2024 budget plan which includes \$40M for water affordability and \$226M to replace 40,000 lead service lines across the state over 10 years.
- With the affordability funding, we believe there is sustained support of the DWSD Lifeline Plan and low-income plumbing repairs at least through 2025.
- DWSD will also seek more dollars for lead service line replacement above the \$90M we have already received previous to these announcements.

Field Services

Sam Smalley, Chief Operating Officer



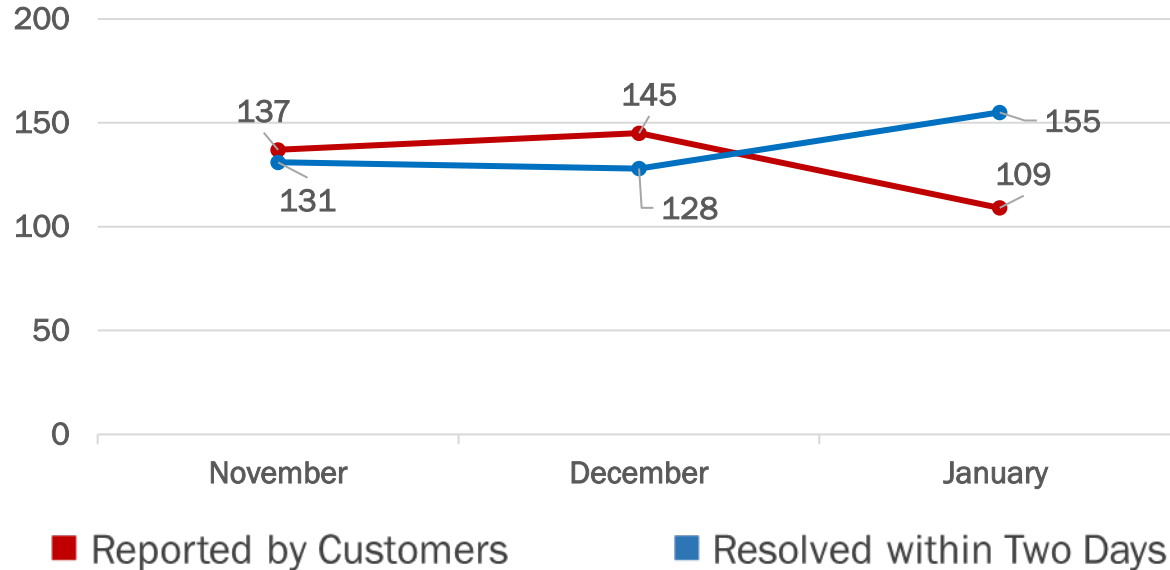
Field Services: Fire Hydrant Maintenance



- DWSD maintains fire hydrants while the Detroit Fire Department (DFD) inspects the hydrants annually. Detroit has more density of fire hydrants than any other major Midwest city. Our counterparts have fire hydrants 500-feet apart, while in Detroit hydrants are 300-feet apart. DFD rigs have 1,500 feet of fire hose. Therefore, if a hydrant is out of service for repair, they can quickly hook up to the next available hydrant.
- DWSD prioritizes fire hydrant repairs starting with priority one which are critical areas near hospital and schools as well as clusters of outages.



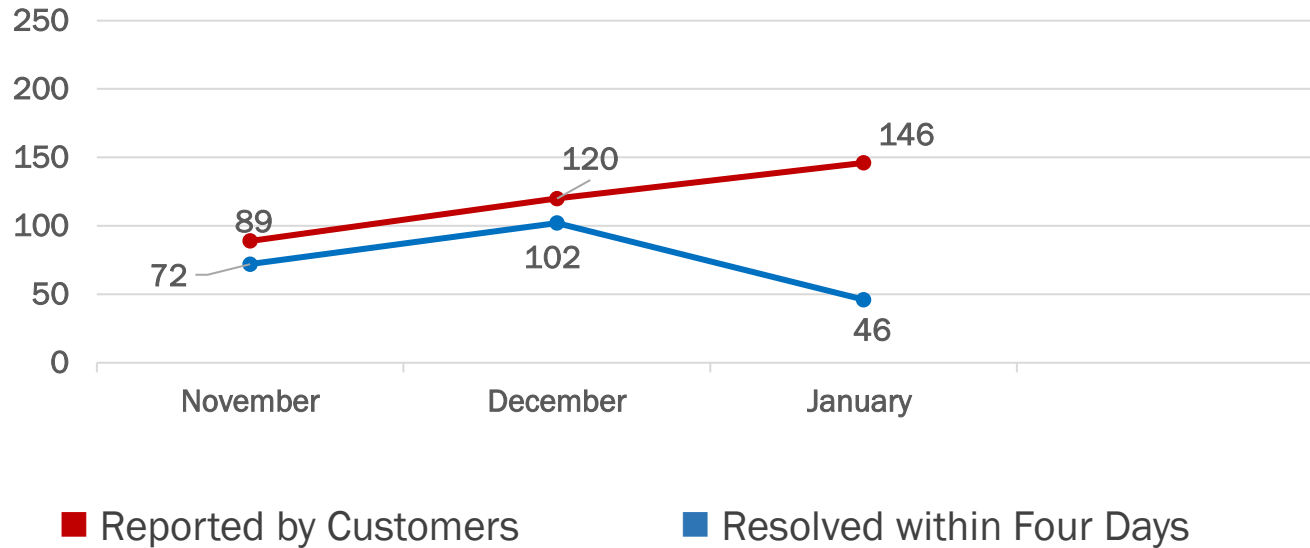
Field Services: Running Water



- Emergency and rush MISS DIGs adequately addressed, while normal requests continue to lag due to insufficient personnel; will improve starting in July 2023 with additional personnel.
- Investigations continue to exceed incoming requests; backlog slowly dropping while still prioritizing critical requests.
- No restorations due to winter – no asphalt, concrete and landscaping – returns in April weather permitting.

*Two days is the service level agreement for running water.

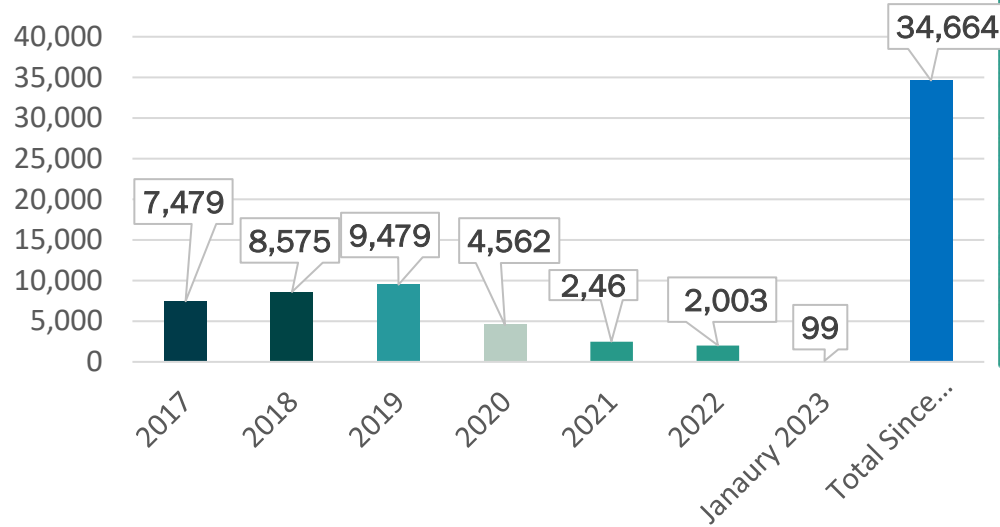
Field Services: Water Main Breaks



DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected and water service outage, to determine priority.

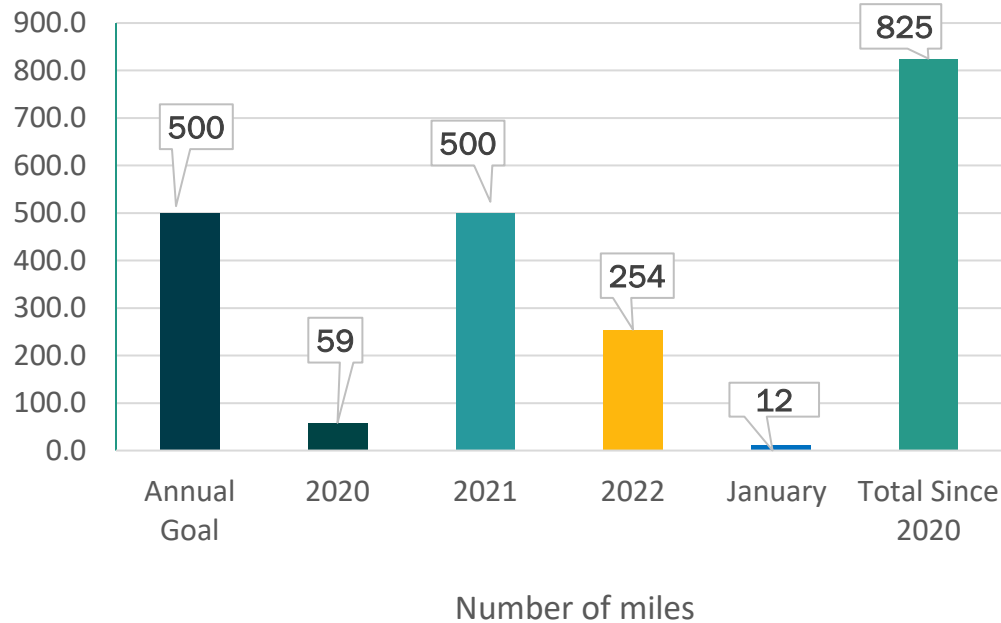
*Four days is the service level agreement for water main breaks.

Field Services: Catch Basin & Inspection Cleaning



- Sewer team responding only to emergency requests including flooded streets or surcharged sewers due to cold temperatures; Vactor trucks will freeze if out in frigid elements too long.
- Sewer team also helping with water main break and hydrant repairs.

Field Services: Sewer Cleaning



- Sewer team responding only to emergency requests including flooded streets or surcharged sewers due to cold temperatures; Vactor trucks will freeze if out in frigid elements too long.
- Sewer team also helping with water main break and hydrant repairs.

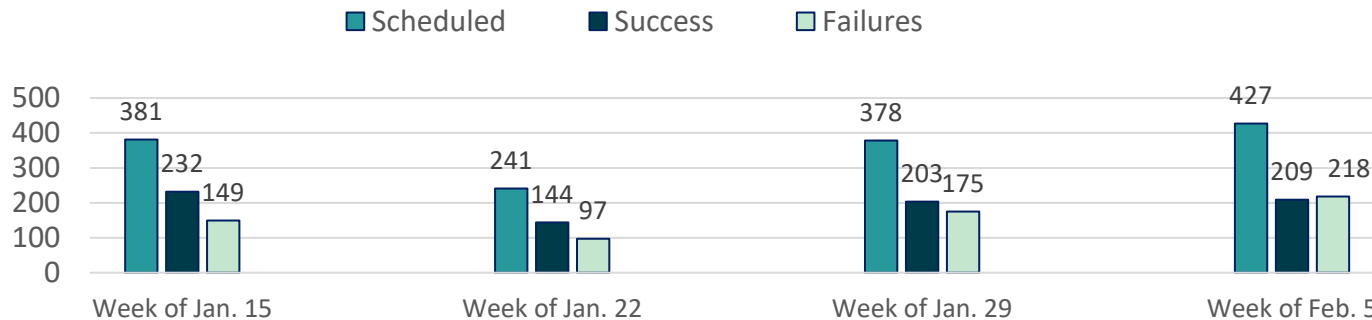
Meter Operations

Sam Smalley, Chief Operating Officer

Meter Operations: Scheduled Meter Work



Scheduled Work

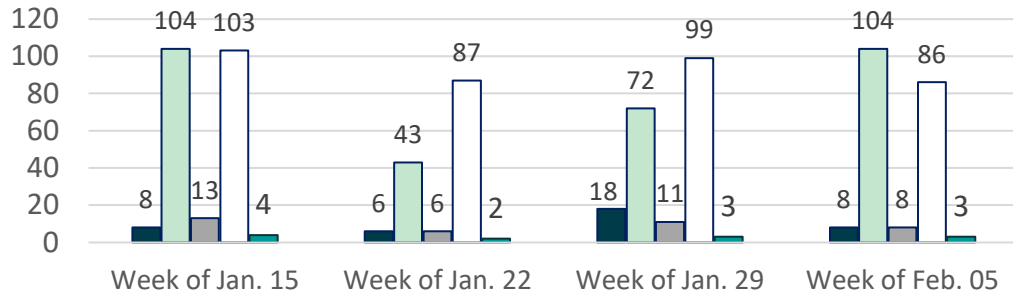


- Supply chain issues resulted in zero inventory of 5/8-inch meters; order for 3,000 placed in August 2022 received February 2023.
- Meter Ops installing templates and recording addresses to circle back when inventory arrives – no customers denied water due to meter shortages.

Meter Operations: Scheduled Meter Work

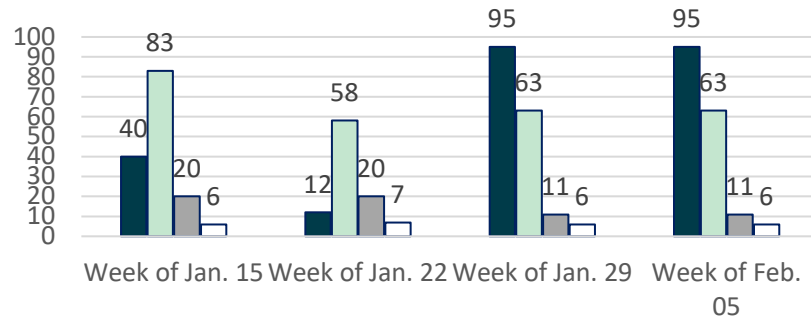


Success Details



- Installations
- Exchanges
- Removals
- Investigation
- Emergency

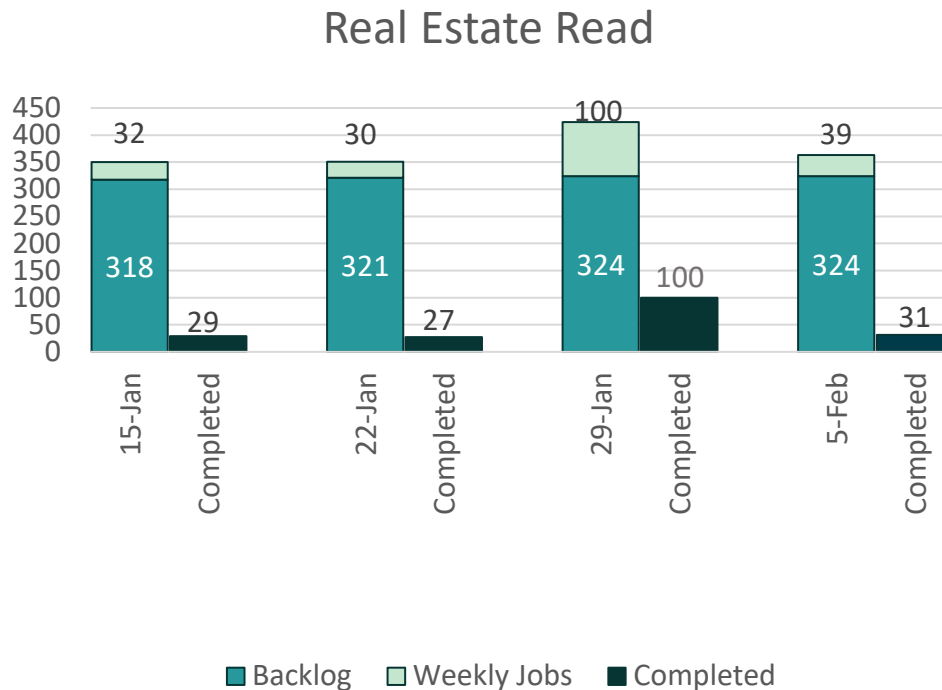
Failure Details



- No Access
- Plumbing
- Stop Box

Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation and emergency repairs.

Meter Operations: Real Estate Reads



Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation and emergency repairs.

Investigations

Sam Smalley, Chief Operating Officer

Investigations: Results

396

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2022



Money Owed to DWSD identified by Investigators

\$2,256,891

Total since July 1, 2022

\$447,986

Back billed

\$940,919

Future owed in 12 months

\$867,986

Water loss

Revenue Identified Since Investigation Unit Began

\$26.9M

Total since August 14, 2017

- Since the inception of RPU, and through built teamwork with departments across DWSD, the total amount of past/present/future assets identified is \$26,938,106
- The collection rate on back-billed accounts from RPU's collaborative remains at 90%

Legal Services

Nikkiya Branch-Penson, Associate General Counsel

Legal: Claims, Hearings and Cases



21

Cases handled by
in-house staff

20

Cases handled by
outside counsel

11

Collection cases
currently in suit

\$2.46M

Amount claimed in
collection cases

0

Pending Billing
Disputes

1

Disputes Closed in
January 2023

N/A

Total Amount Disputed

N/A

Total Credits to
Customers

N/A

Total Resolved Utilizing
Leak Policy

242

Property damage
claims pending*

\$581,442

Amount claimed

85

Claims closed
In January 2023

1

Claims approved

\$8,149

Settlements offered

- The OGC filed four new collections accounts seeking to collect \$643,009.67 in outstanding water, sewer and drainage charges.
- The OGC department successfully argued a motion for summary disposition in a case and was awarded in judgment against the Plaintiff in the amount of \$93,500.00.
- The OGC brought in \$575,215.17 from a long time delinquent commercial customer.

**Claims unrelated to the 2021 rain events*

Public Affairs

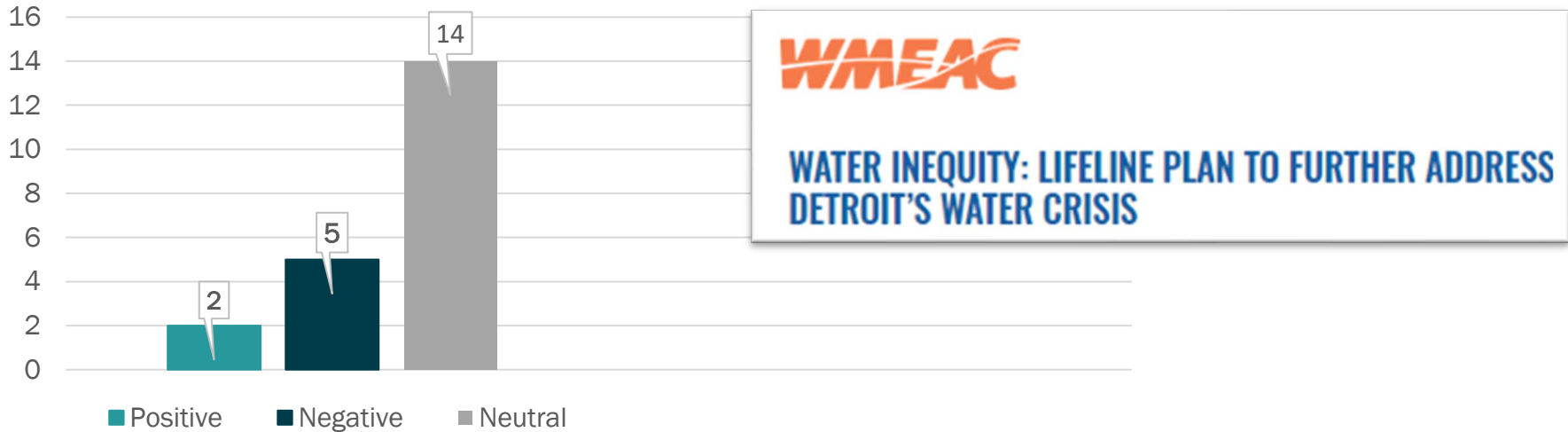
Bryan Peckinpagh, Public Affairs Director



Public Affairs: Positive vs Negative News Stories



DWSD News Coverage: January 1 – January 31, 2023



In January 2023, the DWSD Public Affairs team pitched and/or coordinated 21 media news hits. One of the positive stories covered was on the DWSD Lifeline Plan. Another positive story highlighted the American Water Works Association's Transformative Water Leadership Academy. Planning, Restorations, Investigations and Miss Dig Manager David Ridgeway is one of the 2023 participants. One negative story focused on a broken fire hydrants.

PLEASE NOTE: For this metric, each story/interview is counted once regardless of how many times it was published/aired.

Public Affairs: Social Media Activity



7

New Facebook Followers

9,135

Total Followers on Facebook

296

Engagement on Facebook



0

New Twitter Followers

1,911

Total Followers on Twitter

22

Engagement on Twitter



19

New Instagram Followers

1,849

Total Followers on Instagram

46

Engagement on Instagram

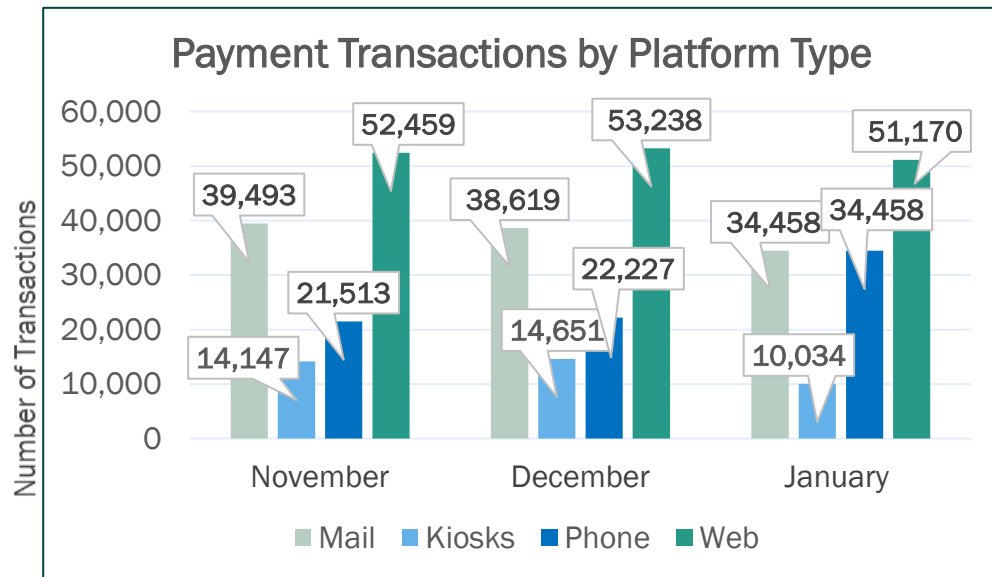


The DWSD Public Affairs team gained 25 new followers on social media in January 2023, bringing the total number of followers to **12,892**. In addition to the metrics above, Facebook saw a total of 6,597 impressions and **19** link clicks for the month. The top performing Facebook post was a post announcing to apply for the DWSD's Lifeline Plan. The post received 16 engagements including 4 link clicks.

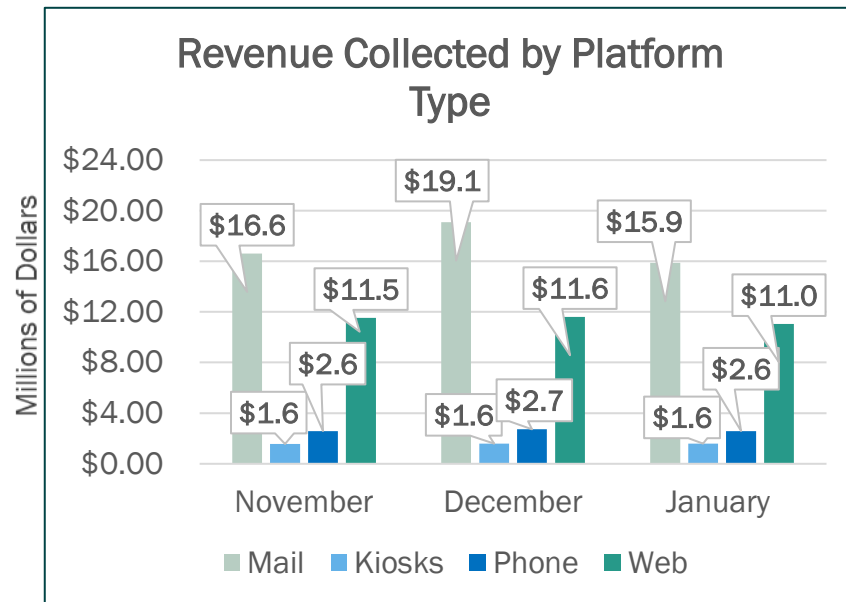
Committee Dashboards

Customer Service

Customer Service: Transactions

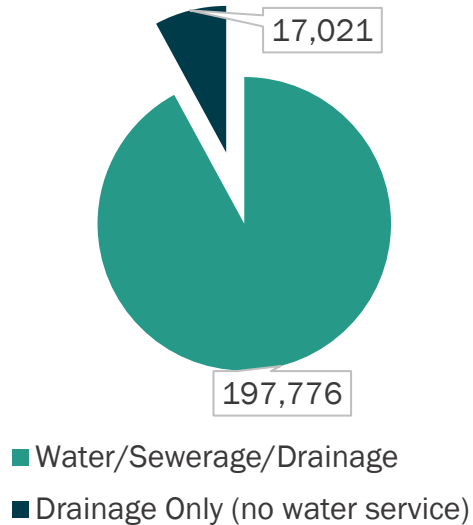


The DWSD payment platforms are performing beyond expectations, including the Customer Self-Service Portal at <https://csportal.detroitmi.gov>. Customer Service staff are efficiently providing assistance through 313-267-8000 and mydwdsd@detroitmi.gov.

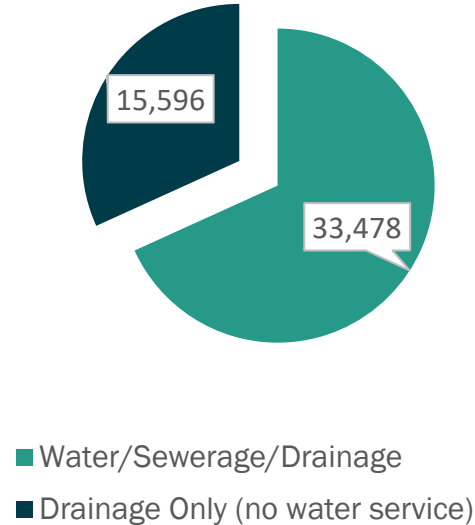


Customer Service: Number of Active Accounts

Active Residential Accounts



Active Non-Residential Accounts



Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

Lifeline Plan – Protected From Shut Off

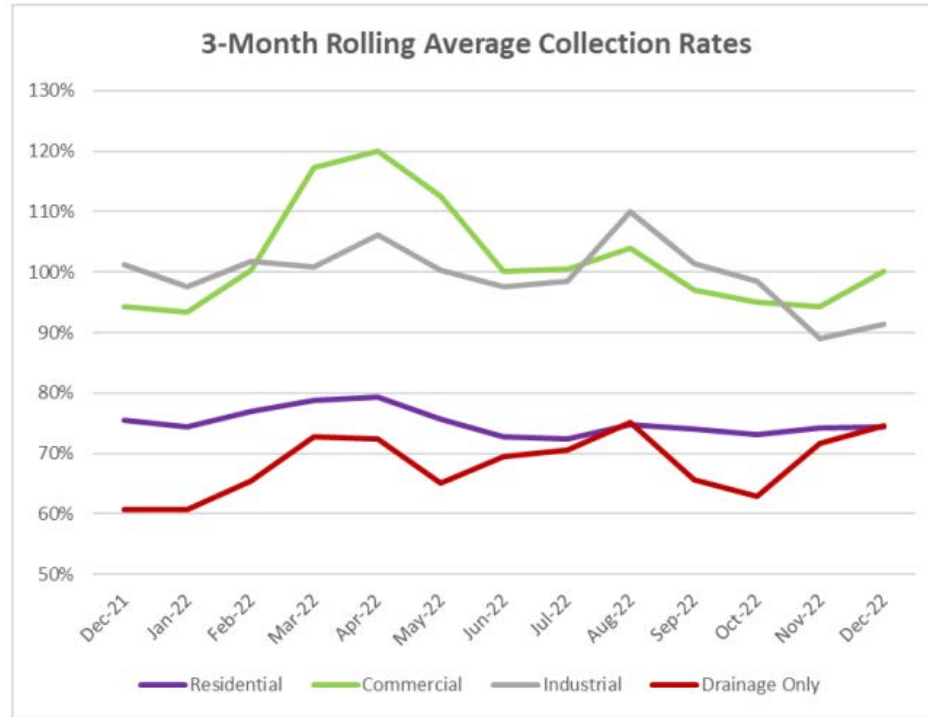
Protected From Shut Off	Total
Enrolled in the Lifeline Plan*	9,741
Enter into the 10/30/50 Plan	2,910
Applications for Lifeline Plan Pending Approval	8,000
Total Number of Households Protected	20,651

*\$10.3M in arrears and gap payments

Finance



Finance: Collection Rates



The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

Finance: Cash Balance

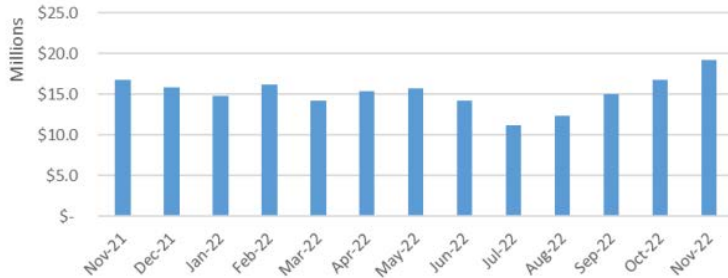
Water Cash @ GLWA



Sewer Cash @ GLWA



Water Cash @ DWSD



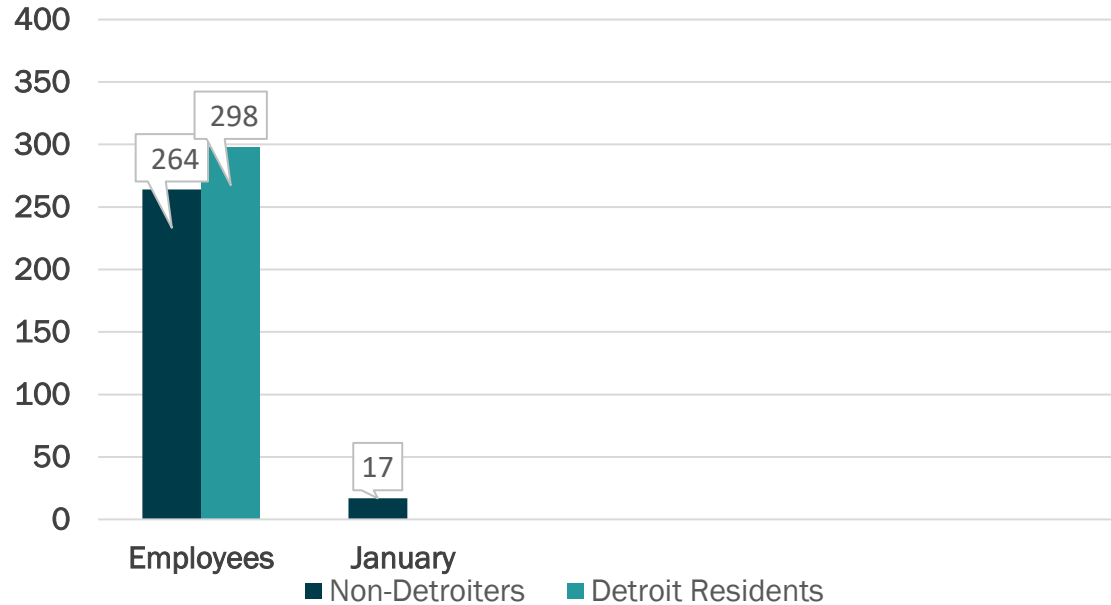
Sewer Cash @ DWSD



The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

Human Resources

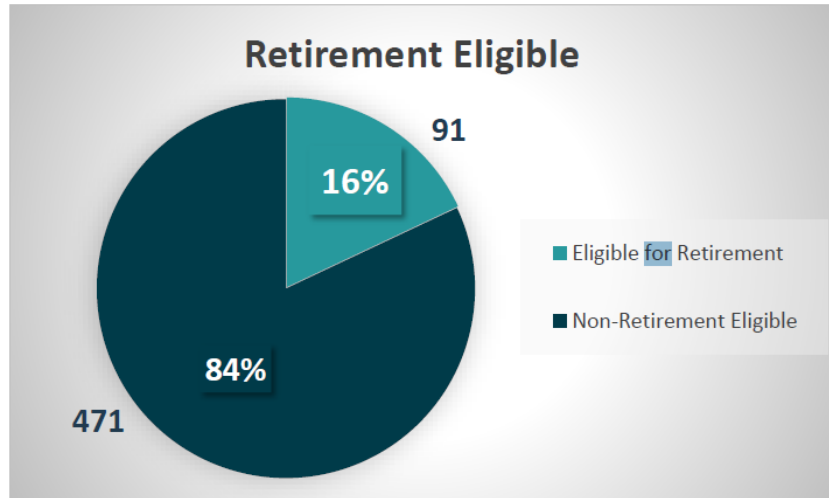
Human Resources: Detroit Residents and Hiring



Total = 579 Employees
***Detroit Residents – 51%**

- DWSD hired 17 employees (16 hires, 1 transfer from another COD Dept.)
- Eight (8) employees left DWSD (Resignation, Retirements, Terminations , Transferred Out)
- There are 17 current hiring requisitions for a total of 31 open positions

Human Resources: Retirement Eligible



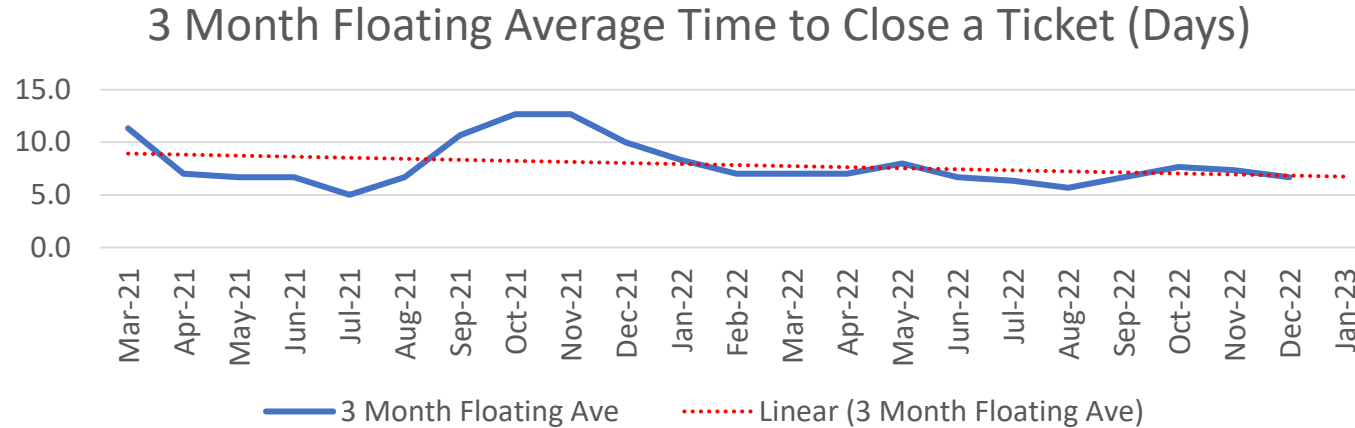
Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	43
10 YOS/60 years old (Legacy)	47
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	1
TOTAL	91

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1, 2014

- With a current population of **562** employees, there are **91** DWSD employees eligible for retirement
- Sixteen percent (16%) of DWSD's workforce is retirement eligible
- Succession plans have been developed for retirement eligible employees and those employees who have a skill that is critical to the business

Information Technology



- 1 Password (Password Manager) deployment in IT, Improving Credential Management & Security Posture
- enQuesta went Live August 2022 and preparing for 1st update post go live (Target March 1st)
- 2 Projects Completed with 12 under Management in December 2022 & January 2023