

# Director's Report

July 17, 2024



Water & Sewerage  
Department



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# Director Gary Brown's Message To The Board

Detroit has some of the nation's cleanest and safest drinking water – find out in the latest **Water Quality Report** available online and by print including at community meetings and upon request by mail.

- The 2023 report verifies Detroit's drinking water continues to **meet or exceed** state and federal regulations.
- Lead testing results are 9 parts per billion (ppb), below the state regulation of 15 ppb.
- Report is at [detroitmi.gov/2023waterqualityreport](https://detroitmi.gov/2023waterqualityreport) and customers can request a copy by mail.
  - Email [dwsd-publicaffairs@detroitmi.gov](mailto:dwsd-publicaffairs@detroitmi.gov) or call 313-267-8000 to request a copy by email or postal mail.
- DWSD employees are focused on providing **safe, affordable drinking water.**

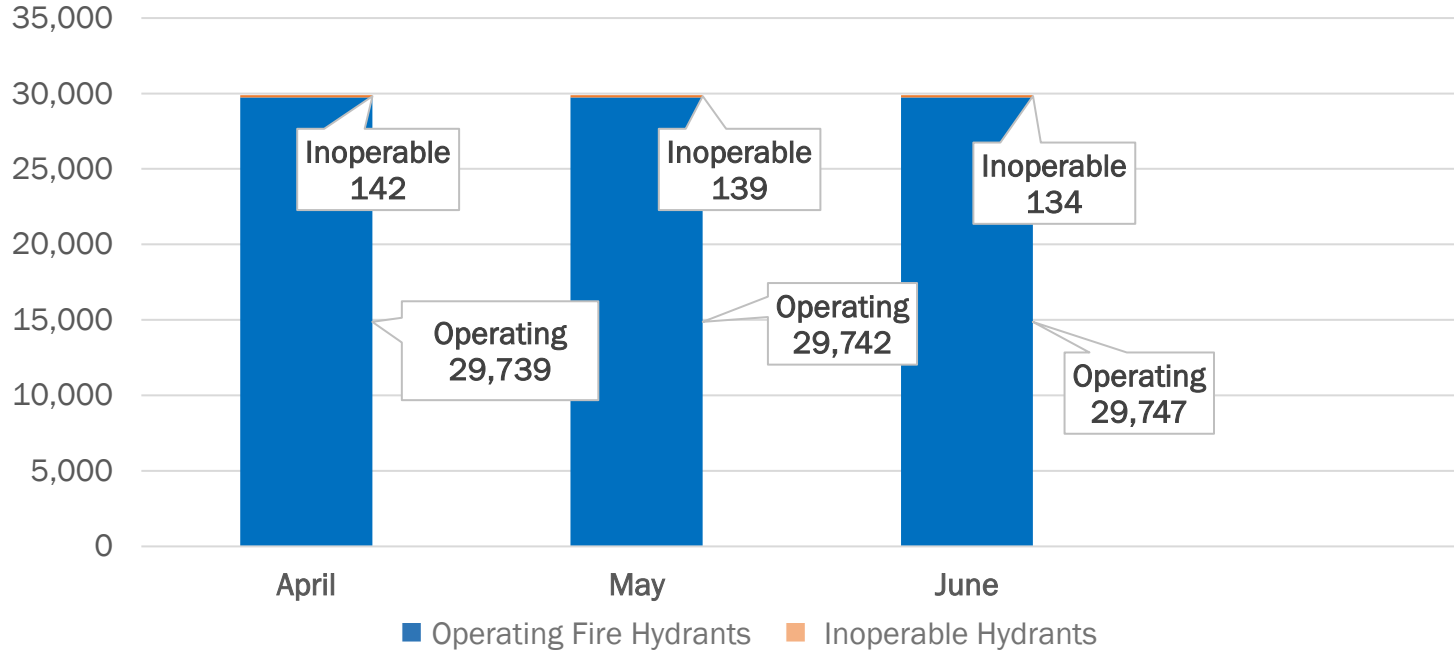


# Field Services

Sam Smalley, Deputy Director



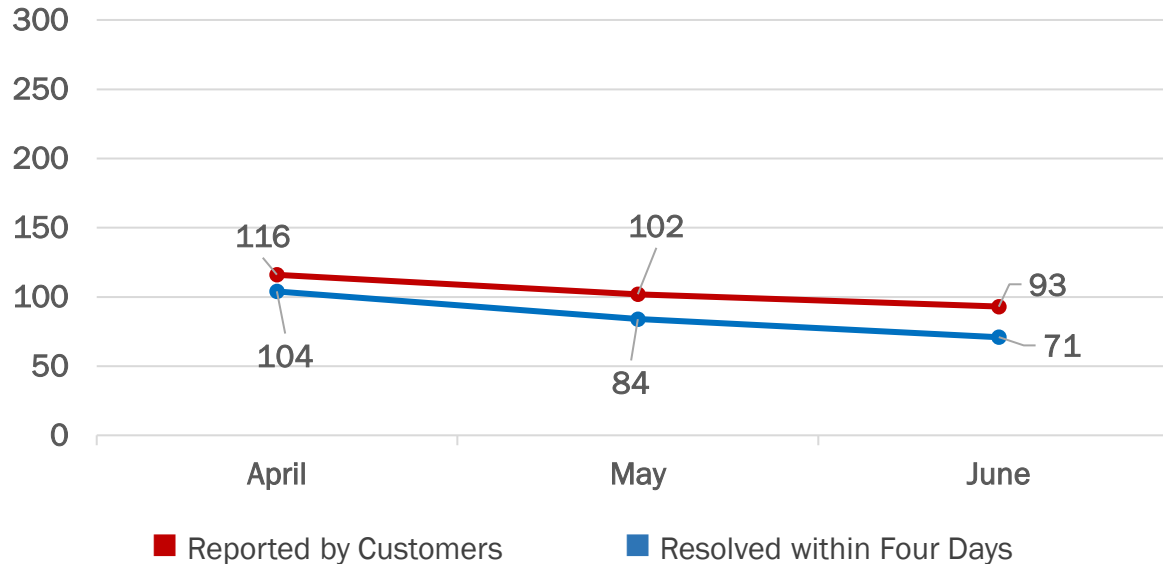
# Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department performed hydrant inspections October - February.
- We are keeping the number of inoperable hydrants low and following up with our own inspections to determine repairs/replacements.

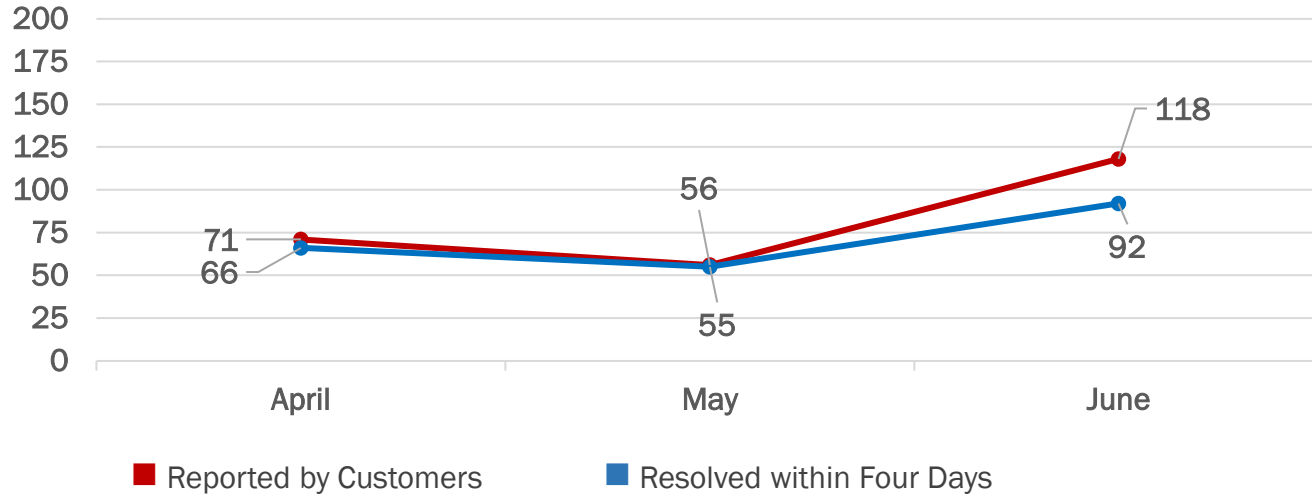


# Field Services: Running Water



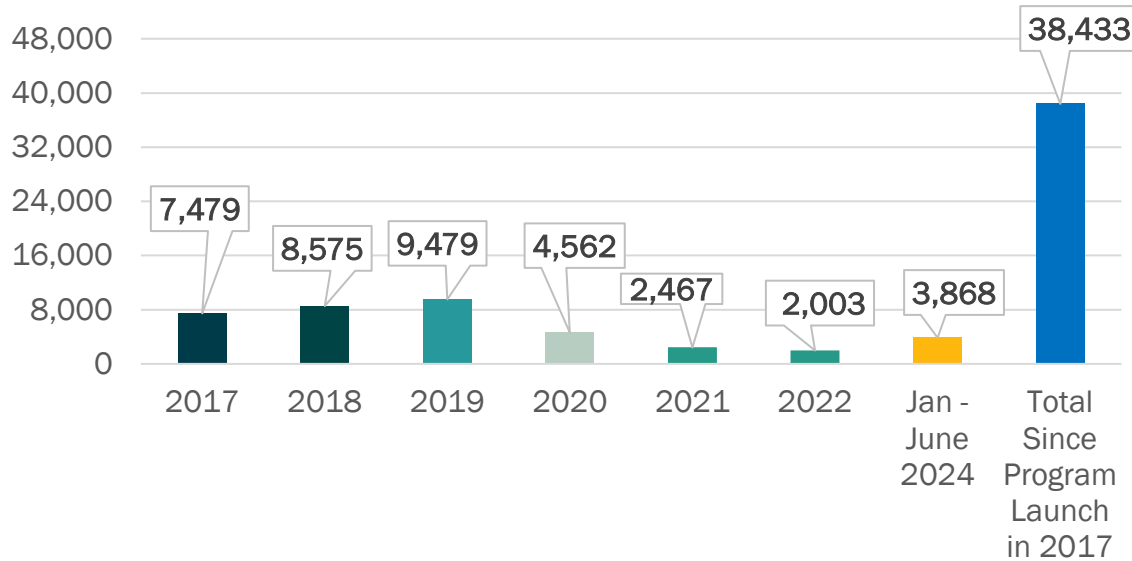
- The number of leaking water services has decreased the past two months.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

# Field Services: Water Main Breaks



- Water main breaks were on the rise in June due to the extreme temperature changes.
- Even so, the winter months were historically low compared with previous years due to both Capital Improvement Program interventions and unseasonably warmer weather.

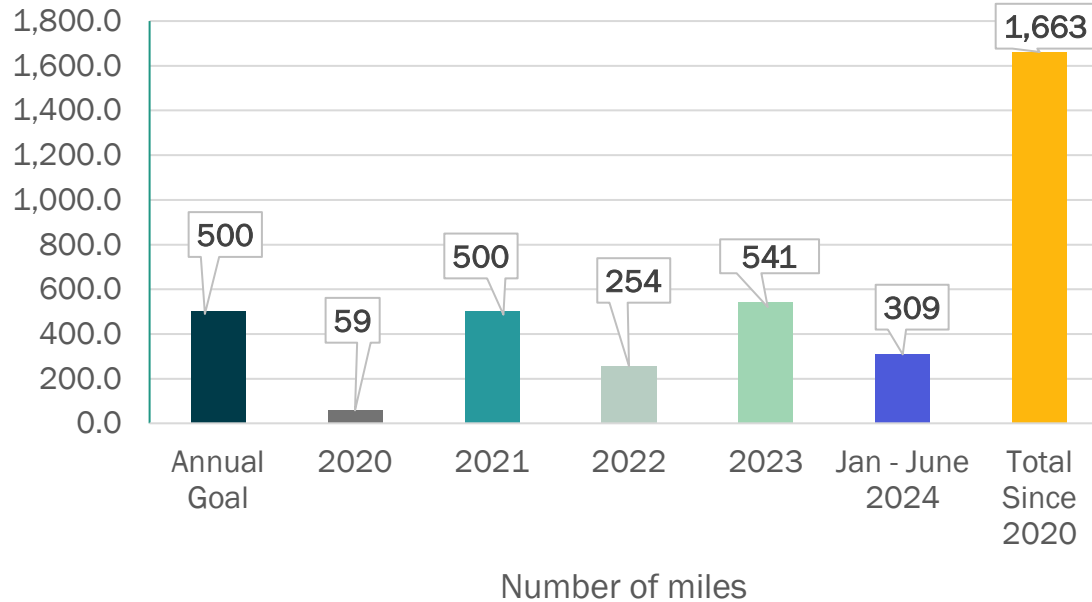
# Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins at a rapid pace and is heading toward exceeding the number of cleaned basins the prior two years.



# Field Services: Sewer Cleaning



- DWSD exceeded the 500 miles cleaned last year.
- The Sewer Team has committed to clean 600 miles of local sewer of 24-inches in diameter or less in calendar year 2024.

# Meter Operations

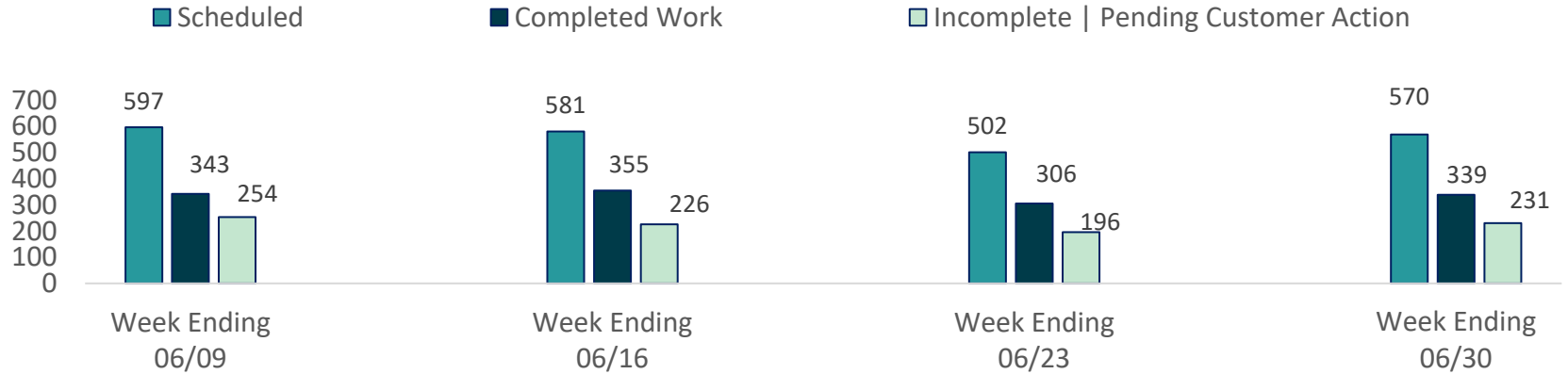
Sam Smalley, Deputy Director



# Meter Operations: Scheduled Meter Work



## Scheduled Work



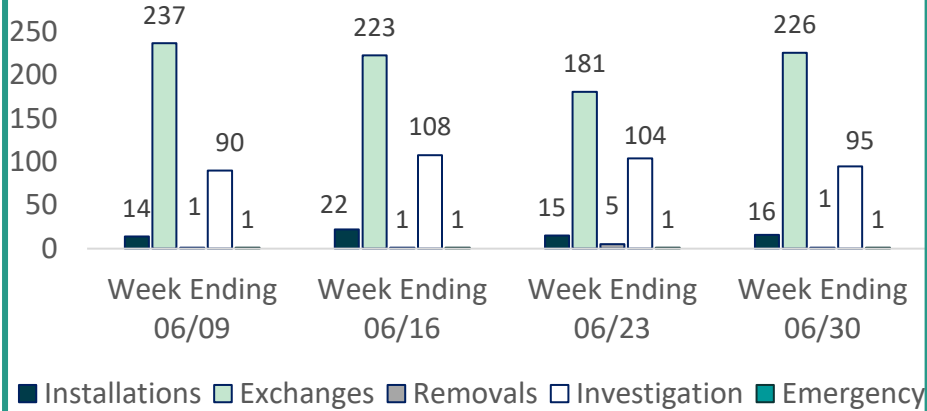
- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

# Meter Operations: Scheduled Meter Work

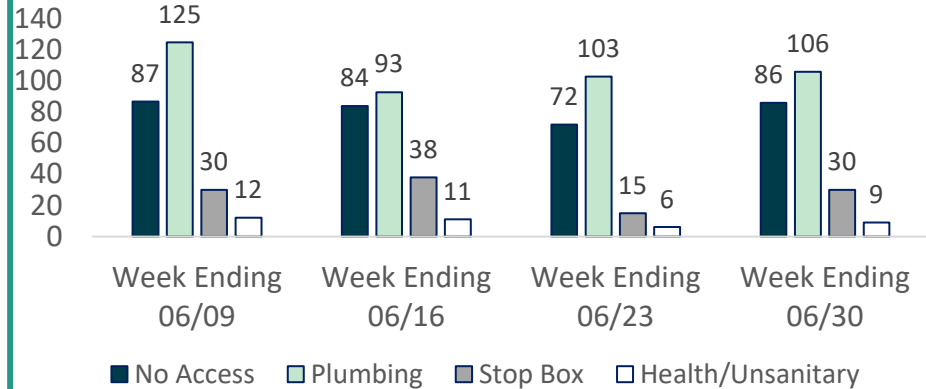


Water & Sewerage Department

## Completed Work



## Customer Issues

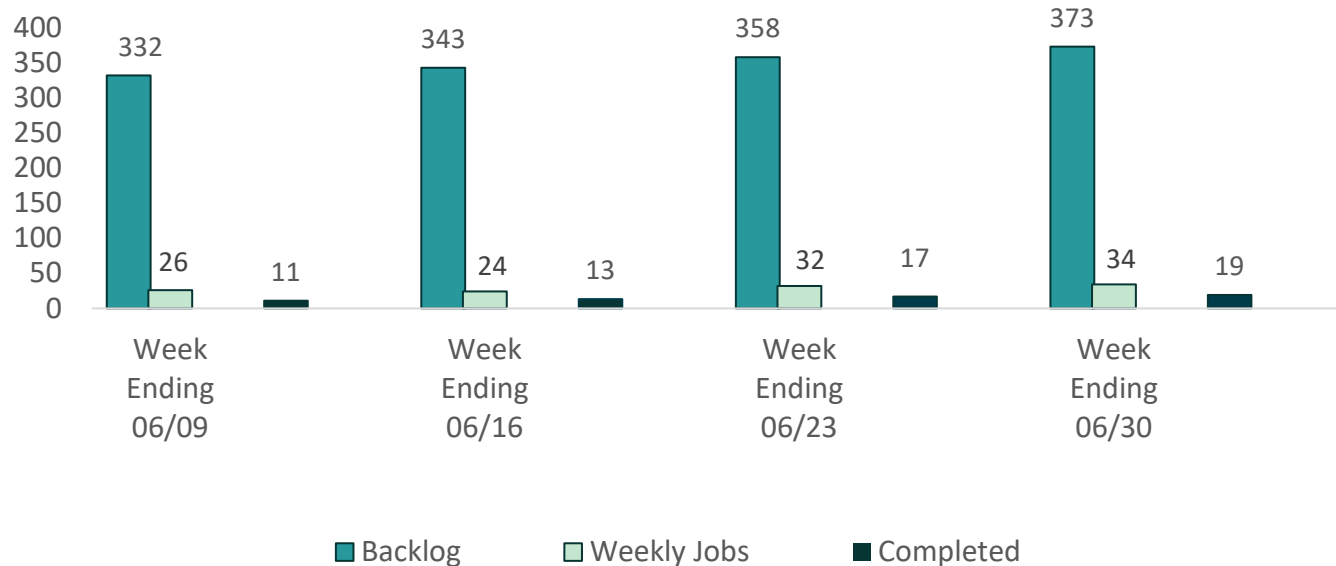


- Every week we exchange more than 200 water meters.
- An average of over 20 new service accounts are metered weekly.
- Meter work order are a result of customer request.

# Meter Operations: Real Estate Reads



## Real Estate Read



- We are working to increase the number of real estate work orders completed by making this work type a scheduled appointment.
- We have been able to keep the wait for a meter appointment down to an average of 7 days or less.

# Investigations

Sam Smalley, Deputy Director



# Investigations: Results



**5,034**

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2023

Money Owed to DWSD identified by Investigators

**\$11,692,863**

Total since July 1, 2023

**\$599,191**

Back billed

**\$1,716,564**

Future owed in 12 months

**\$9,377,108**

Water loss

Revenue Identified Since Investigation Unit Began

**\$44M**

Total since August 14, 2017

- In addition to helping resolve past due balances, the Revenue Protection Unit has helped greatly with a variety of investigations that are especially important.

# Legal Services

Nikkiya Branch-Penson, Deputy Chief General Counsel





# Legal: Cases and Collections



**2**

Cases resolved in June 2024

**0**

New cases filed by DWSD

**0**

New cases filed against DWSD

**25**

Pending cases handled in-house  
Collections actions: 14  
Defended cases: 11  
Non-defense cases: 0

## Damage Claims

**222**

Number of Pending Damage Claims

**76**

Number of Damage Claims Reviewed  
in June 2024

**0**

Total Settlements Offered  
in June 2024

**\$0**

Total Settlements Offered  
in June 2024

- In the month of April, the OGC collected \$201,000.00 from three long time delinquent commercial customers.
- Also, three long time delinquent commercial customers agreed to payment plan arrangements (PPAs) totaling \$420,000.00.

# Public Affairs

Bryan Peckinpough, Public Affairs Director



# Public Affairs: Social Media Activity



42

New Facebook Followers

10,347

Total Followers on Facebook

175

Engagement on Facebook



2

New X Followers

1,900

Total Followers on X

10

Engagement on X



24

New Instagram Followers

2,334

Total Followers on Instagram

135

Engagement on Instagram

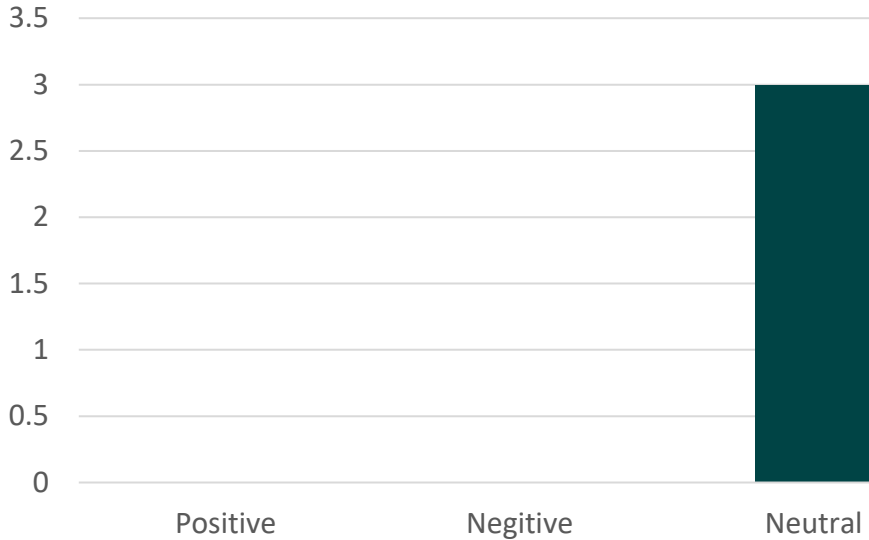


The top performing post for Facebook for the month of June was a DWSD historical post showcasing a Board of Water Commissioners wagon in the early 1900s. The post had a total of 10 engagements, 260 impressions and a reach of 254. For Instagram, the top performing post was a video from the recent "Do It Now, Save Money" campaign. The post received 348 engagements, 198 impressions and a reach of 186.

# Public Affairs: Positive v. Negative News Stories



## DWSD News Coverage: June 2024



■ DWSD News Coverage: June 2024

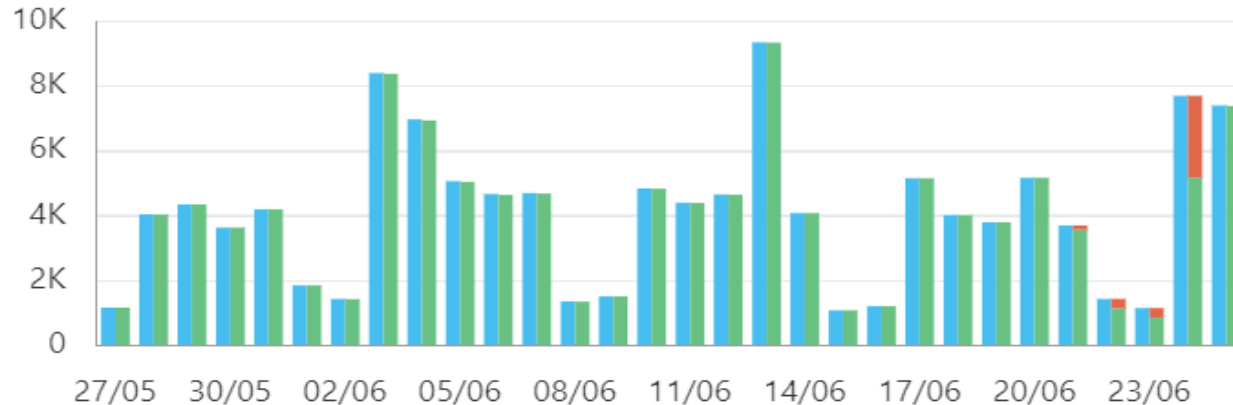


We had a total of three media stories that included DWSD in the month of June. All three are considered neutral. Two of the stories included DWSD inside of GLWA stories. The third story involved DWSD and was customer responsibility due to a leak in the house.

# Information Technology

Anil Gosine, Chief Strategy & Process Improvement Officer

## Daily History for the last 30 days



### Applications for DWSD Customers

- Customer Portal - self service to view and make payments online
- DivDat Kiosk/Mobile network, payment processing center for payments
- Customer Call Center leveraging IBM Watson to hear account balances and make payments

### Things to know

- Over 128 automatic processes occur daily.
- At the peak DWSD processes over 9K transactions
- Real-time updates allows enhanced customer experiences
- DWSD continues to focus on Integrated Application Design for a comprehensive approach to aid in the seamless flow of data between different system, applications & databases

### Reported Issues from a few Customers

- Inaccurate Bills
- Inaccurate Balances
- Inaccurate Reads

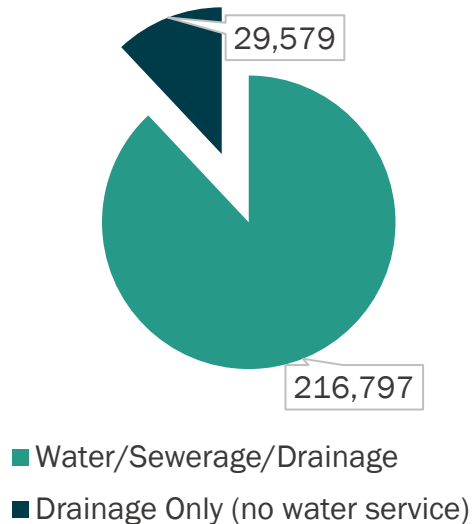
**IT Team** strives to deliver 100% successful reconciled transactions, while continuing to focus on the increasing need for automated touchpoints for customers. In the past month, DWSD was at 99.97% due to a failure in the automated process. IT has incorporated changes and alerts to mitigate against these errors going forward.

# Customer Service

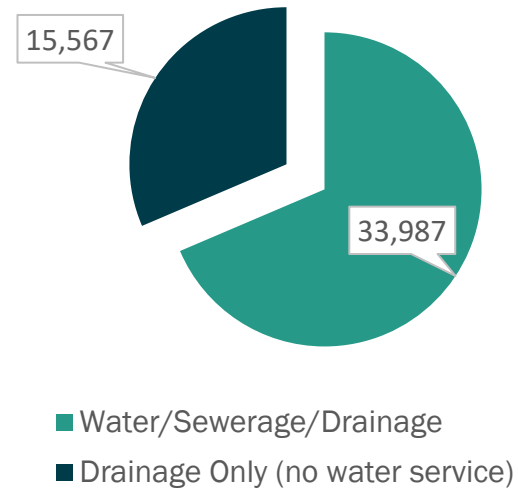
# Customer Service: Number of Active Accounts



## Active Residential Accounts



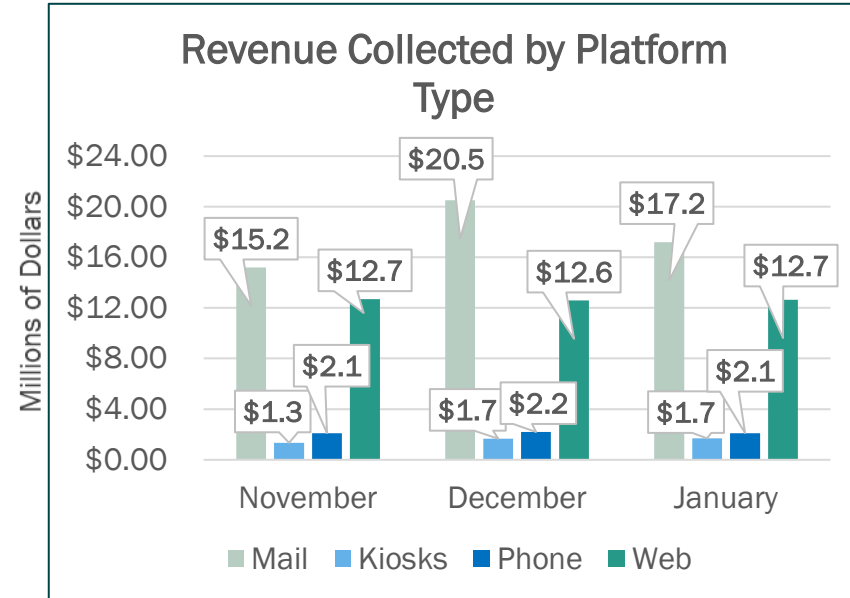
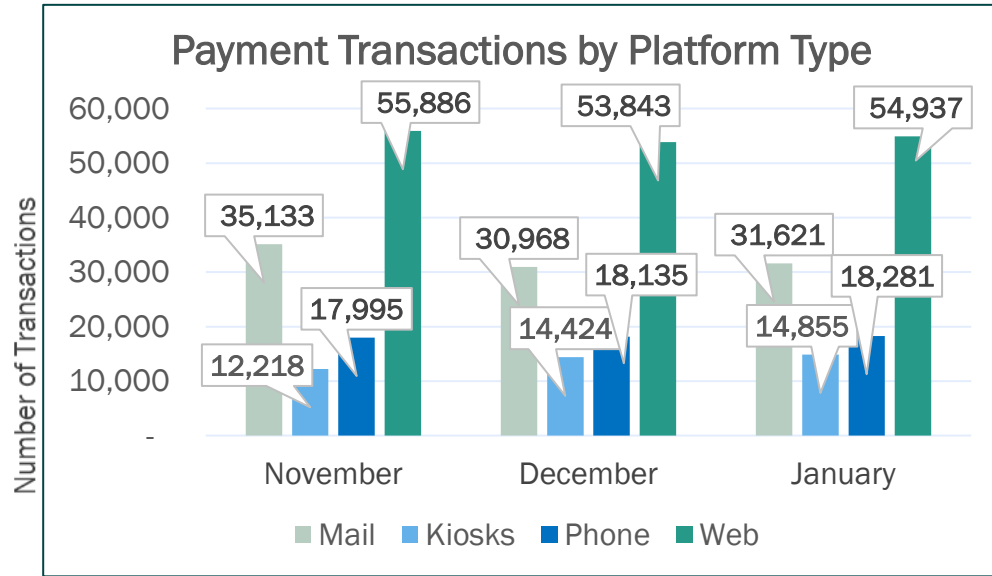
## Active Non-Residential Accounts



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



# 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 [mydwds@detroitmi.gov](mailto:mydwds@detroitmi.gov).

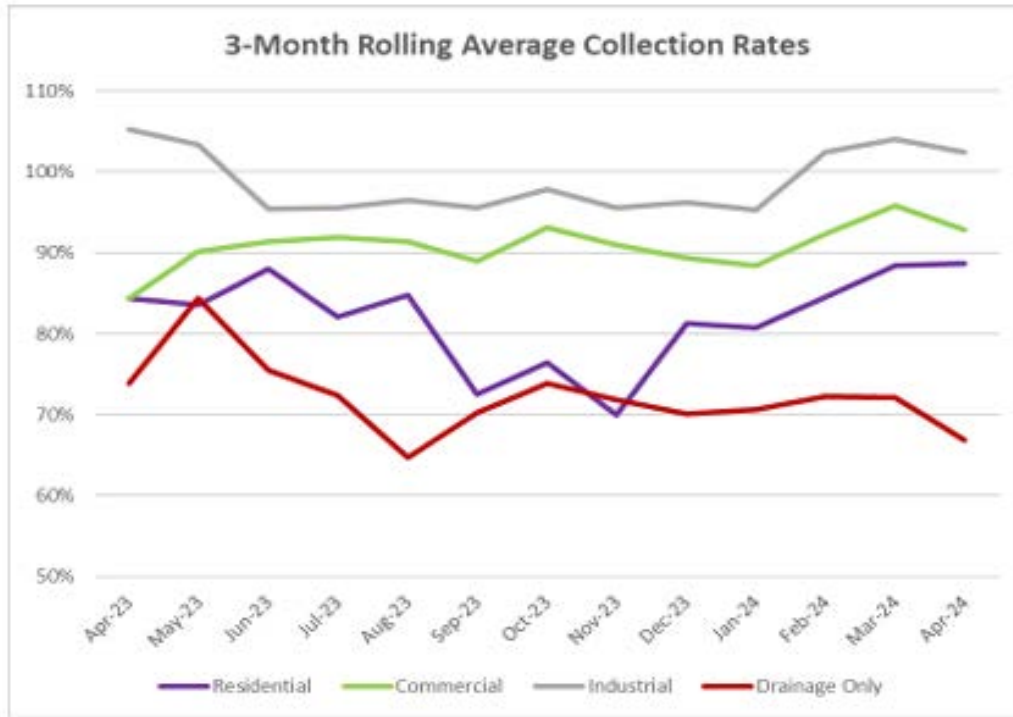
# Lifeline Plan – Protected From Shut Off



<b>Protected From Shut Off</b>	<b>Total</b>
<b>Receiving Lifeline Plan benefit</b>	<b>24,227</b>
<b>Entered into the 10/30/50 Plan</b>	<b>3,712</b>
<b>Applications for Lifeline Plan Pending Approval</b>	<b>2,159</b>
<b>Total Number of Households Protected</b>	<b>30,098</b>

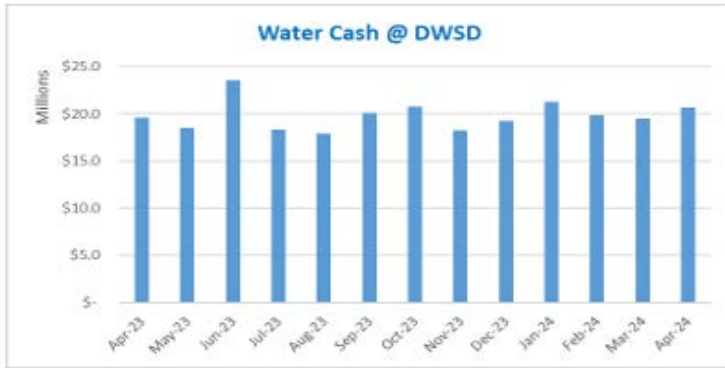
# Finance

# 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.

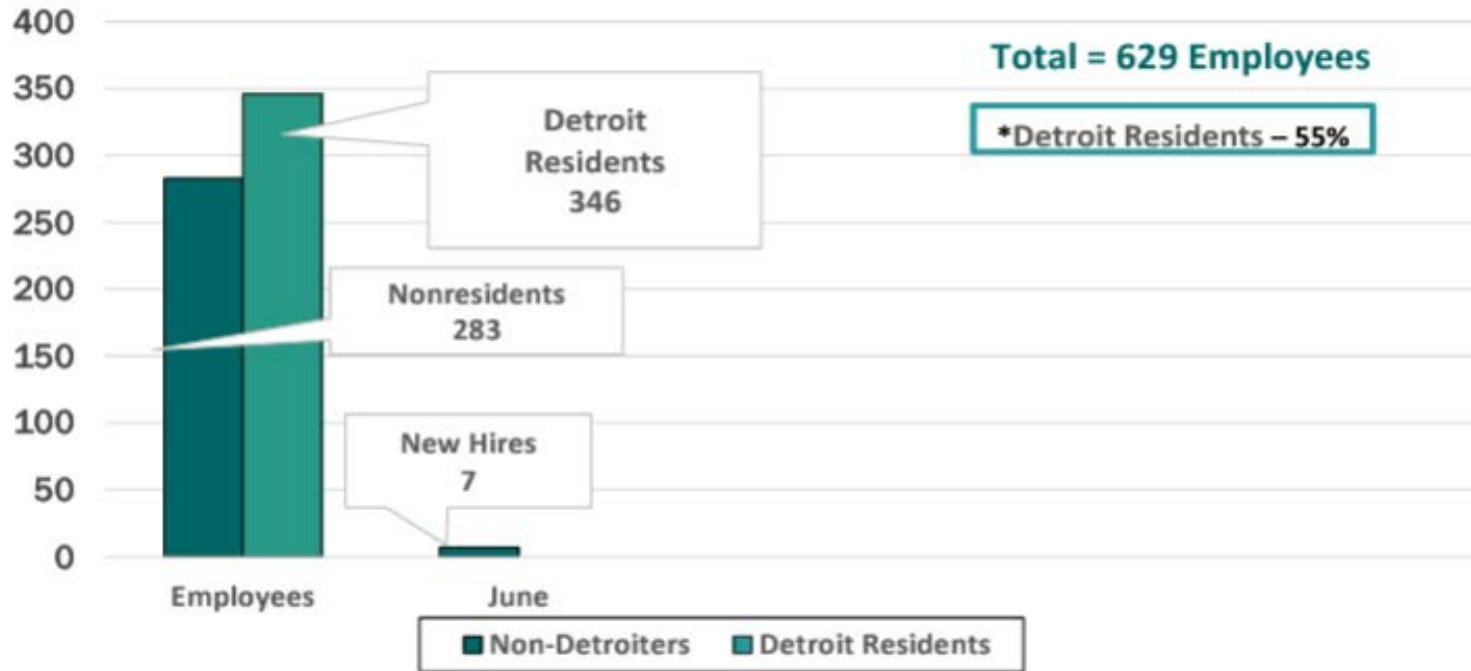
# Finance: Cash Balance



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

# Human Resources

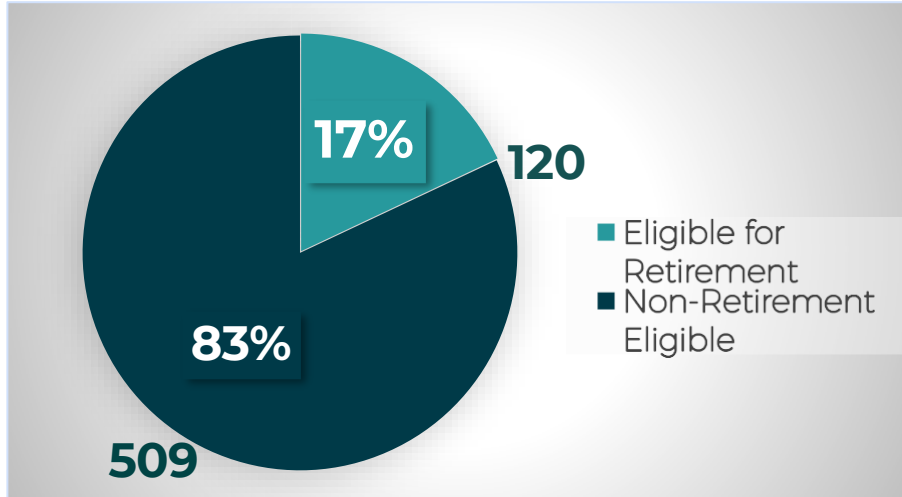
# Human Resources: Detroit Residents and Hiring



# Human Resources: Retirement Eligible



With a current population of 629 employees, there are 120 DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	46
25 YOS/55 years old (Legacy)	23
10 YOS/60 years old (Legacy)	51
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
<b>TOTAL</b>	<b>120</b>

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1, 2014

- Seventeen percent (17%) 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.



# Human Resources: Recruitment Efforts



Water & Sewerage  
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Date of Event	Type of Event	Location	Number of Candidates Seen	Number of Candidates Interviewed/Hired (List DWSD Division)
06/12/2024	Job Fair	Detroit At Work 7 Mile and Gratiot	100	N/A
06/12/2024	Community Career and Job Training Fair	Eastside Community Network	50	N/A
06/26/2024	Interview/Hiring Fair	Wayne County Community College (Eastern Campus)	25	20 Interviewed/16 Hired