

Director's Report

September 20, 2023



Water & Sewerage
Department



Contents*

Metrics by Function:

• Director's Message	3
• Field Services	4
• Meter Operations	10
• Investigations	14
• Legal Services	16
• Public Affairs	18
• Customer Service	21
• Finance	25
• Human Resources	28



Director Gary Brown's Message To The Board

- Several Detroit Water and Sewerage Department (DWSD) employees are participating in S-License Training for water operators led by COO Sam Smalley.
- Employees from Operations and a few other divisions are participating.
- DWSD partnered this year with the Great Lakes Water Authority (GLWA) to offer its members the opportunity to attend the training via Zoom and more than 20 suburban water utility employees registered.

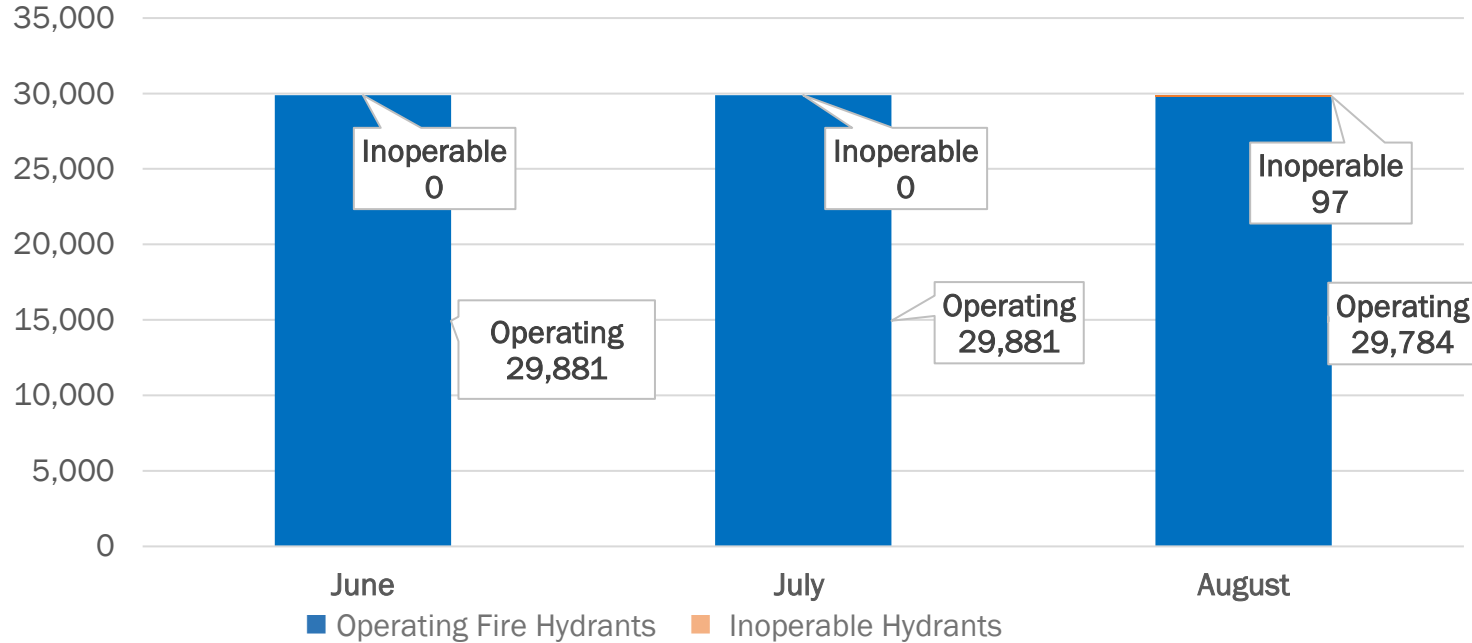


Field Services

Sam Smalley, Chief Operating Officer



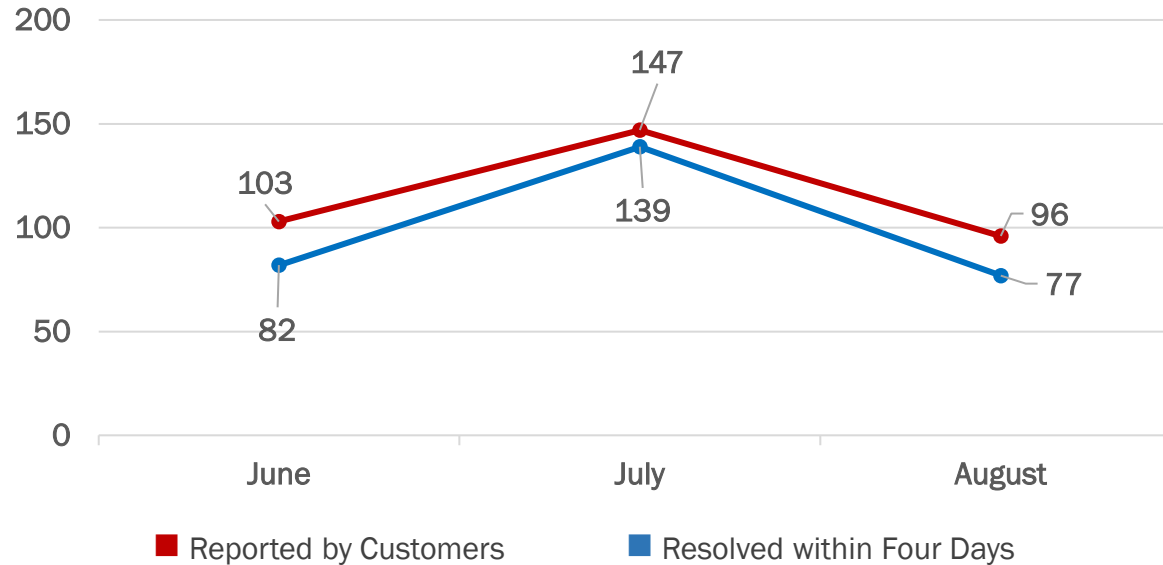
Field Services: Fire Hydrant Maintenance



- We are keeping the number of inoperable hydrants very low and are revising our budget requests for next fiscal year to ensure this high level of service continues.

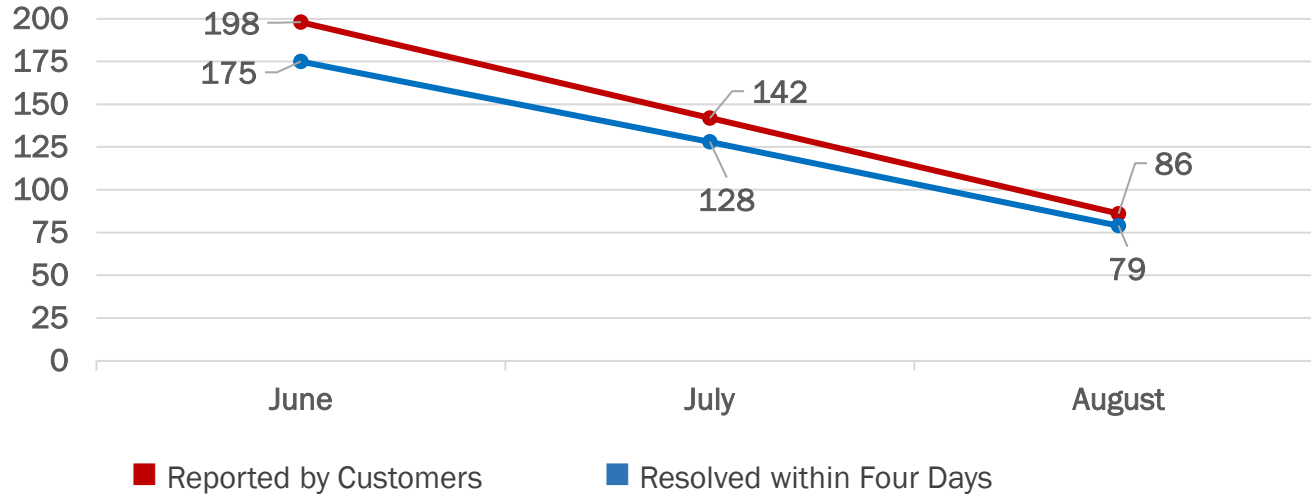


Field Services: Running Water



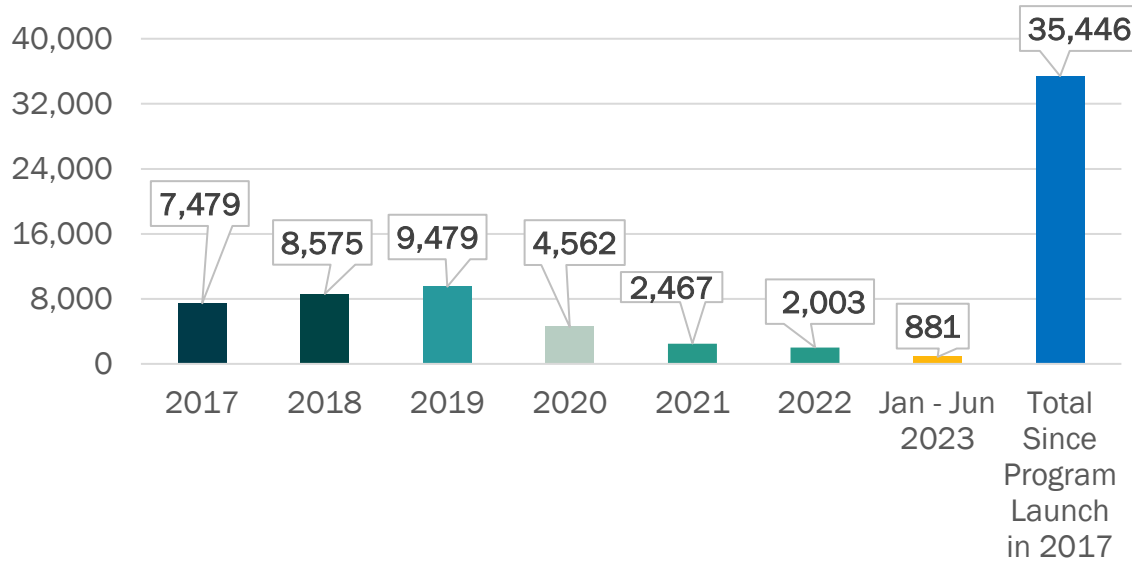
- The number of leaking water services is increasing, but the MARS Team is resolving the vast majority within four days.

Field Services: Water Main Breaks



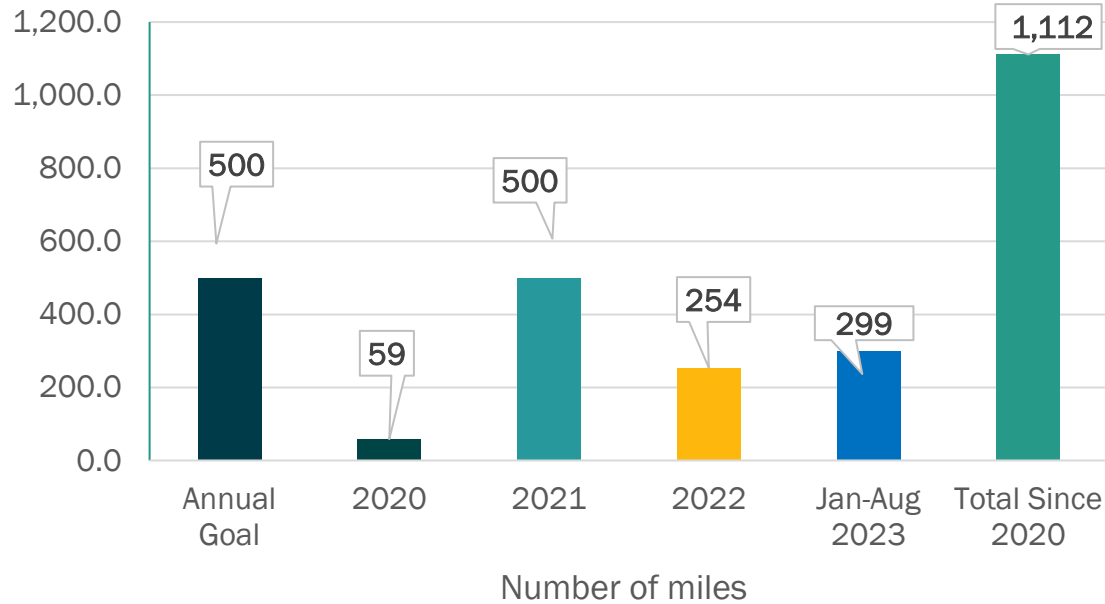
- Large increase in the number of water main breaks with warmer temperatures and increased water consumption across the Great Lakes Water Authority service area.
- Additional contractor capacity and DWSD crews diverted to reducing the number of active water main breaks.

Field Services: Catch Basin & Inspection Cleaning



- The Sewer Section recently had Vactor training from the local supplier to refresh our more experienced employees, and to give new technicians factory recommendations on how to use and care for this critical piece of equipment.
- The team was also exposed to the best tools commercially available to ensure DWSD has the right equipment for maximum effectiveness.

Field Services: Sewer Cleaning



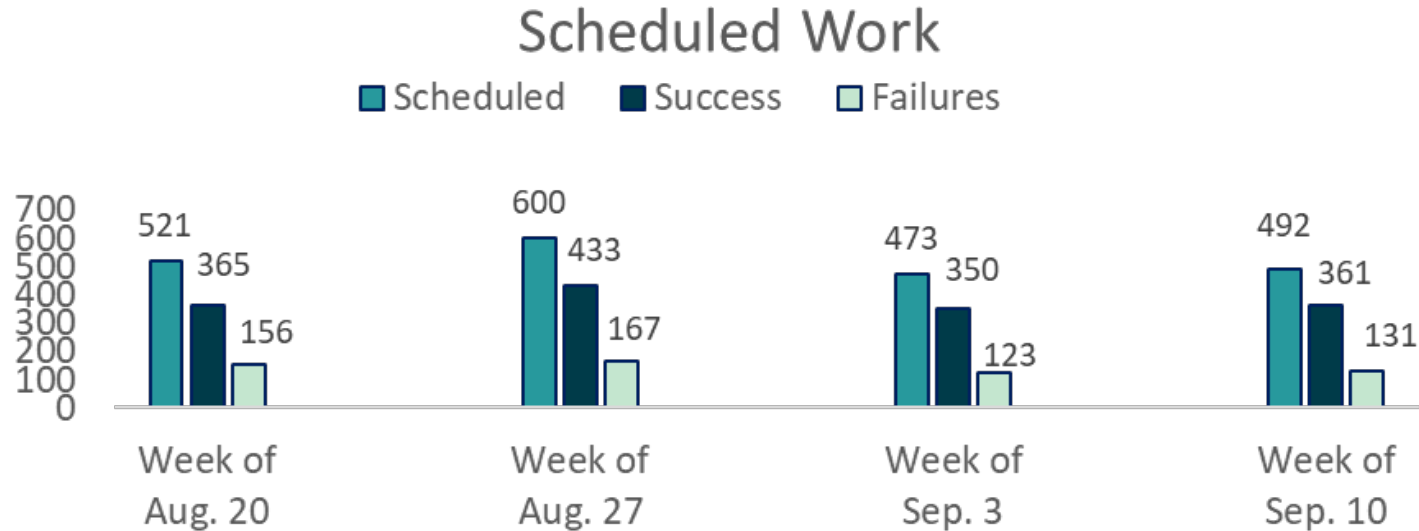
- DWSD is just under the pace needed to reach the goal of 500 miles of City sewer cleaned per year, and with the additional employees arriving in July we expect to meet or exceed this goal.

Meter Operations

Sam Smalley, Chief Operating Officer



Meter Operations: Scheduled Meter Work

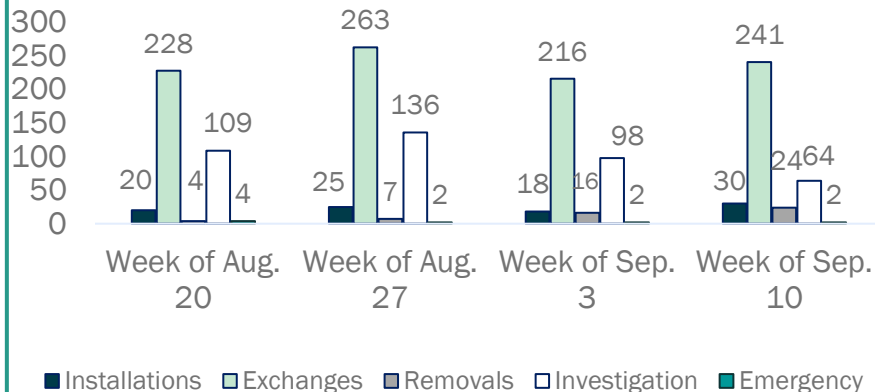


- Refer to the next two charts for specific updates.

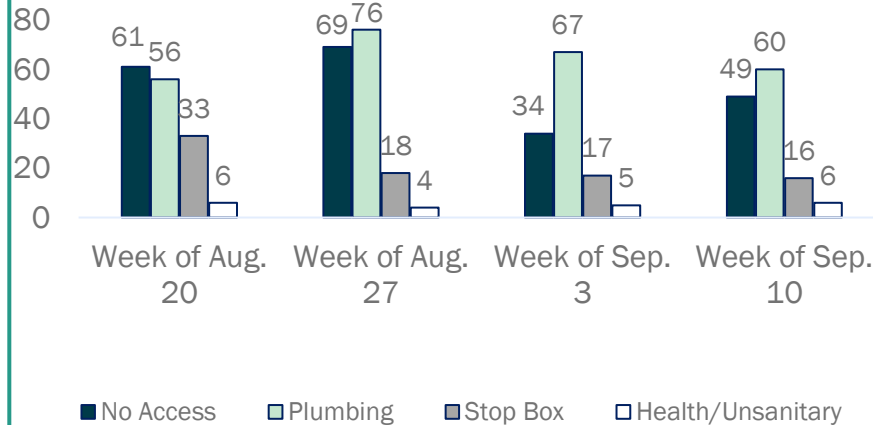
Meter Operations: Scheduled Meter Work



Success Details

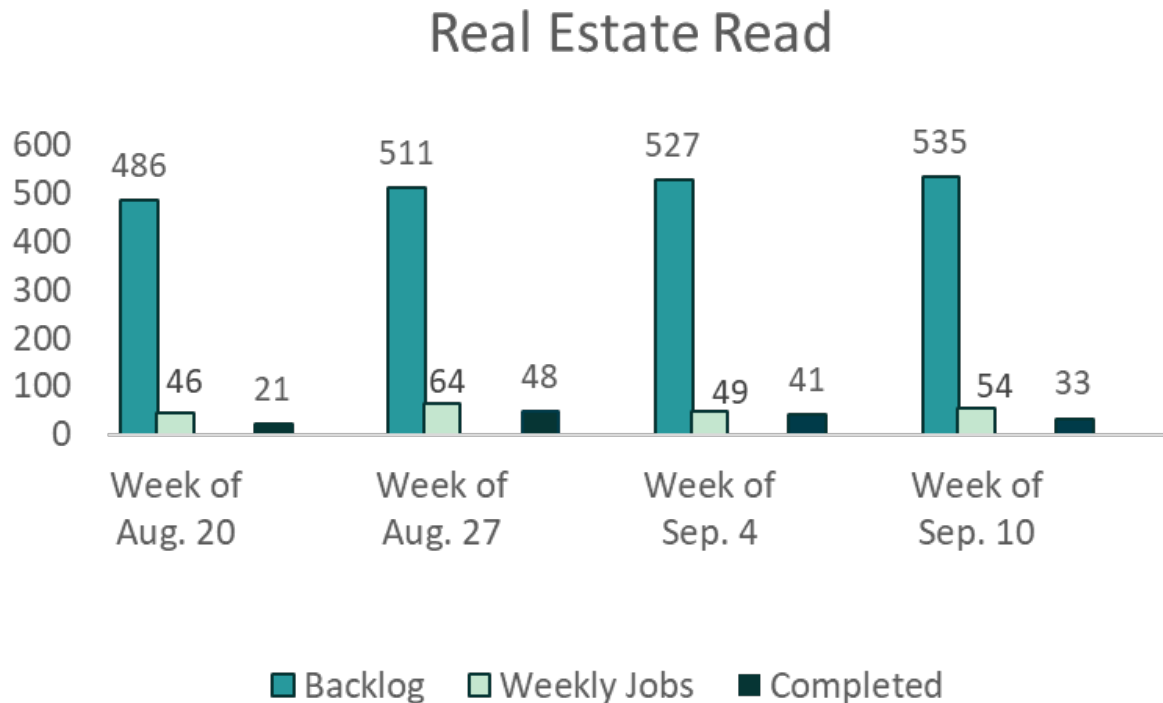


Failure Details



- The successful appointments are now far outweighing the unsuccessful ones; DWSD is continuing to find ways to further improve the success rate.
- Meter Operations is focused on replacing old non-AMR meters and new installations.
- New MIU/ERT devices are also being installed when cable work is needed at a location.

Meter Operations: Real Estate Reads



- Backlog of real estate closing reads are primarily from customers not being at the property during the time of the appointment.
- There is a \$40 fee for in-person real estate closing reads requested by customers.

Investigations

Sam Smalley, Chief Operating Officer



Investigations: Results



769

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

Money Owed to DWSD identified by Investigators

\$540,010

Total since July 1, 2023

\$52,315

Back billed

\$200,759

Future owed in 12 months

\$286,936

Water loss

Revenue Identified Since Investigation Unit Began

\$32.9M

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 during the residential interruption moratorium.

Legal Services

Nikkiya Branch-Penson, Deputy Chief General Counsel

Legal: Cases and Collections



0

Cases resolved in August 2023

1

New cases filed by DWSD

2

New cases filed against DWSD

27

Pending cases handled in-house
Collections actions: 14
Defended cases: 13

Damage Claims

423

Number of Pending Damage Claims

44

Number of Damage Claims Reviewed
in August 2023

0

Total Settlements Offered
in August 2023

\$0

Total Settlements Offered
in August 2023

- The OGC filed a new case seeking to collect \$157,907.46 in outstanding water, sewer and drainage charges.
- The OGC brought in \$115,547.67 from two long-time delinquent commercial customers.

Public Affairs

Bryan Peckinpagh, Public Affairs Director



Public Affairs: Social Media Activity



28

New Facebook Followers

9,243

Total Followers on Facebook

7,015

Engagement on Facebook



-7

New X Followers

1,910

Total Followers on X

88

Engagement on X



25

New Instagram Followers

2,024

Total Followers on Instagram

1,077

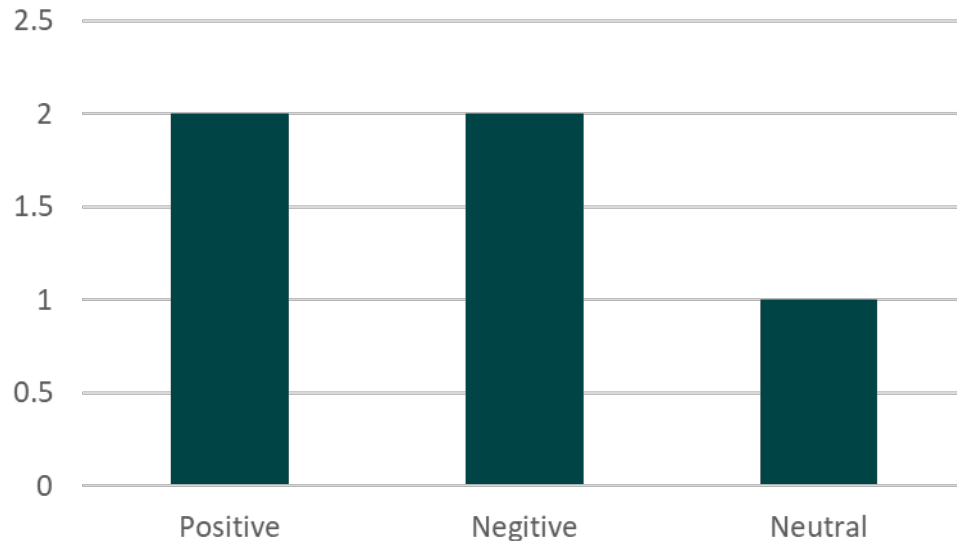
Engagement on Instagram



The DWSD Public Affairs team gained **70** new followers on social media in August 2023, bringing the total number of followers to **13,192**. Facebook saw a total of **8,729** impressions and **11** link clicks for the month, while X (formerly Twitter) had **1,770** impressions. The top performing Facebook post is a "hiring post" featuring women in the field, and the top Twitter post was safety tips about debris in catch basins during storms.

Public Affairs: Positive v. Negative News Stories

DWSD News Coverage: August 2023



■ DWSD News Coverage: August 2023

City is currently working on installing more Bioretention Gardens in other Detroit neighborhoods

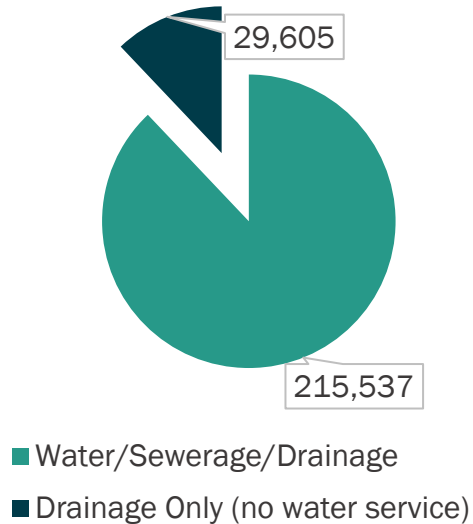


In August 2023, DWSD coordinated a total of five news stories. Two stories were positive and were covered by several local television and news outlets. We were able to get across the positive messages of our Oakman Blvd. bioretention gardens, and the \$11.3M we received in federal funding to upsize sewers in Jefferson Chalmers to increase capacity. DWSD also received coverage of two negative stories this month, one about a sinkhole in the back of a church and one of a customer blaming the city for their basement flooding. We were a part of one neutral story topic surrounding DWSD resuming service interruptions for high balances and likely high-income earning households.

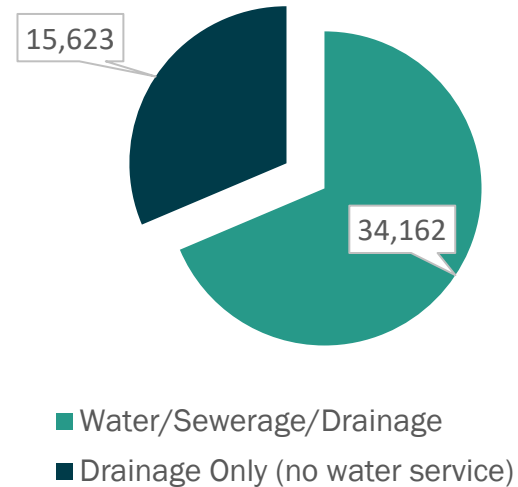
Customer Service

Customer Service: Number of Active Accounts

Active Residential Accounts

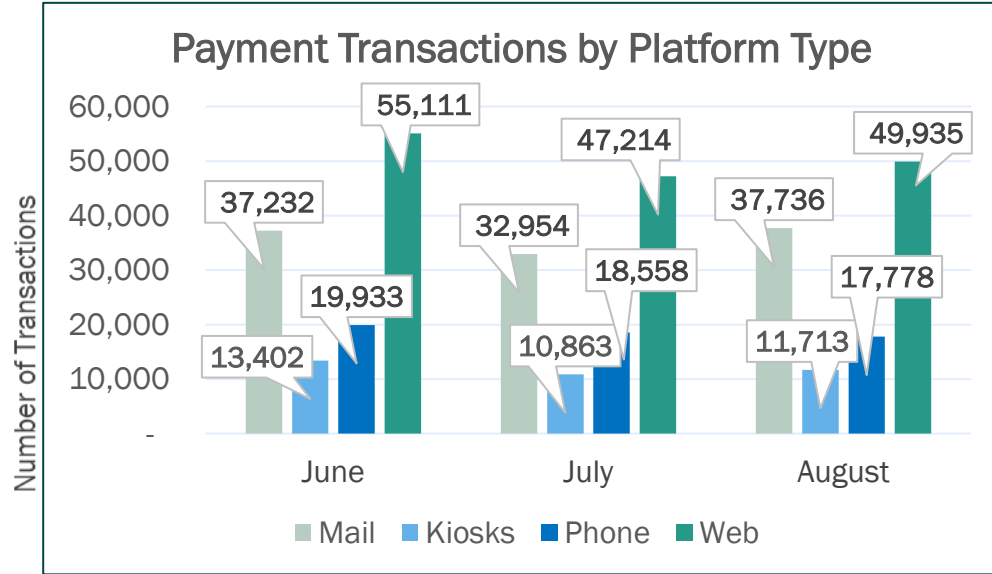


Active Non-Residential Accounts

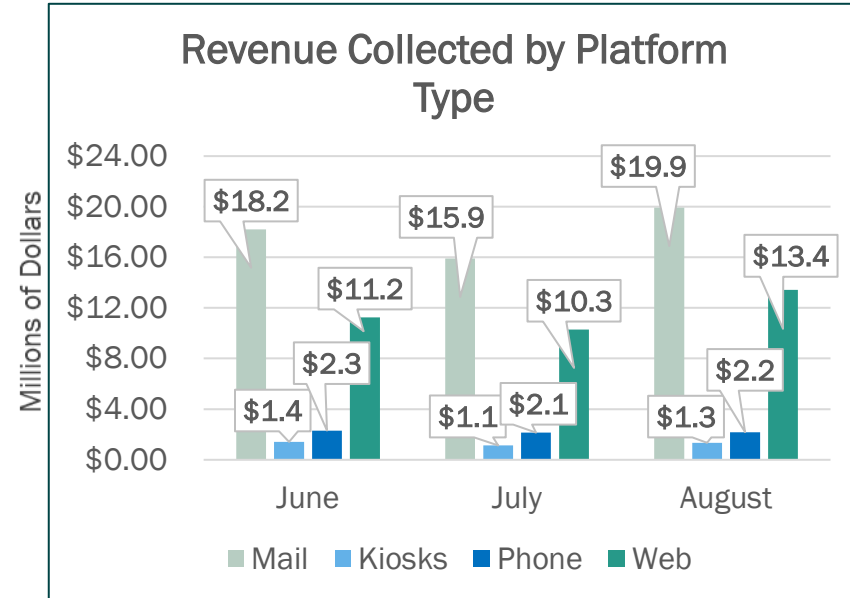


Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

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.



Lifeline Plan – Protected From Shut Off



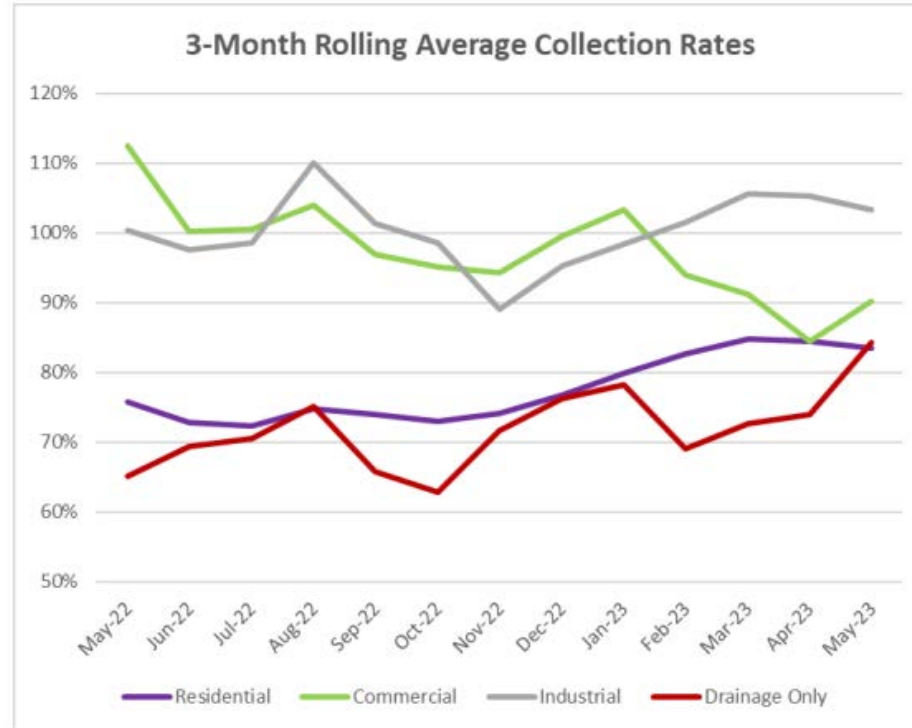
Protected From Shut Off	Total
Enrolled in the Lifeline Plan*	23,618
Entered into the 10/30/50 Plan	2,414
Applications for Lifeline Plan Pending Approval	143
Total Number of Households Protected	26,175

*If recently determined eligible, the household may have not received their first official DWSD Lifeline Plan bill based on the billing cycle.

Finance

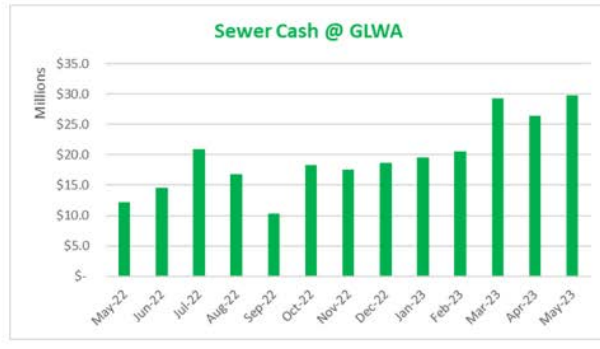
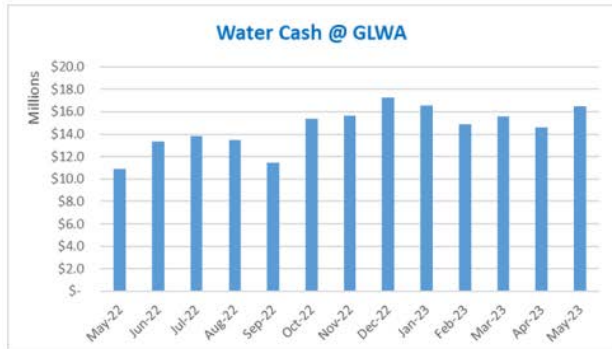


Finance: Collection Rates



- 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



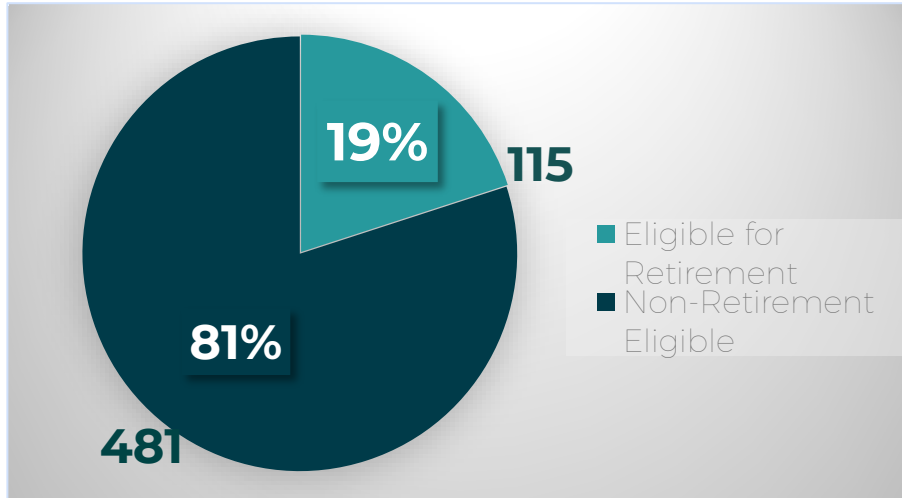
- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

Human Resources

Human Resources: Retirement Eligible



With a current population of **596** employees, there are **115** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	40
25 YOS/55 years old (Legacy)	22
10 YOS/60 years old (Legacy)	53
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
TOTAL	115

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1, 2014

- Nineteen percent (19%) 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



Date of Event	Type of Event	Location	Number of Candidates Seen	Number of Candidates Interviewed/Hired (List DWSD Division)
08/18/2023	Community Resource Fair	Christ the King Campus 20800 Grand River Detroit	104	
08/30/2023	Career Fair	Durfee Innovation Center 2470 Collingwood St Detroit	53	
9/29/2023	Career Fair/Hiring Fair	SERMetro 2826 Bagley Detroit		

- We will host a hiring fair in August or September in Southwest Detroit to provide employment opportunities to the community (date and location TBD).