

# Director's Report

December 18, 2024



Water & Sewerage  
Department



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# Director Gary Brown's Message To The Board



**Have a wonderful holiday and Happy New Year!**

As the year comes to a close, we want to wish you all a joyous holiday and thank the Board of Commissioners for your unwavering dedication and thorough, ethical deliberations as we look forward to an impactful 2025. This year was full of achievements, many we accomplished with your leadership and support.

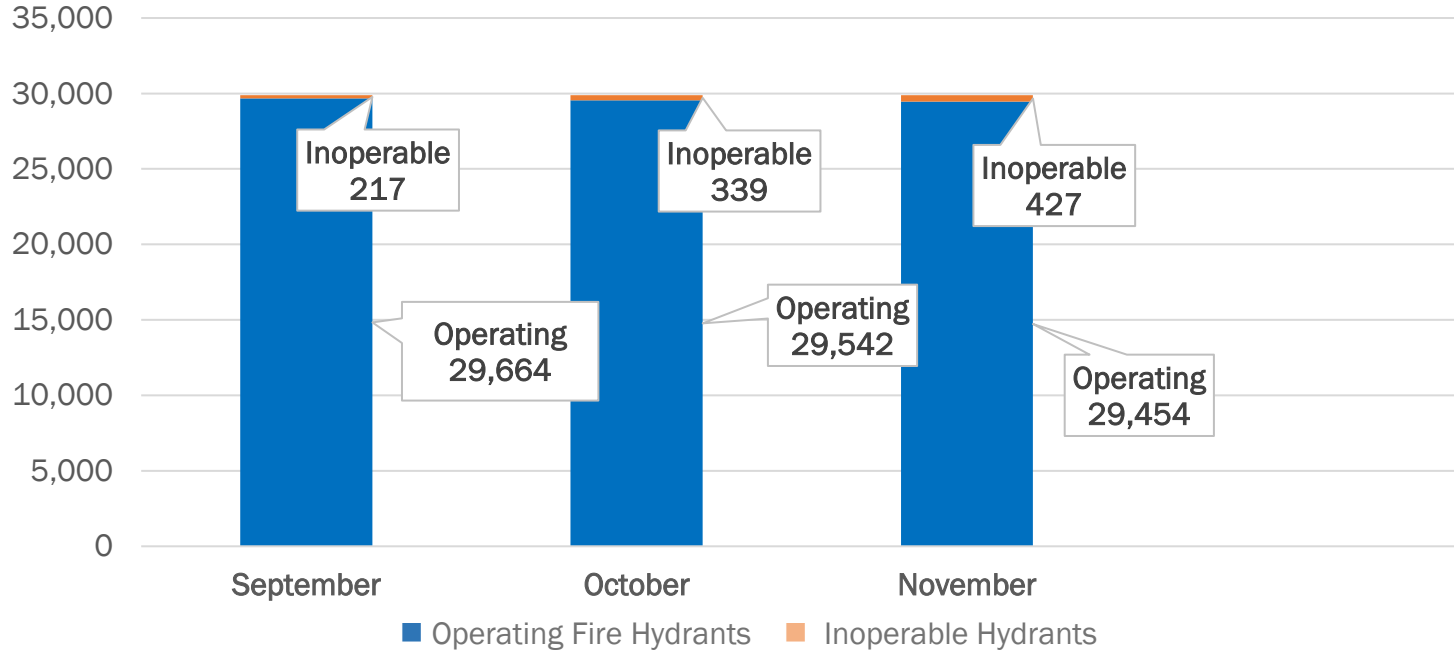


# Field Services

Sam Smalley, Deputy Director



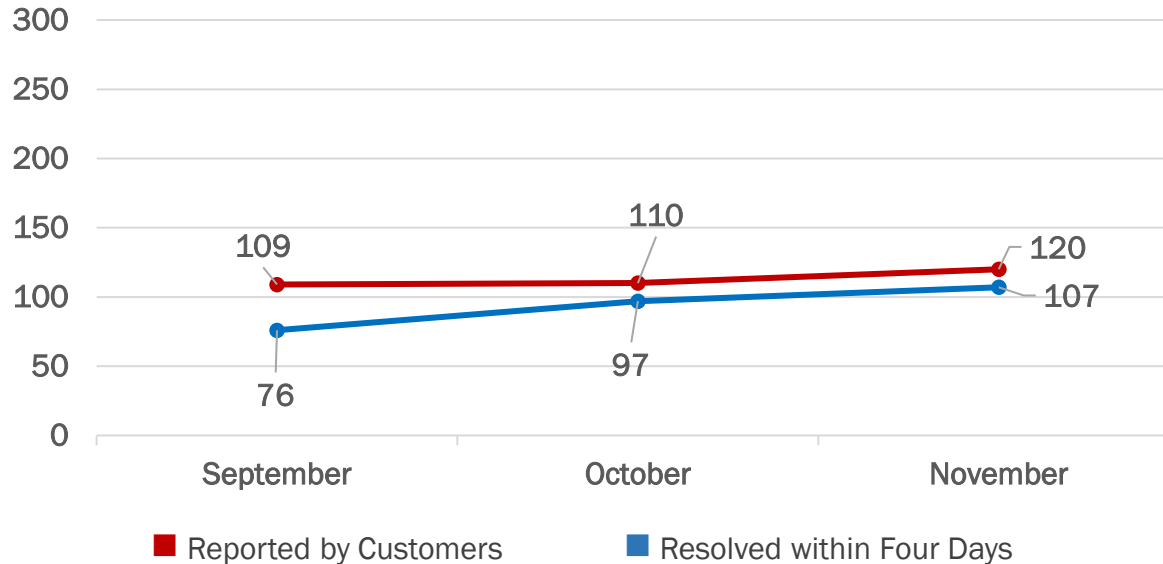
# Field Services: Fire Hydrant Maintenance



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

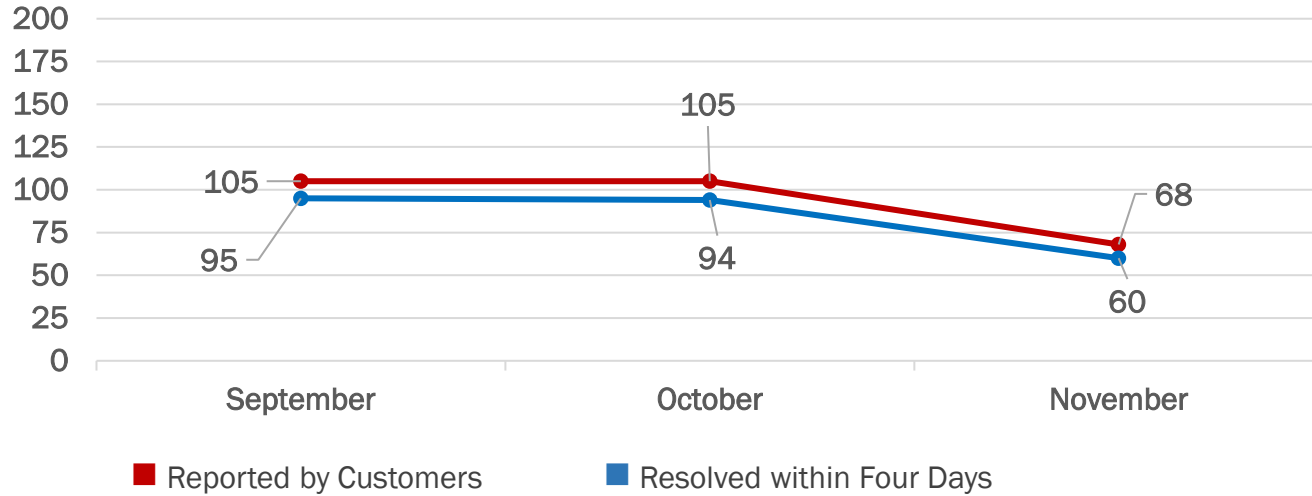


# Field Services: Running Water



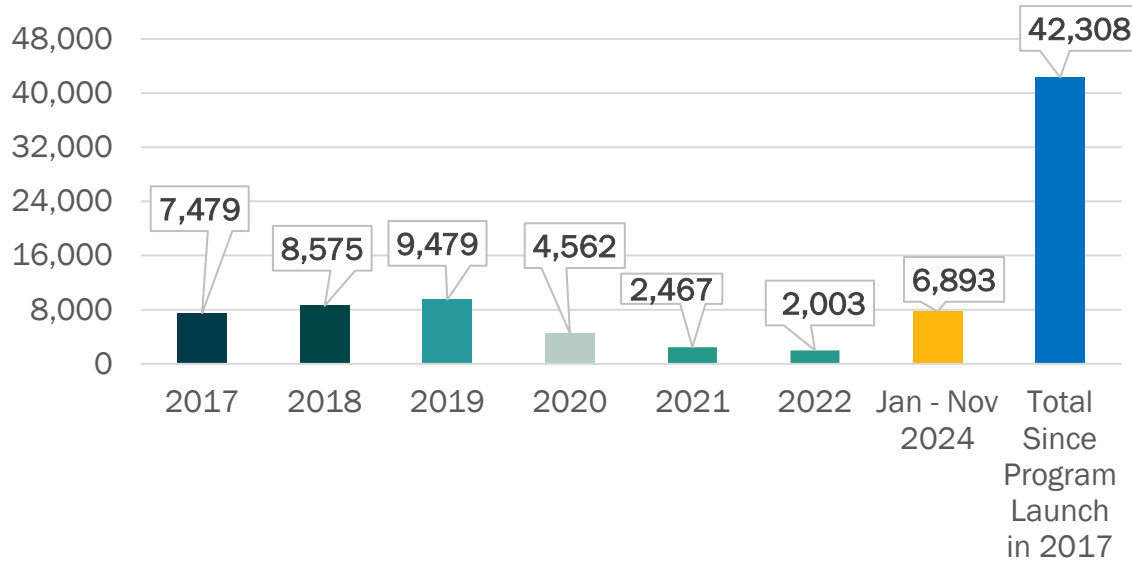
- The number of leaking water services has remained relatively consistent the past three months.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

# Field Services: Water Main Breaks



- Water main breaks have remained consistent since mid-summer, with a decrease in November.

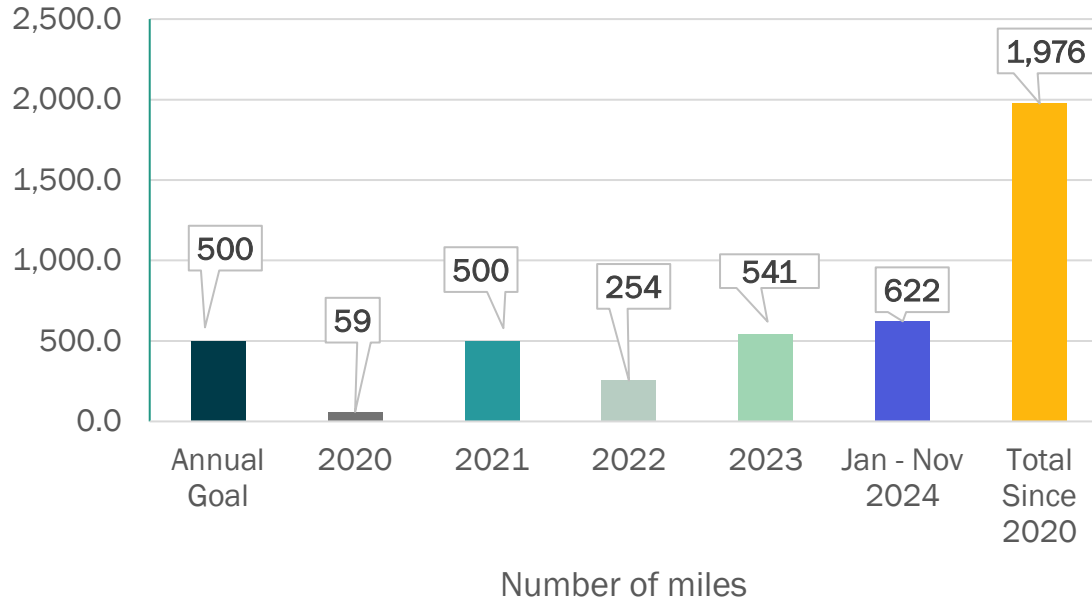
# Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins at a rapid pace and is exceeding the number of cleaned basins the prior two years combined.
- We congratulate the Sewer Team who is on track to reach 8,000 basins cleaned by the end of December.



# Field Services: Sewer Cleaning



- DWSD exceeded 500 miles cleaned last year and has already surpassed that threshold as well this year.
- The Sewer Team has committed to clean 600 miles of local sewer of 24-inches in diameter or less in calendar year 2024.

# Capital Improvement Program

Anil Gosine, Chief Strategy & Process Improvement Officer

# Field Engineering: CIP Metrics

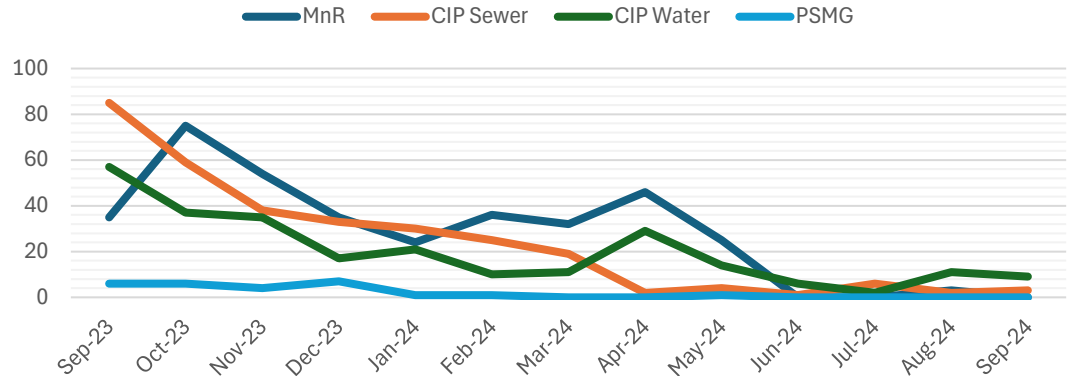


Water & Sewerage Department

| FY24 Q2 METRICS                                   | Apr - June  |
|---------------------------------------------------|-------------|
| Miles of Water Main Replaced                      | <b>6.80</b> |
| Number of Lead Service Lines Replaced             | <b>2059</b> |
| Miles of Sewer Collection Pipeline or Replacement | <b>7.35</b> |
| Miles of sewer system condition assessed          | <b>6.56</b> |
| Miles of water system condition assessed          | <b>0</b>    |
| Hydro-excavations for service lines               | <b>2038</b> |

- September 1, 2023 – September 30, 2024, 93.4% decrease in Construction Site Safety Violations (183 to 12).
- CIP Planning Team completes mid-year update to Risk and Criticality model.
- DWSD receives responses from Request for Information DWS-966; a combined condition assessment and design scope of work.
- Sewer line replacement and condition assessments work rises as contractual issues reach resolution.

### Construction Site Safety Violations by Division September 2023 - 2024



# Meter Operations

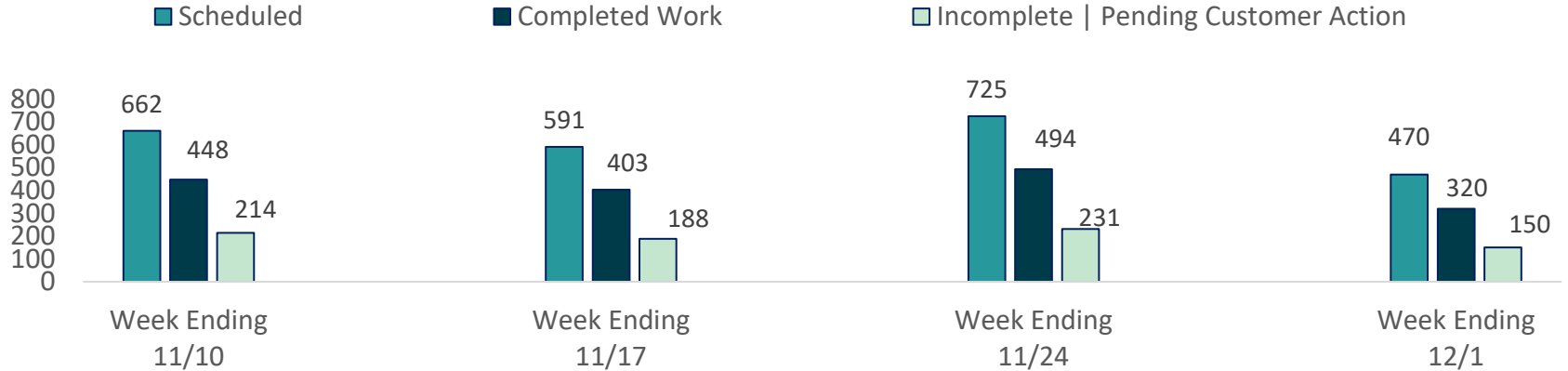
Sam Smalley, Deputy Director



# Meter Operations: Scheduled Meter Work



## Scheduled Work

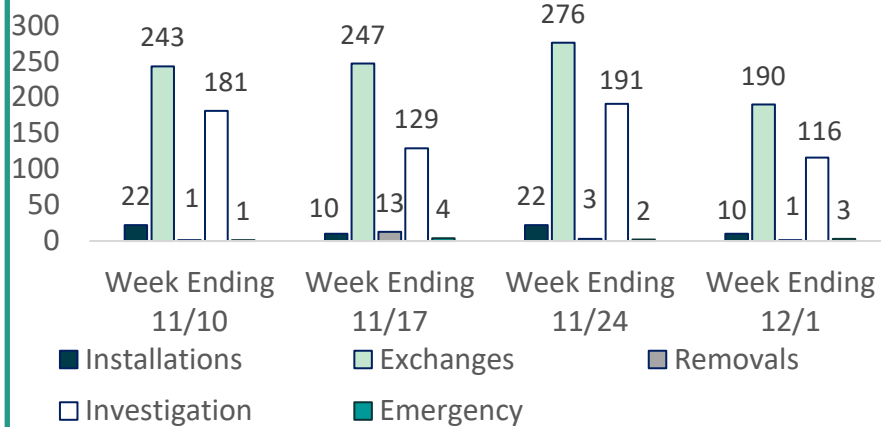


- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

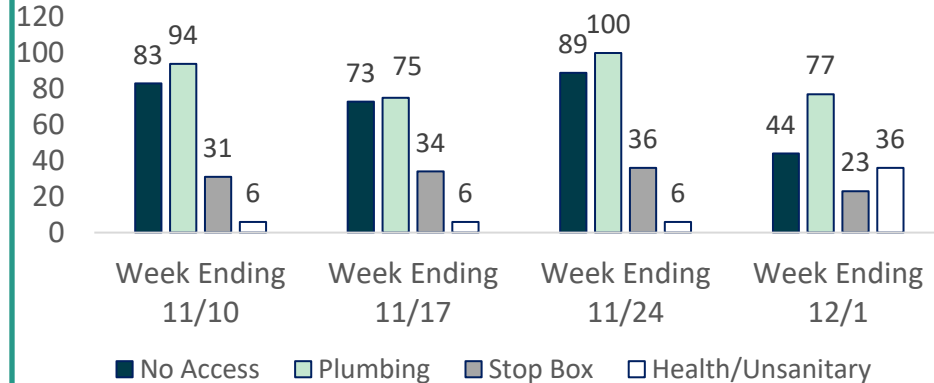
# Meter Operations: Scheduled Meter Work



## Success Details

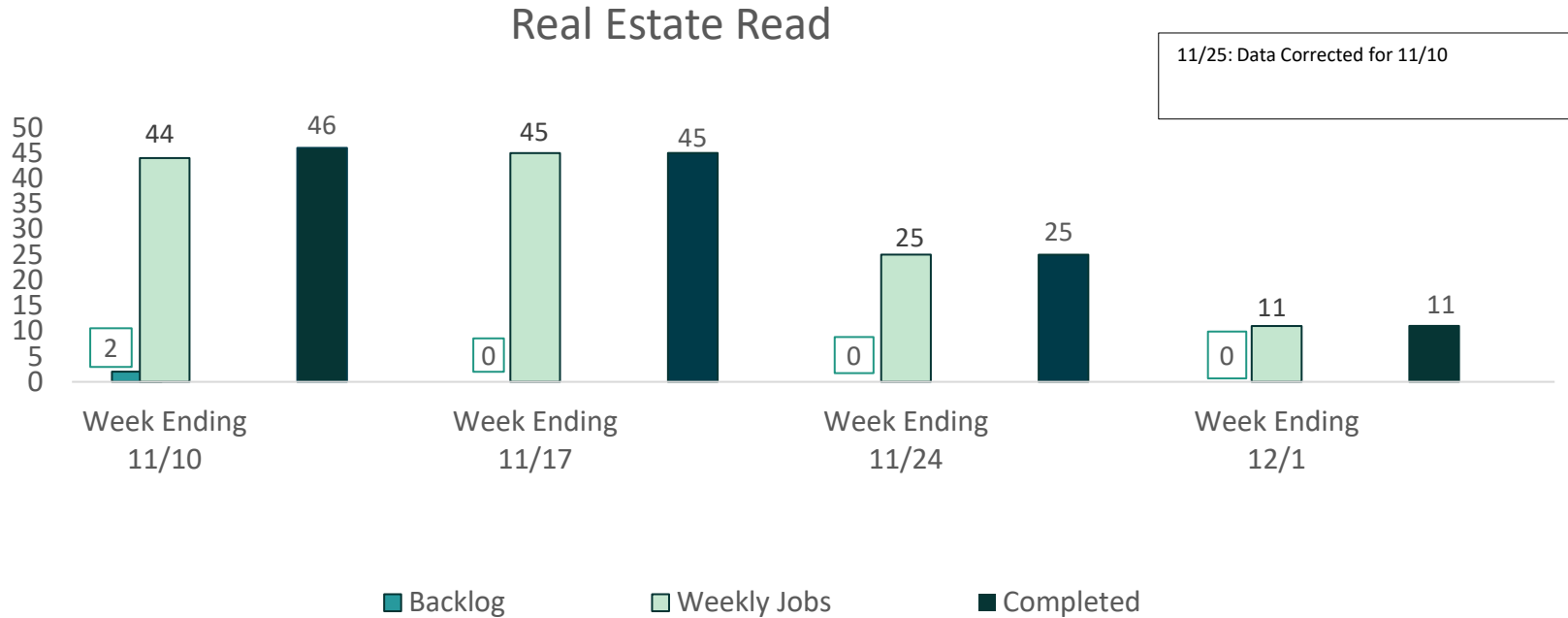


## Customer Issues



- Every week we install or exchange more than 230 water meters.
- An average of over 20 new service accounts are metered weekly.
- Meter Ops goal is to install or replace more than 12,000 meters in 2024.

# Meter Operations: Real Estate Reads



- 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



**615**

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2024

Money Owed to DWSD identified by Investigators

**\$5,281,720**

Total since July 1, 2024

**\$1,289,861**

Back billed

**\$2,449,223**

Future owed in 12 months

**\$1,542,636**

Water loss

Revenue Identified Since Investigation Unit Began

**\$49M**

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



**1**

Cases resolved in Nov. 2024

**0**

New cases filed by DWSD

**1**

New cases filed against DWSD

**25**

Pending cases handled in-house

Collections actions: 13

Defended cases: 12

Non-defense cases: 0

## Damage Claims

**231**

Number of Pending Damage Claims

**38**

Number of Damage Claims Reviewed  
in November 2024

**0**

Total Settlements Offered  
in November 2024

**\$0**

Total Settlements Offered  
in November 2024

# Public Affairs

Bryan Peckinpough, Public Affairs Director



# Public Affairs: Social Media Activity



20

New Facebook Followers

10,377

Total Followers on Facebook

2,309

Engagement on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



75

New Instagram Followers

2,514

Total Followers on Instagram

112

Engagement on Instagram

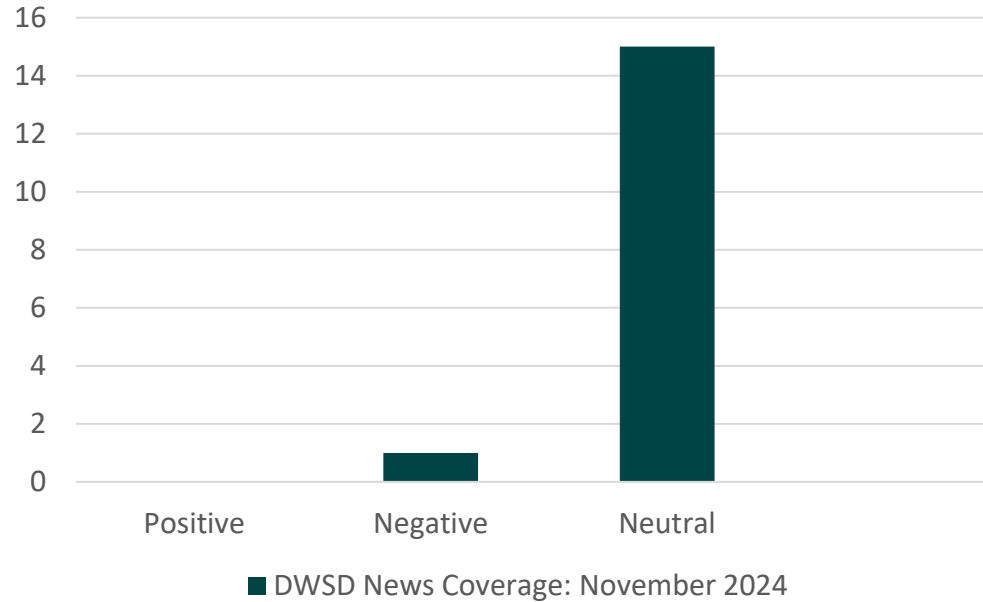


The top performing post for Instagram in November 2024 was a collab post with the City of Detroit page. The post was a response to the service line notification letters reassuring residents that Detroit's water is safe to drink. The post had a total of 1,111 engagements. Impression and reach numbers were not available. On Facebook, the most popular post was a photo showcasing two Field Services Technicians working on a fire hydrant. The post had a total of 15 engagements and a reach of 328.

# Public Affairs: Positive v. Negative News Stories



## DWSD News Coverage: November 2024

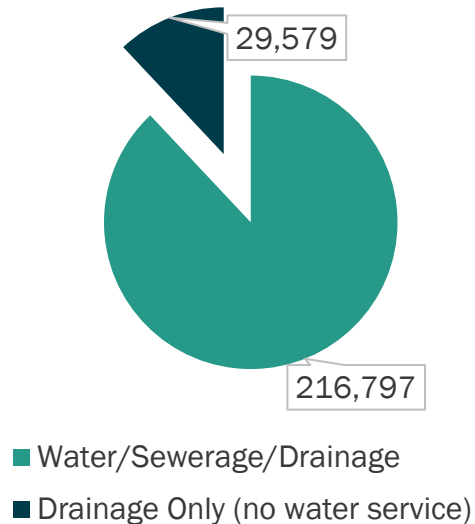


We had a total of 16 news stories that mentioned DWSD in the month of November. The neutral stories covered a variety of topics ranging from lead lines and the service line notification letters, the Private Sewer Repair Program, a customer complaint about a collapsed sewer line that was private responsibility, as well as the functionality of our auto pay system. The negative mention was about DWSD’s Lead Service Line Materials notification letter and DWSD effort to “backpedal” from the letters.

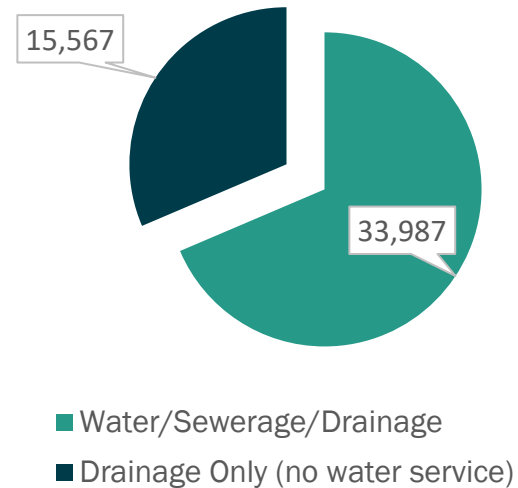
# Customer Service

# 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).



# Lifeline Plan – Protected From Shut Off

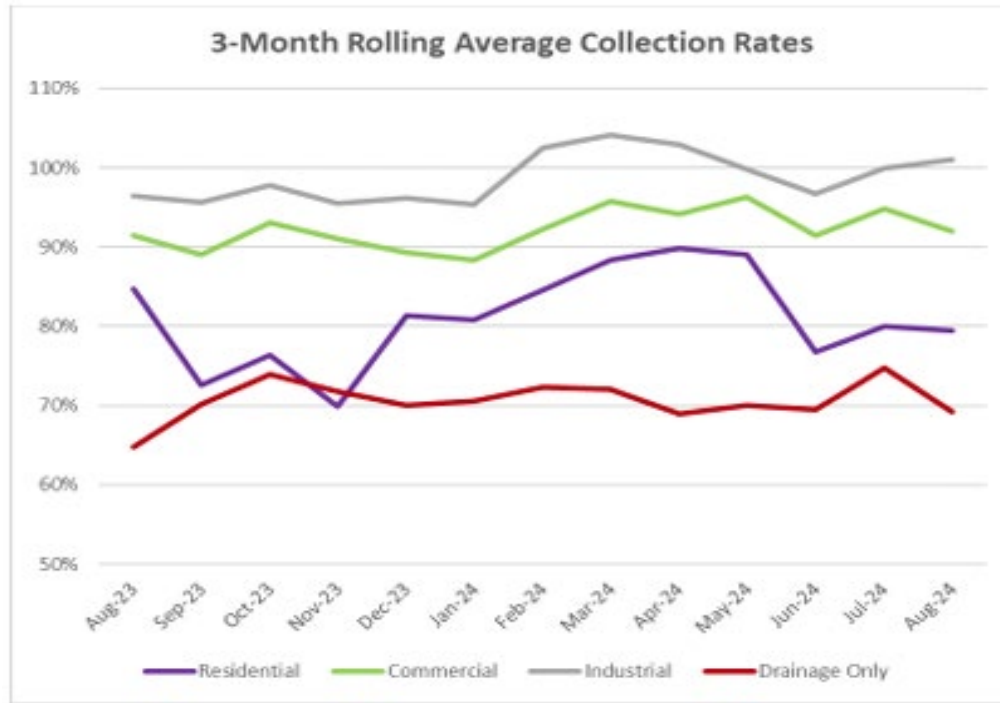


| <b>Protected From Shut Off</b>                         | <b>Total</b>  |
|--------------------------------------------------------|---------------|
| <b>Receiving Lifeline Plan benefit</b>                 | <b>24,649</b> |
| <b>Enrolled in EasyPay Plan</b>                        | <b>6,105</b>  |
| <b>10/30/50 Plan enrolled accounts</b>                 | <b>2,161</b>  |
| <b>Applications for Lifeline Plan Pending Approval</b> | <b>5,777</b>  |
| <b>Pending Lifeline Re-certification</b>               | <b>4,992</b>  |
| <b>Total Number of Households Protected</b>            | <b>44,684</b> |

# Finance



# Finance: Collection Rates

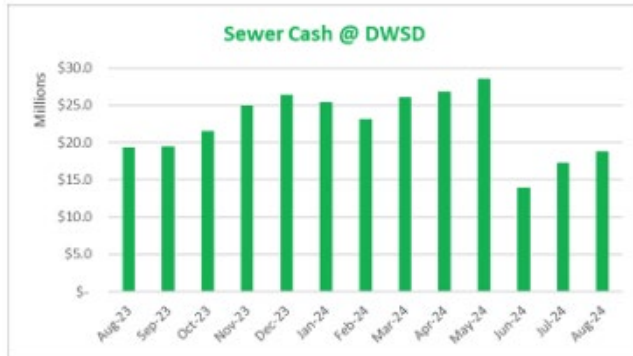
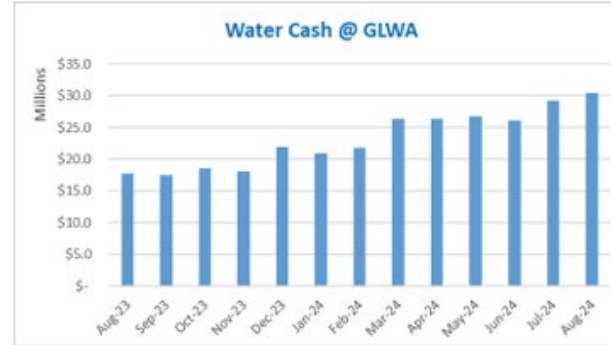


- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

# Finance: Cash Balance



Water & Sewerage  
Department

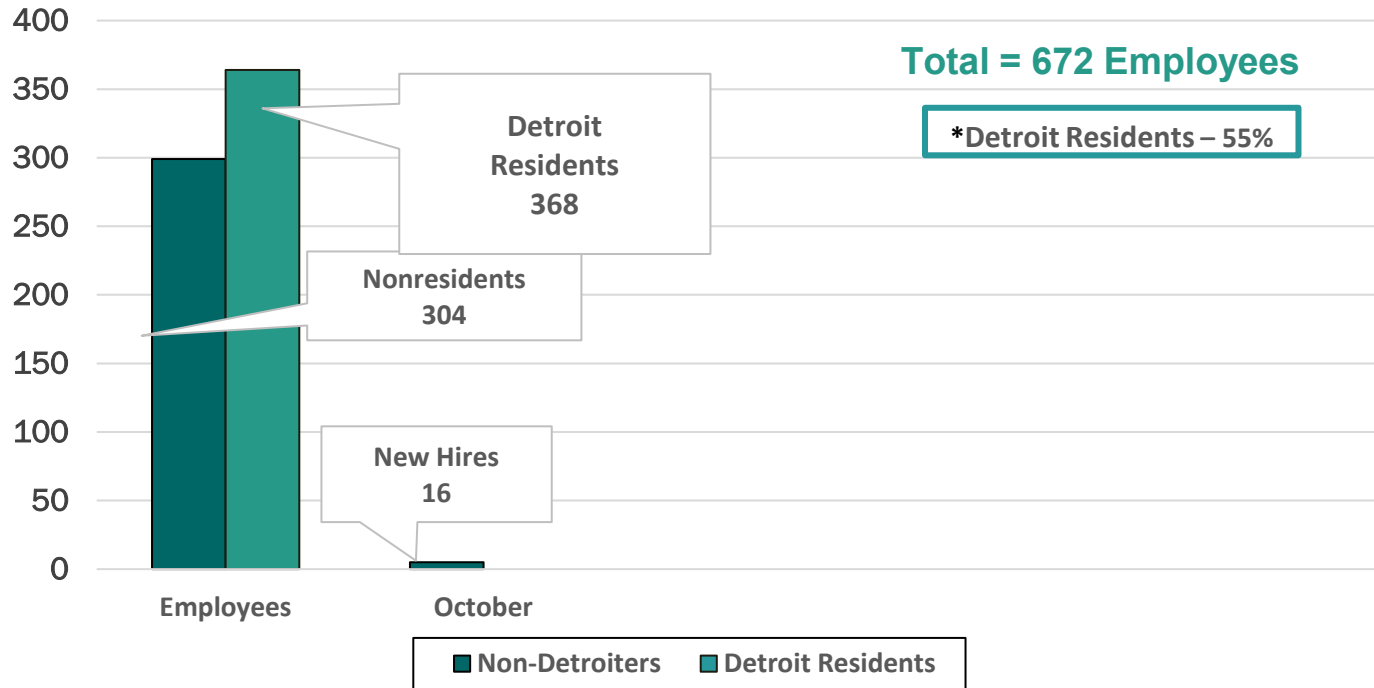


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# Human Resources



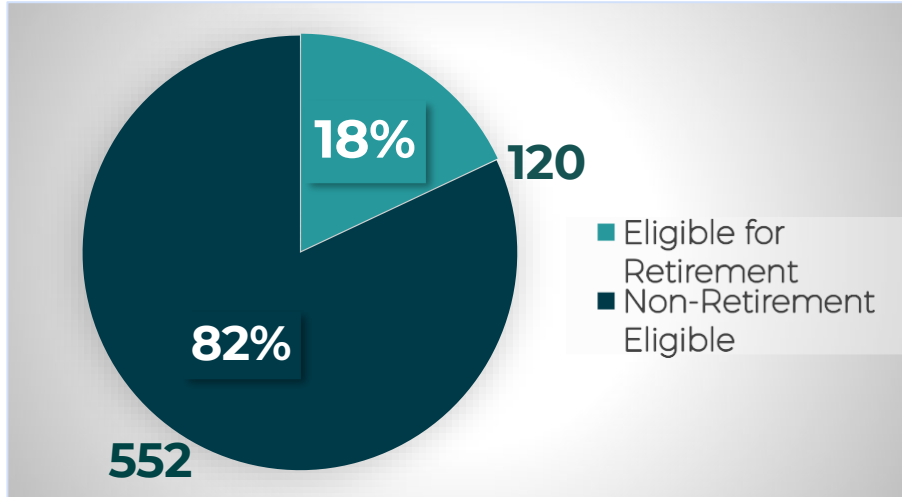
# Human Resources: Detroit Residents and Hiring



# Human Resources: Retirement Eligible



With a current population of 672 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)       | 22         |
| 10 YOS/60 years old (Legacy)       | 52         |
| 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



| <b>Date of Event</b> | <b>Type of Event</b> | <b>Location</b>                                  | <b>Number of Candidates Seen</b> | <b>Number of Candidates Interviewed/Hired (List DWSD Division)</b> |
|----------------------|----------------------|--------------------------------------------------|----------------------------------|--------------------------------------------------------------------|
| 11/13/2024           | Career Fair          | Durfee Innovation Society<br>2470 Collingwood St | 100                              | N/A                                                                |
| 11/20/2024           | Career Fair          | Detroit At Work<br>14117 E 7 Mile Rd             | 50                               | N/A                                                                |
|                      |                      |                                                  |                                  |                                                                    |
|                      |                      |                                                  |                                  |                                                                    |
|                      |                      |                                                  |                                  |                                                                    |