

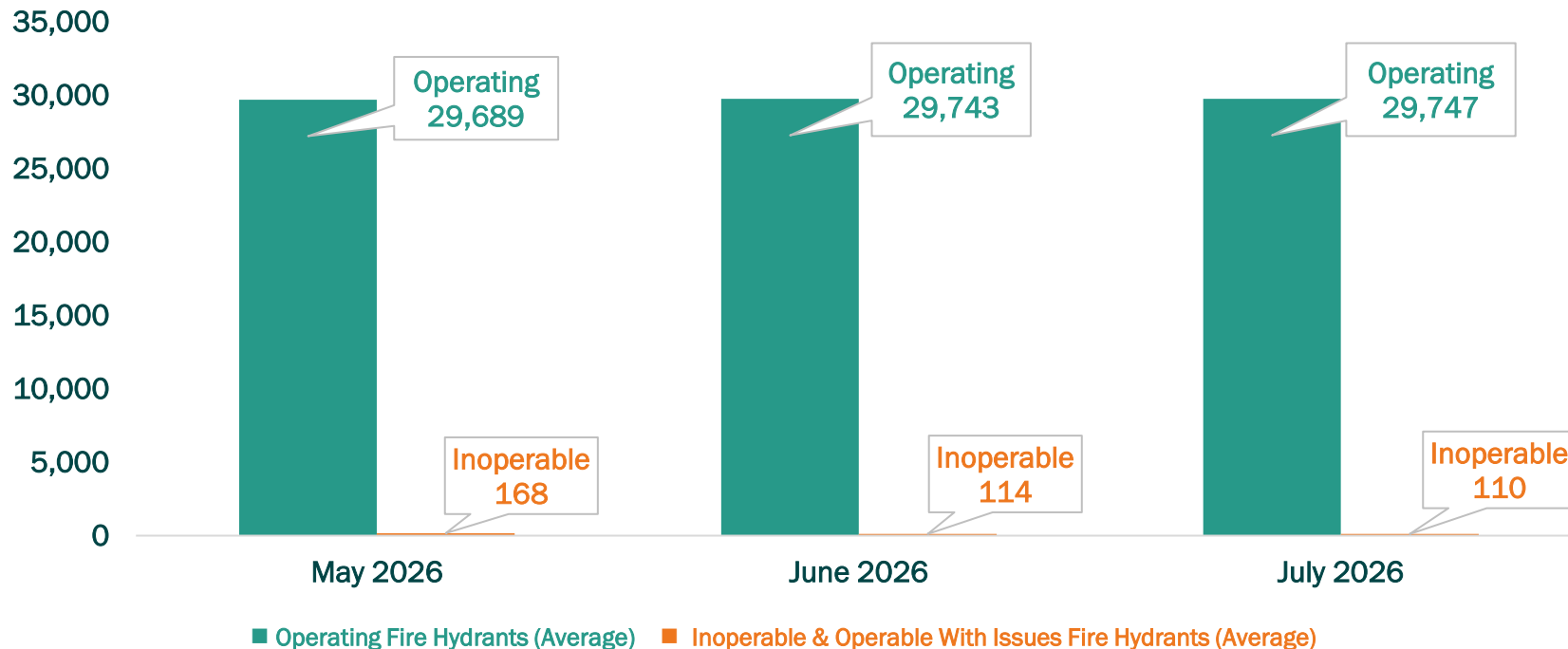
Operations

Ericka Meah, Chief Operations Officer

Metrics for August 2026

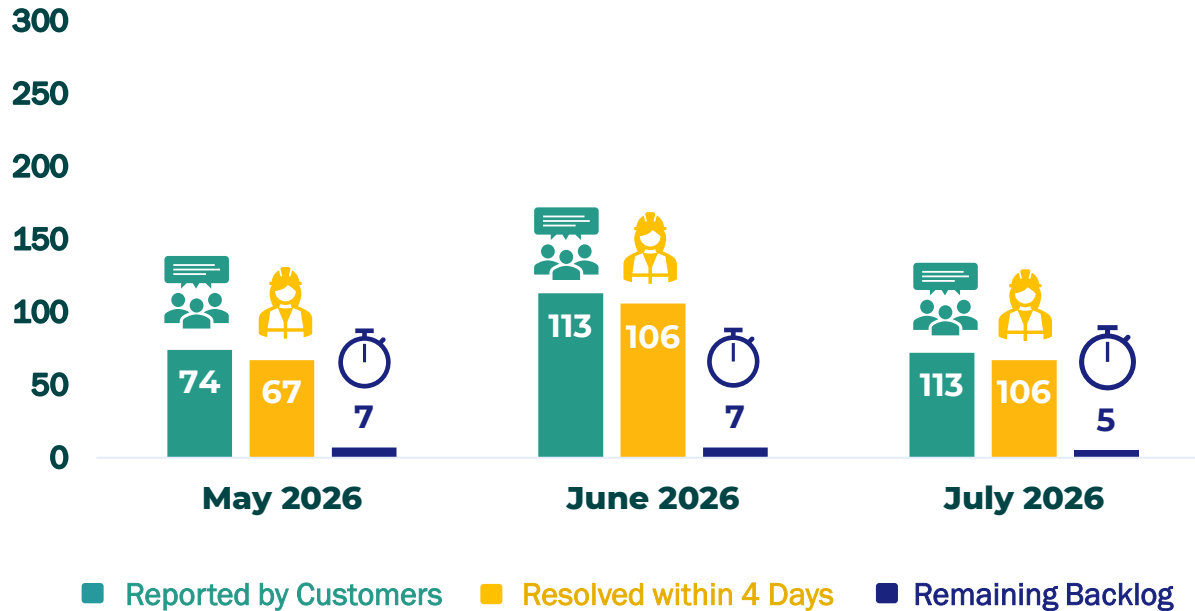


Maintenance & Repair: 30,000 Fire Hydrants Maintenance



- The Detroit Fire Department conducts three rounds of annual hydrant inspections from October - February.
- DWSD teams are keeping the number of inoperable hydrants low – below 1% outage.

Maintenance & Repair: Running Water

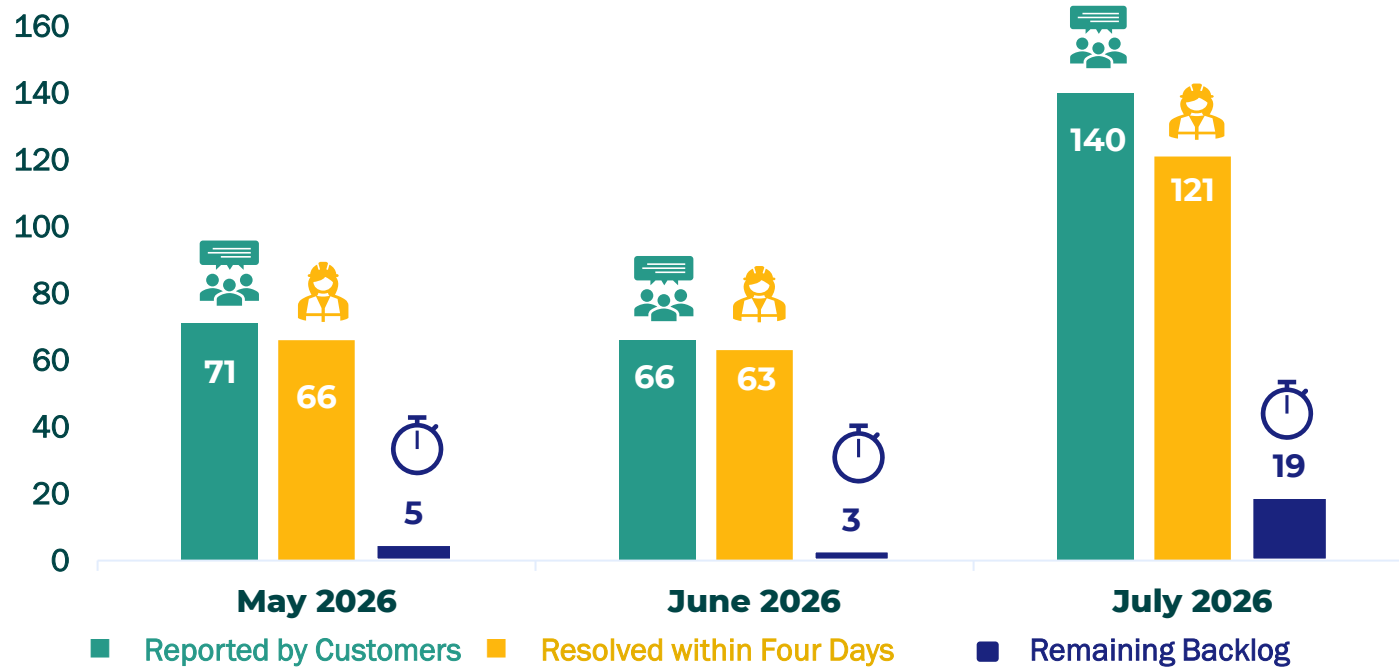


Types of Running Water Requests

- Investigate Running Water - When an address is unavailable and water is running - reported via Detroit Improvement App (SCF)
- Investigation Turn off Vacant-Reported Running water in a vacant property, with an available address.

- The Minor Asset Repairs Section (MARS) within Maintenance & Repair is resolving most service line issues within four days.

Maintenance & Repair: Water Main Breaks



- Water service outages and major thoroughfares are the priority.

Maintenance & Repair : 8,000 Annual Catch Basin Cleaning

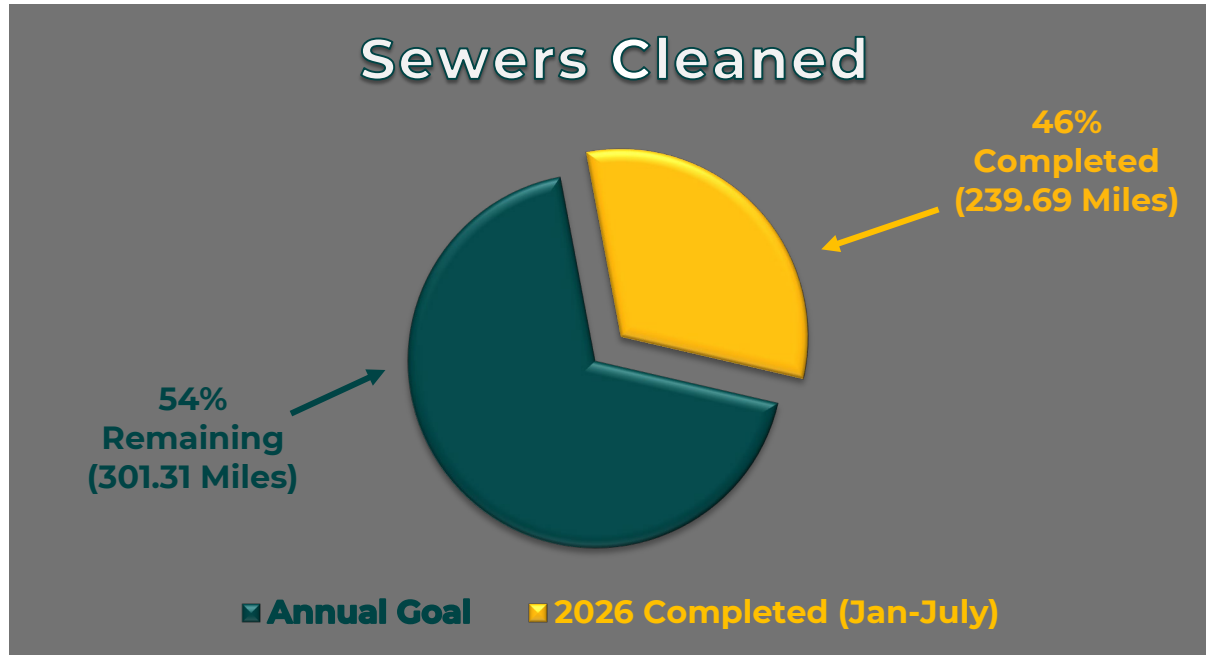


DWSD has over 90,000 Catch Basins

- This program cleans approximately 9% of the system yearly.
- The program starts in April and runs thru November.

- We are thankful to the Sewer Team (DWSD & Contractor Support) on their efforts to reduce flooding in our neighborhoods.

Maintenance & Repair: 600 Miles Annual Sewer Cleaning

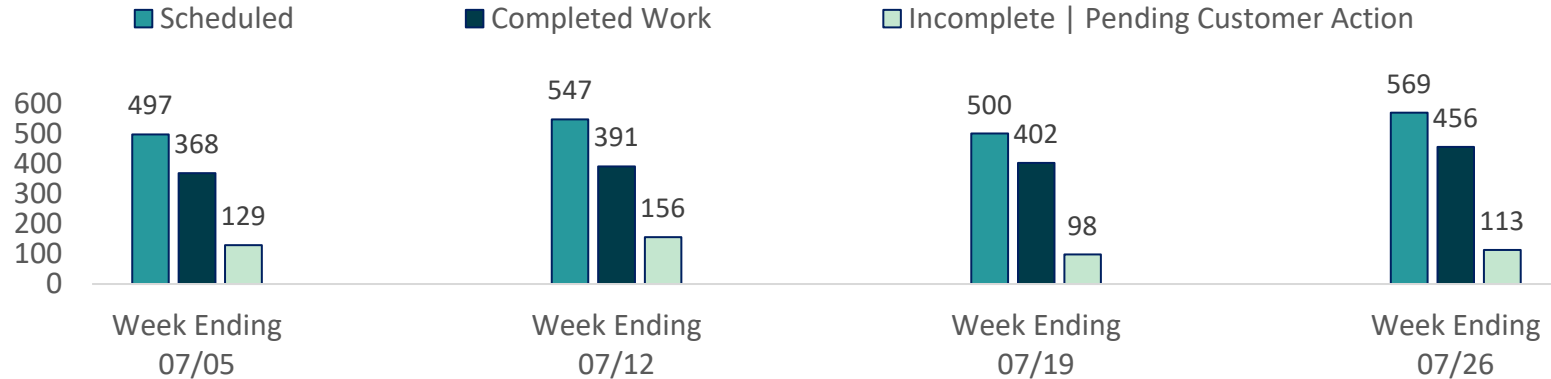


- The Sewer Team has for the second-straight year exceeded the 600 miles cleaned goal for local sewers of 24-inches in diameter or less.
- Annual sewer cleaning on a 5-6 year rotation for the entire local system is the best action DWSD can take to improve capacity for rain and snowmelt events.

Meter Operations: Installations



Scheduled Work

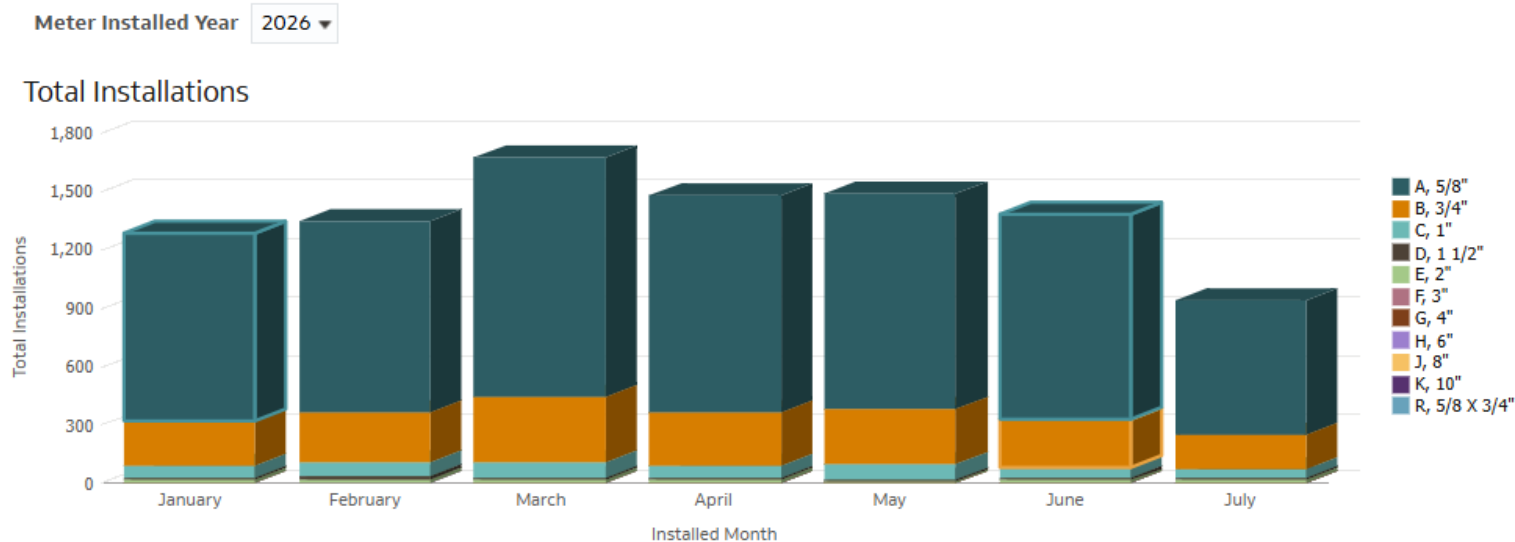


- Scheduled Meter Appointments averages 550 work orders weekly.
- Although Pending Customer Issues exist for some.
- Meter Appointments are available to customers in 7 days or less for all districts.



Meter Operations: Installations

Installed 9,607 Meters to Date (Annual Goal = 12,000)



- Normally every week, DWSD technicians install or exchange an average of 300 water meters.
- Due to extreme temperatures and air quality, we experienced a significant dip for July meter installs.
- New service accounts are metered weekly showing growth in the City of Detroit.

THANK YOU!

● MAINTENANCE PLANNER

- Blair, Sonia
- Bond, Michael
- Boyd, Konshawntas
- Gray, Erma
- Ighilanassaf, Saledheddine
- Simpson, Melva
- Roberts, Tashara

● DISPATCHERS

- Brooks, Wesley
- Kennedy, Karen
- Lawson, Angel
- Manning, Terrance
- Northup, Jamila
- O'Neal, Tiara
- Smith, Leslie
- Smith, Kyra
- Thomas, Crystal
- Washington, Nakia

● CUSTOMER SERVICE SPECIALIST

- Ackerman, Ella
- Cole, Sybil
- Gray, Markia
- Love, Raquel



**Water & Sewerage
Department**

THANK YOU!

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For more information visit: www.detroitmi.gov/dwsd

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