



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

December 3, 2025



**Water & Sewerage
Department**

Customer Service November 2025

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

November 2025

- 44,440 calls and responded to 6,120 email inquiries
 - **50,560** total customer touchpoints
 - 2,974 contacts per day vs 1,400 budgeted
 - 122,925 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: 112% over forecast per day

November 2025

- Average Speed of Answer: **11:51**
 - **4:54** on the emergency line
 - **14:11** non-emergency line
- Customer Satisfaction (CSAT) at **80%**, First Call Resolution (FCR) at **70%**.
- Customer Satisfaction exceeded goal for **27** straight months.

CALL CENTER DATA – November 2025

	June	July	August	September	October	November	Key Performance Indicator
Calls Received	55,817	52,295	43,392	51,805	52,517	44,440	<i>29,400/mo or 1400 per day</i>
Average Speed of Answer	19:09	23:16	11:12	11:47	8:36	11:51	15 Minutes
Email Interactions	6,801	7,033	6,607	6,776	7,193	6,120	
Average Speed of Response (Email)	13d 5h	12d 5h	8d 4h	4d 23h	5d 13h	7d 9h	
Total Interactions	62,618	59,328	49,999	58,581	59,710	50,560	<i>112% over forecast</i>
Average Handle Time	10:53	10:40	10:45	10:47	10:36	10:43	10 Minutes
Average Talk Time	7:02	6:57	7:01	6:58	6:55	6:54	7 Minutes
Average Hold Time	6:58	6:56	7:05	6:58	6:50	6:54	7 Minutes
After Call Work	1:53	1:50	1:52	1:55	1:58	2:00	2 Minute
Abandoned Calls	6%	8%	4.33%	4.66%	4.03%	3.75%	< 5%
Avg. Staffing	58	58	58	56	54	53	
First Call Resolution	72%	72%	72%	73%	73%	70%	71%
Customer Satisfaction	82%	81%	82%	83%	83%	80%	72%



2025 EasyPay – Going Strong for 16 Months

67% Success Rate

29,080 Accounts are Current and Settled

EasyPay	Total Households	Results
EasyPay	43,221	Arrearage Installment Payments Received: \$15.8M

25,611 accounts are current and **3,469** have completed their agreement



Water & Sewerage
Department

Planning Calendar: Lifeline H2O

Presented by: Tamara Smith

December 2025

Lifeline H₂O by the Numbers



Applications
Received

811

Approved

397

Denied

326

AVG. Decision
Time

Less Than A Day

Lifeline H₂O is Now Live!

- The Lifeline H₂O website and application is available, and we are accepting applications.
- Detroit residents can apply online or by phone through the Lifeline H₂O Application Hotline.
 - The Service Center at 735 Randolph is available for those requiring to drop off supporting documents.
- Designed for ease and accessibility – mobile-friendly and bilingual support available.



Customer Notice

- Notification mailed to 8,000 customers previously enrolled in Lifeline
- Includes: program overview, \$34 bill amount, eligibility requirements, QR code/website for application, and the H2O Hotline

NOTICE TO LIFELINE PLAN HOUSEHOLD:

INTRODUCING LIFELINE H₂O



\$34 / MONTH*

The Lifeline Plan has transitioned to the DWSD Lifeline H₂O, which offers a single affordable all-in bill amount of \$34 per month* for eligible households.

**Up to 6 CCF (4,500 gallons) of water usage per month and includes the monthly drainage charge. If your household uses more water in any month, you will be billed at regular DWSD rates.*

WHY THE CHANGE?

The plan has been updated to enroll the most households possible based on currently available funding.

The Detroit Water & Sewerage Department (DWSD) Lifeline Plan requires an income-eligible household to apply to determine if you qualify for Lifeline H₂O.

HOW TO APPLY AND ENROLL

Eligibility Requirements:

- Household income is at or below 200% of the federal poverty level (FPL)
- A current DWSD account holder
- Water meter is installed and functioning
- Your account is registered in the DWSD Customer Self-Service Portal
- No past-due balance

You'll Need:

- Proof of household income or enrollment verification from FAP, MEAP, SNAP, or an eligible public benefit program
- DWSD Account Number

Submit Application

Go to lifeline.detroitmi.gov or scan the QR code below:



OR Call **313-435-2055**

Easy Ways to Apply

Online



Visit lifeline.detroitmi.gov
or scan the QR Code:



- Upload required documents securely
- Receive confirmation on-screen

Lifeline Application Hotline



313-435-2055

- Staff assist customers step-by-step
- Ideal for residents with limited internet access
- Supporting documents can be dropped off at 735 Randolph



Five Simple Steps to Apply

1

Start Application

7:23

LIFELINE H₂O

Start Your Lifeline H2O Application

The Detroit Water and Sewerage Department (DWSD) has developed a new income-based water affordability plan – Lifeline H2O Program. Eligible households can get a fixed \$34 monthly bill covering water, sewer, and drainage up to 6 CCFs per month.

To qualify, you must:

- ✓ Have a household income ≤ 200% of FPL
- ✓ Be a DWSD account holder
- ✓ Use the service address as your primary residence
- ✓ Have a fully functioning water meter
- ✓ Have a registered account in the [DWSD Customer Self-Service Portal](#)
- ✓ Not have a past-due balance

Get started

Powered by PromiseVerified

2

Enter Account # & Contact Info

7:23

LIFELINE H₂O

Apply for Lifeline H2O

Enter the information for a DWSD account holder below.

DWSD Account Number

Enter DWSD account number

Zip Code

Enter zip code

Email

Enter email

Mobile Number (Optional)

Enter mobile number

I agree to receive email communication from Promise and

Continue

Powered by PromiseVerified

3

Add Household & Income Info

7:23

LIFELINE H₂O

Tell us about your household members

Enter the name and date of birth for each household member, including yourself.

✓ Chelly Jones

✓ Michael Ford

✓ Faith Jones

+ Add household member

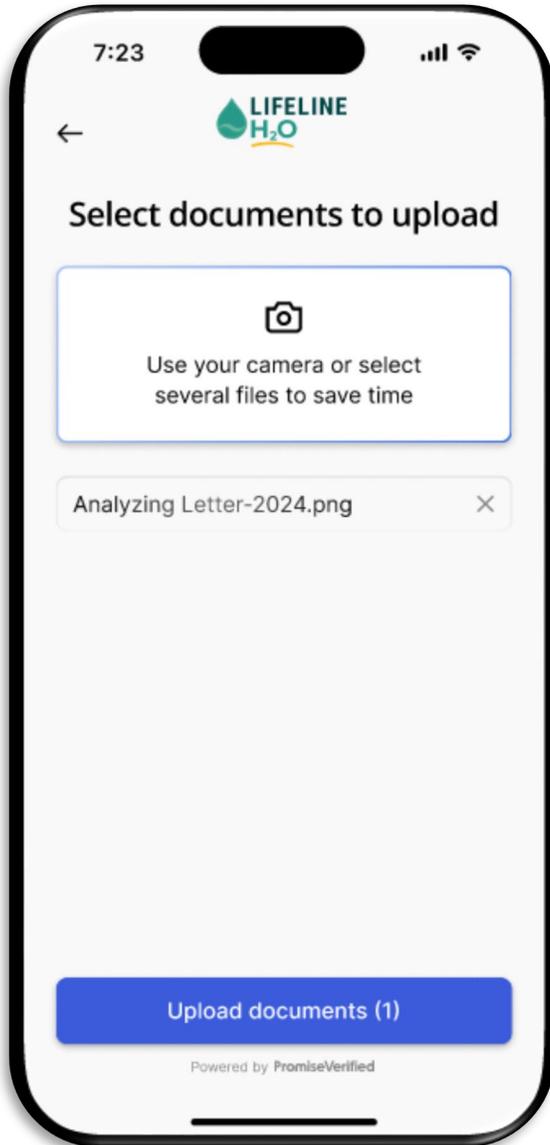
Submit household members

Powered by PromiseVerified

Five Simple Steps to Apply

4

Upload Documents



7:23

LIFELINE H₂O

Select documents to upload

Use your camera or select several files to save time

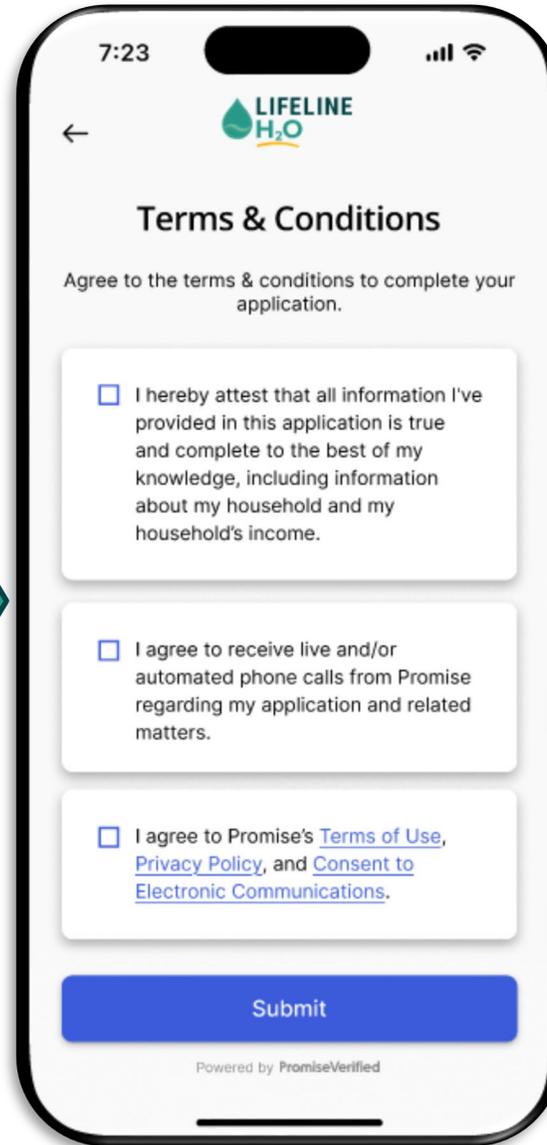
Analyzing Letter-2024.png

Upload documents (1)

Powered by PromiseVerified

5

Agree to Terms & Submit



7:23

LIFELINE H₂O

Terms & Conditions

Agree to the terms & conditions to complete your application.

I hereby attest that all information I've provided in this application is true and complete to the best of my knowledge, including information about my household and my household's income.

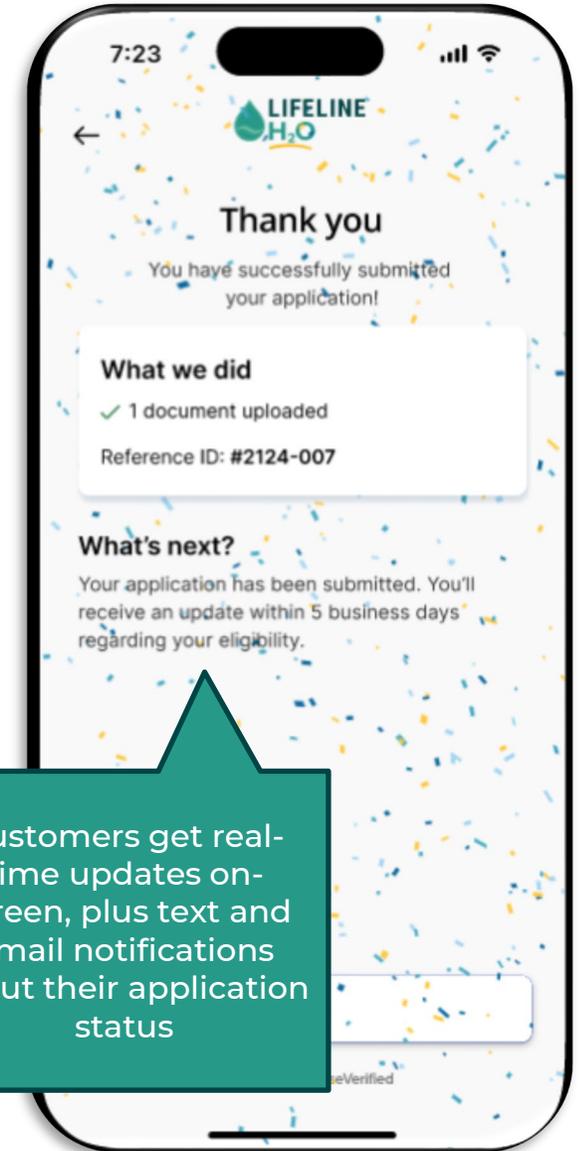
I agree to receive live and/or automated phone calls from Promise regarding my application and related matters.

I agree to Promise's [Terms of Use](#), [Privacy Policy](#), and [Consent to Electronic Communications](#).

Submit

Powered by PromiseVerified

Customers get real-time updates on-screen, plus text and email notifications about their application status



7:23

LIFELINE H₂O

Thank you

You have successfully submitted your application!

What we did

✓ 1 document uploaded

Reference ID: #2124-007

What's next?

Your application has been submitted. You'll receive an update within 5 business days* regarding your eligibility.

Powered by PromiseVerified



Water & Sewerage Department

How To Access Our Services

Online Self-Service Portal

Detroitmi.gov/paymywaterbill

Online Bill Pay

View Account Balance/Usage

Establish an Online Account

Start New Water Service

Stop Service

Leak Adjustment

Deposit Refund

Real Estate Closing

Billing Dispute*

*Services being added this year

Email

MYDWSD@DETROITMI.GOV

New Water Service

Stop Service

Balance Inquiry

Real Estate Closing

Address/Name Change

Landlord Account Setup

Phone

313-267-8000

Bill Pay

New Water Service

Stop Service

Deposit Refund

Real Estate Closing

Billing Dispute

Balance Inquiry

Payment Assistance

Address/Name Change

Leak Adjustment

Payment Locations & Appointments

Payment Drop Box and Appointments

735 Randolph St. –
Bates St. Entrance

DIVDAT Kiosks
Payments

(50+ stations located
throughout the city)

Dwsdkiosk.com



Water & Sewerage Department

THANK YOU!

Matthew Phillips

Detroit Water & Sewerage Department

Email: Matthew.phillips@detroitmi.gov

Phone: 313.964-9020

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

FOLLOW US!



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