

# Director's Report

May 21, 2025



Water & Sewerage  
Department



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# Director Gary Brown's Message To The Board

## Update on HUD funding for Alley Sewer Program and Brightmoor Project

Earlier this year, the City of Detroit announced a \$346M grant award from the U.S. Department of Housing & Urban Development (HUD) Community Development Block Grant (CDBG) Disaster Recovery (DR) for future flood mitigation and sustainability in response to the August 2023 rain event. For the Detroit Water and Sewerage Department (DWSD) and our customers, we are programming \$200M of the funds for alley sewer repairs and a large stormwater project in the Brightmoor neighborhood. Other uses for the funds by the City will be for affordable housing and lower eastside river flooding stop logs.

These projects are in addition to the existing HUD-funded Private Sewer Repair Program. This new allocation will be fully managed by the City and there is no application process for residents.

The City Council Planning & Economic Development Committee on May 15, 2025 approved the allocation of the \$200M for the DWSD projects to go before the full City Council body on May 20, 2025 for consideration. After council approves the allocation with the action plan and once HUD provides a written agreement, DWSD will issue public bids for the work. Both DWSD and the City's Housing & Revitalizations Department (HRD) will keep the community informed of these projects.

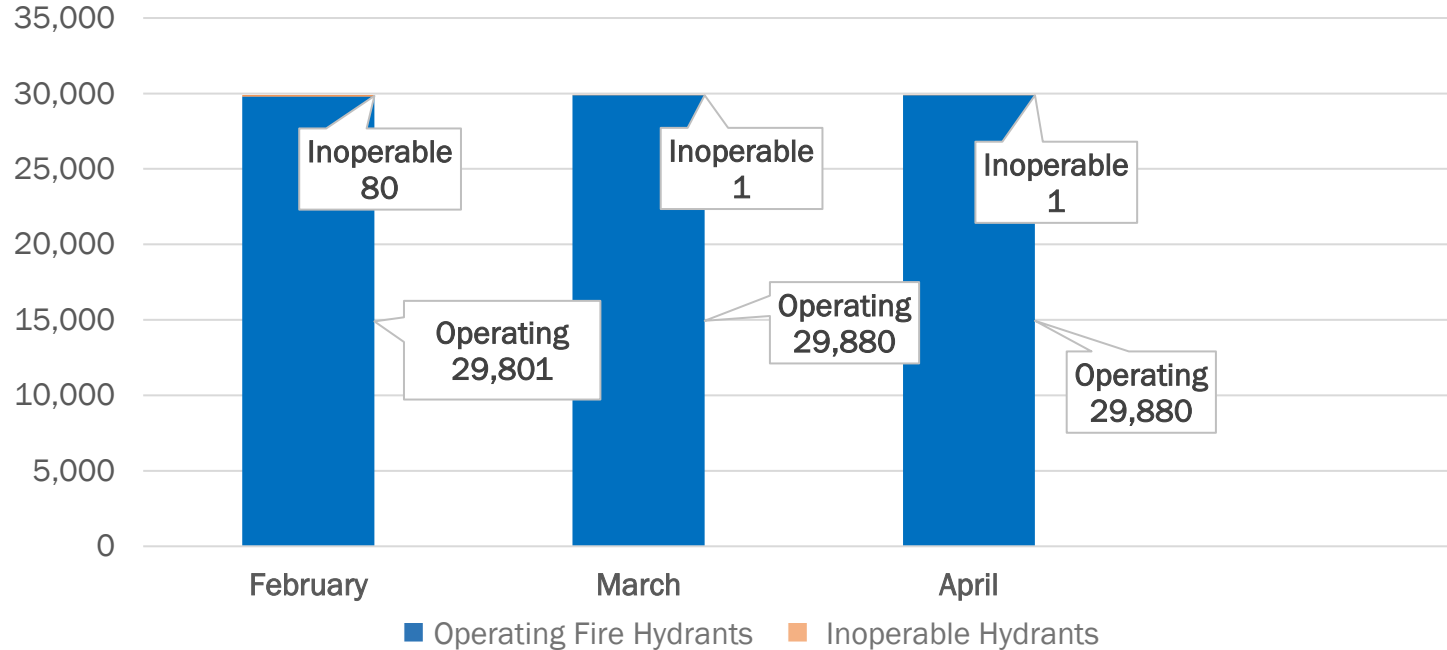


# Field Services

Sam Smalley, Deputy Director



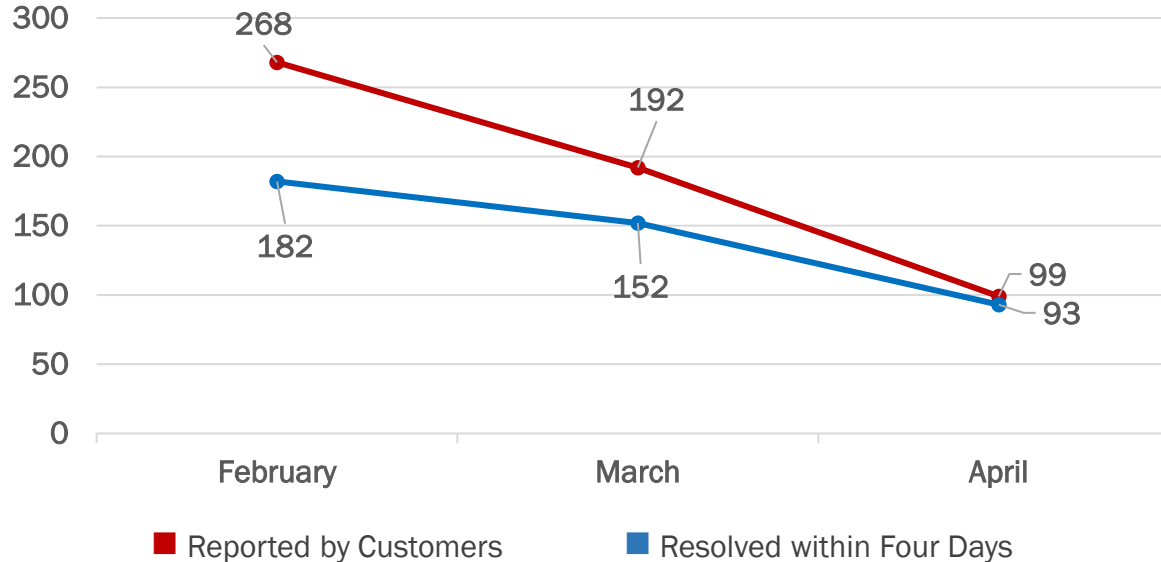
# Field Services: Fire Hydrant Maintenance



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

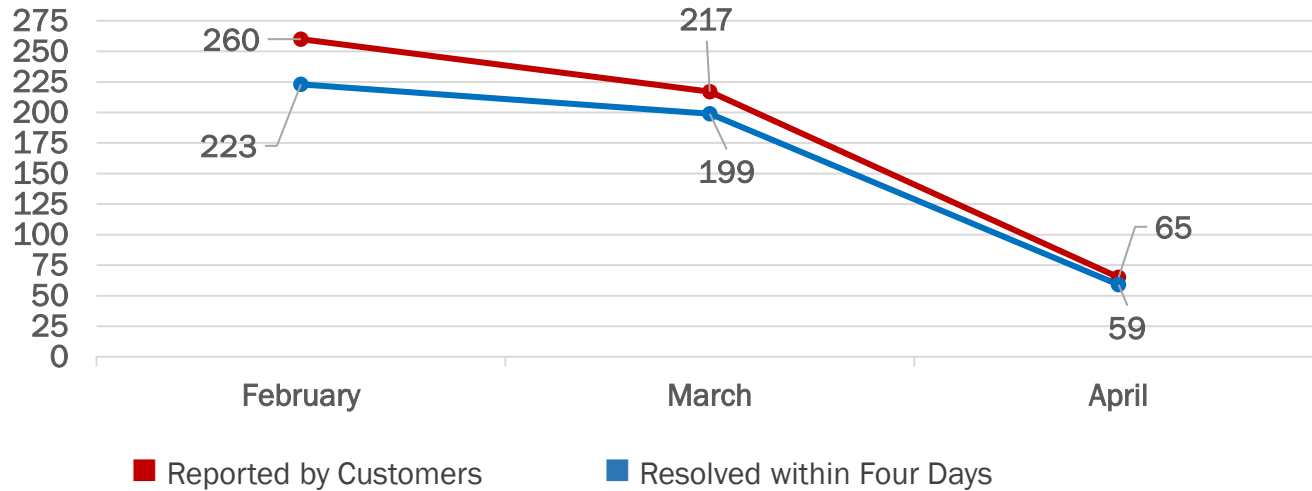


# Field Services: Running Water



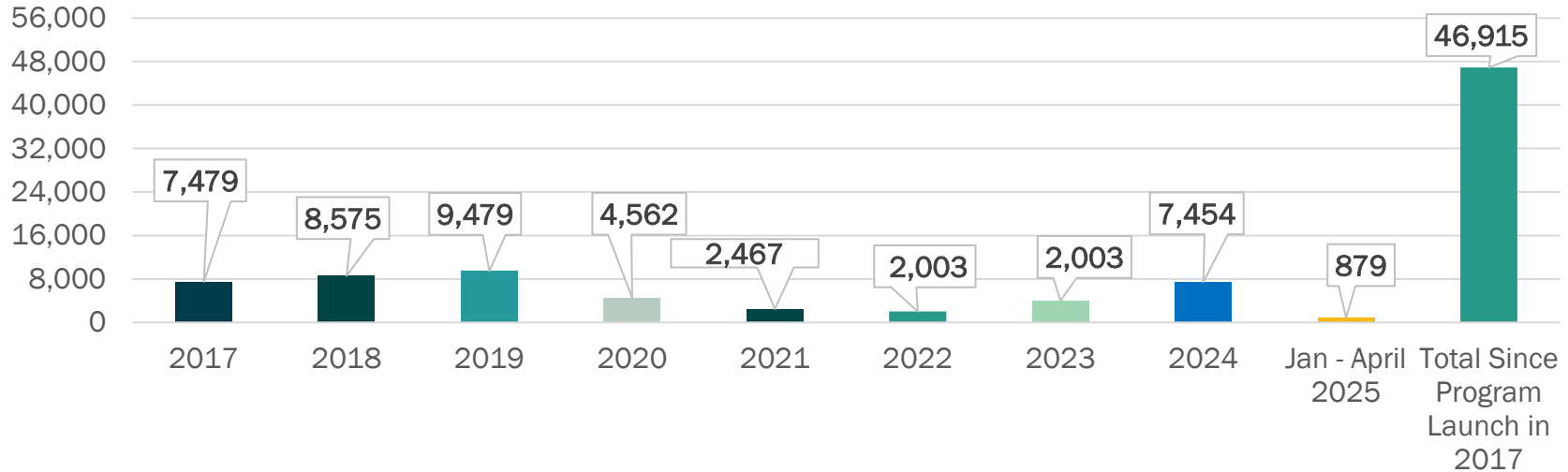
- The number of leaking water services has dropped dramatically with the warming spring temperatures.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

# Field Services: Water Main Breaks



- Water main breaks have also decreased significantly since the beginning of Spring.
- The DWSD service level remains up to four days for repair, with water service outages and major thoroughfares prioritized.

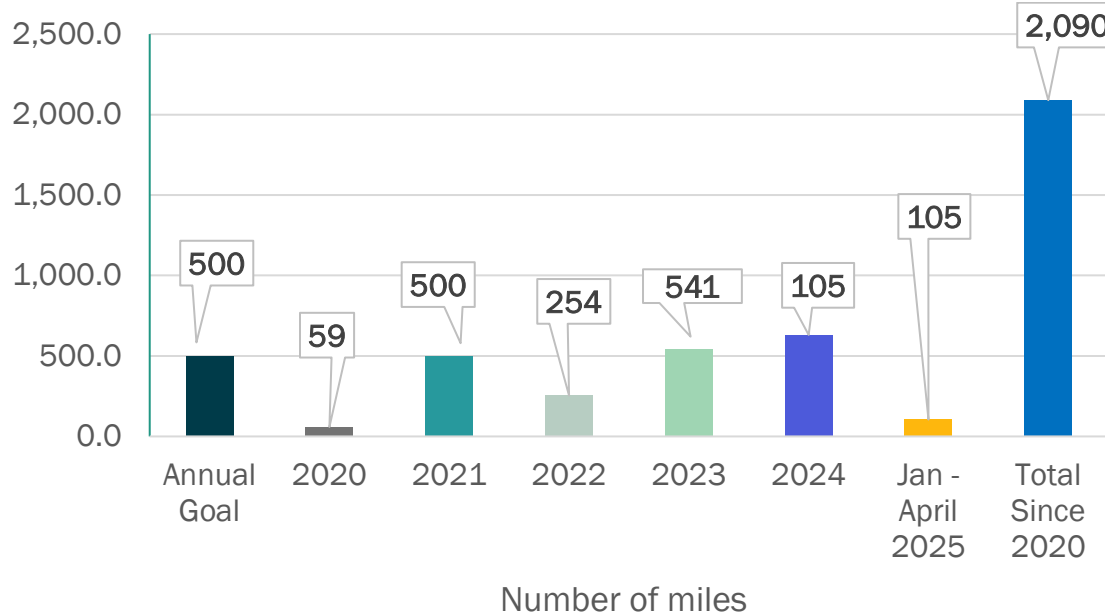
# Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins is far exceeding the number of cleaned basins in the 2021-2023 timeframe.
- We are thankful to the Sewer Team on their efforts to reduce flooding in our neighborhoods.



# Field Services: Sewer Cleaning



- DWSD exceeded 500 miles cleaned last year and has already surpassed that threshold as well in 2024.
- 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

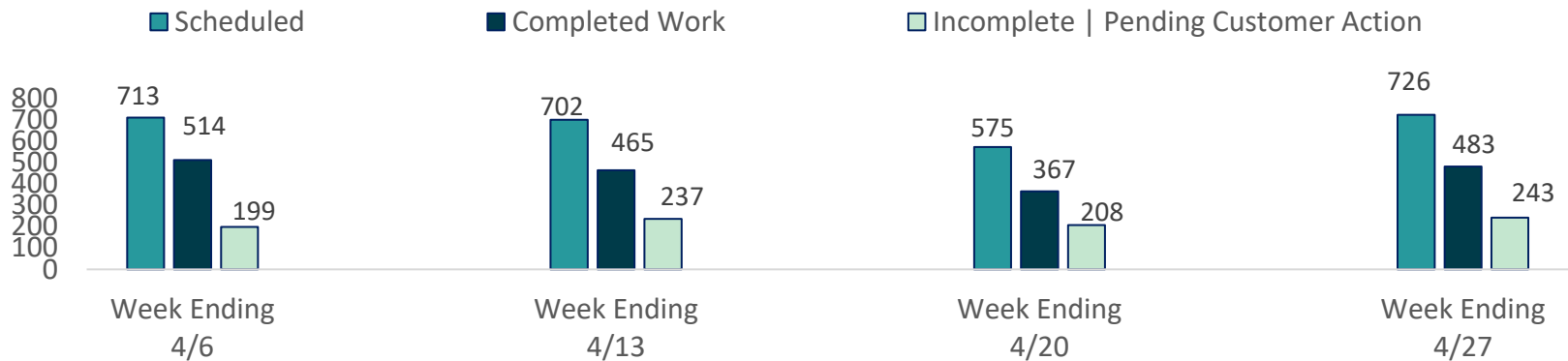
Sam Smalley, Deputy Director



# Meter Operations: Scheduled Meter Work



## Scheduled Work

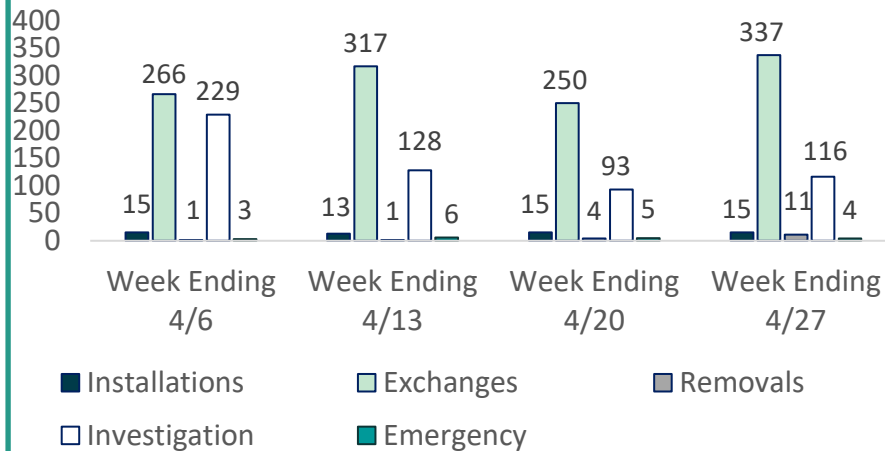


- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly, with the exception of the holiday season.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

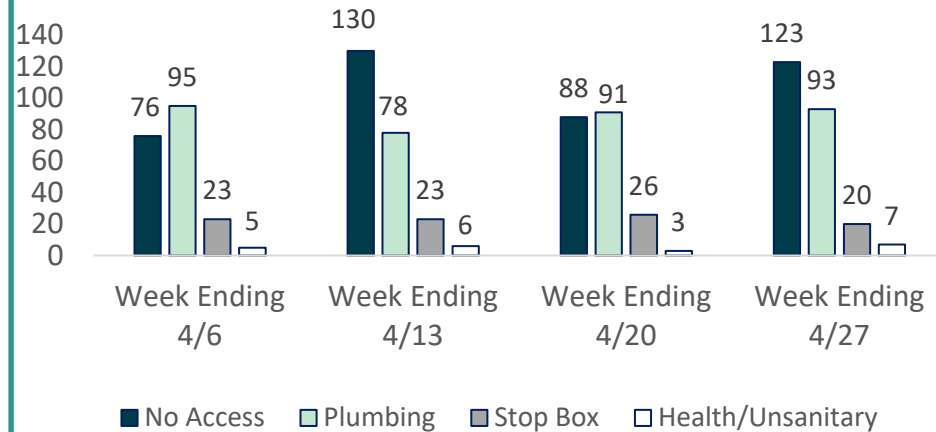
# Meter Operations: Scheduled Meter Work



## Success Details



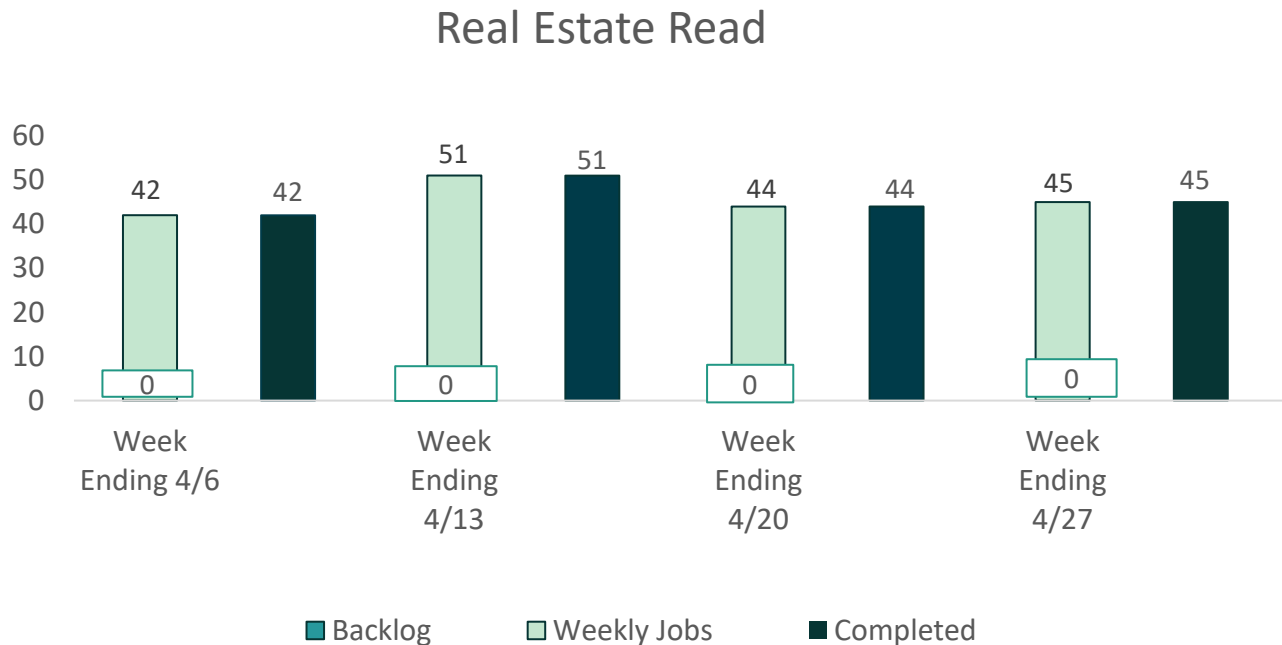
## Customer Issues



- Every week, DWSD technicians install or exchange more than 230 water meters.
- An average of over 20 new service accounts are metered weekly.
- Meter Ops installed 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.
- DWSD Meter Ops has been able to keep the wait for a meter appointment down to a 7-day average or less.

# Investigations

Sam Smalley, Deputy Director



# Investigations: Results



**1,342**

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

Money Owed to DWSD identified by Investigators

**\$10,858,655**

Total since July 1, 2024

**\$1,895,395**

Back billed

**\$2,921,913**

Future owed in 12 months

**\$6,041,347**

Water loss

Revenue Identified Since Investigation Unit Began

**\$55M**

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 April 2025

5

New cases filed by DWSD

0

New cases filed against DWSD

33

Pending cases handled in-house

Collections actions: 18

Defended cases: 15

Non-defense cases: 0

## Damage Claims

321

Number of Pending Damage Claims

59

Number of Damage Claims Reviewed  
in April 2025

0

Total Settlements Offered  
in April 2025

\$0

Total Settlements Offered  
in April 2025

# Public Affairs

Bryan Peckinpagh, Public Affairs Director



# Public Affairs: Social Media Activity



16

New Facebook Followers

10,521

Total Followers on Facebook

35

Engagement on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



25

New Instagram Followers

2,762

Total Followers on Instagram

31

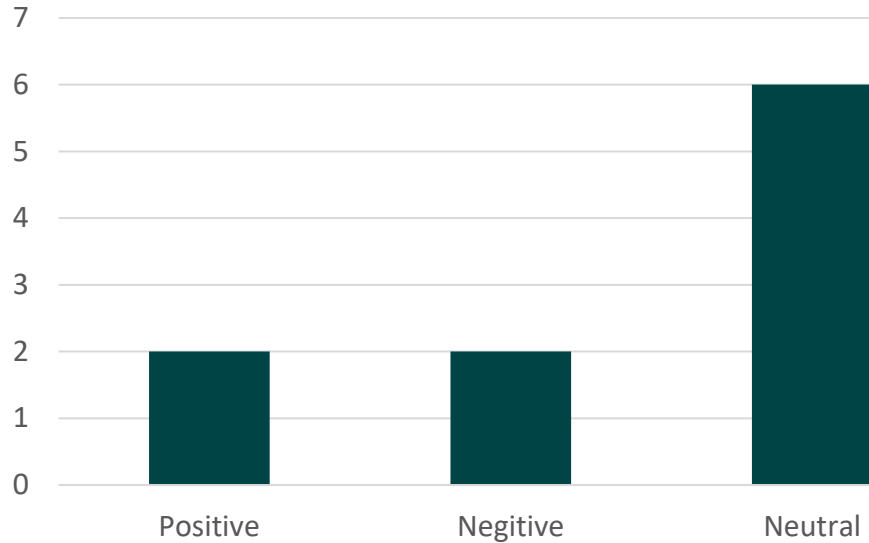
Engagement on Instagram



The top performing post for Facebook for the month of April was a video alerting residents of a severe weather alert update. The post had a total of 35 engagements, 8,454 views and a reach of 7,294. For Instagram, the top performing post encourages residents to prevent flooding by cleaning catch basins. The post received 31 engagements, 133 views, and a reach of 78.

# Public Affairs: Positive v. Negative News Stories

DWSD News Coverage: April 2025



■ DWSD News Coverage: April 2025



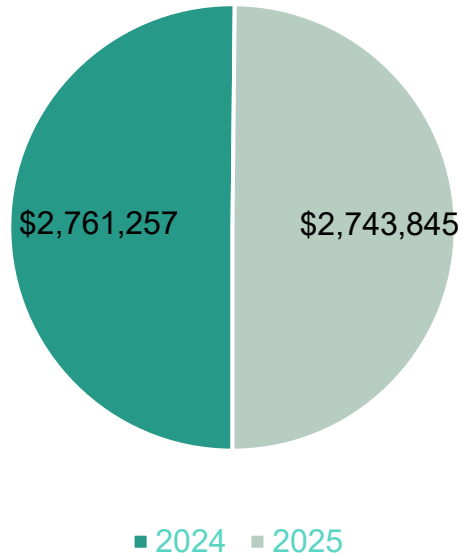
In April, a total of 10 stories that mentioned the Detroit Water and Sewerage Department (DWSD). Of all the stories DWSD was mentioned – two were positive, two were negative and six were neutral. The bulk of the stories covered the water main break in Southwest Detroit (5), two stories covered flooding (one focusing on the Jefferson Chalmers neighborhood and the other on flooding on the west side of Detroit on Prevost Street), one mention covered the City Council budget hearing with DWSD, and the other story shared updates on the Lifeline Plan.



# Information Technology

Anil Gosine, Chief Strategy & Process Improvement Officer

## Easy Pay Arrears Collected



### Easy Pay

- Launched: July 26, 2024
- Active enrolled customers: 13,458
- 2024 arrears (7/26-12/31): \$2,761,257
- 2025 arrears (1/1-3/15): \$2,743,845
- Total Collected: \$5,505,102

### Promise Pay

- DWSD is working with Promise Pay for collection of broken Easy Pay Plans.
- **By September 2025:** All customers who have not met their Easy Pay payment arrangement will be transitioned to Promise Pay.

### Quality Assurance Program

The IT team has launched a Quality Assurance Program to ensure that our products, services, and systems are reliable, consistent, and aligned with stakeholder expectations.

IT continues to partner with DWSD Finance to enhance Oracle reporting tools that provide actionable and valuable insights. Recently completed configuration to separate the Arrears Collected from the Total Collected within the Easy Pay program.

# Customer Service

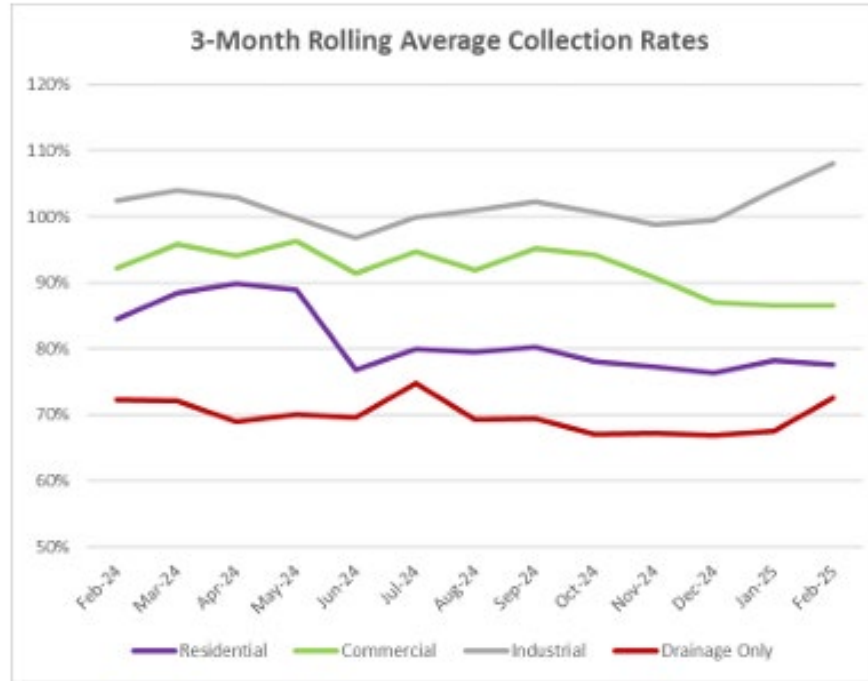
# Lifeline Plan – Protected From Shut Off

Protected From Shut Off	Total
Receiving Lifeline Plan benefit	8,136
Enrolled in EasyPay Plan	28,467
Total Number of Households Protected	36,603



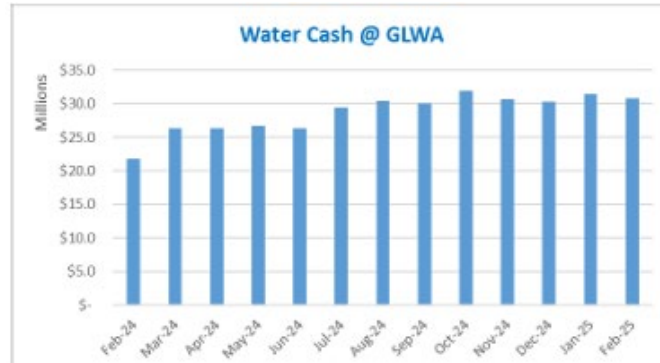
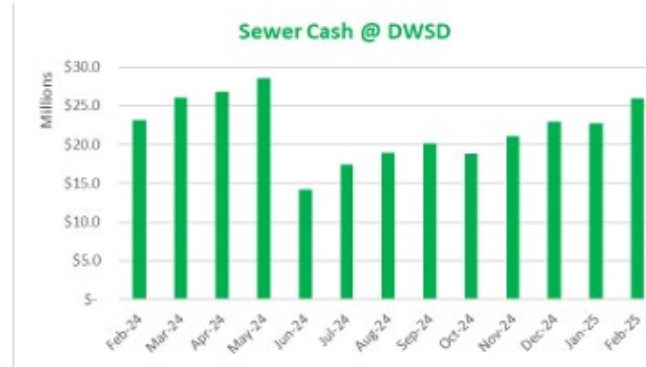
# Finance

# 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.

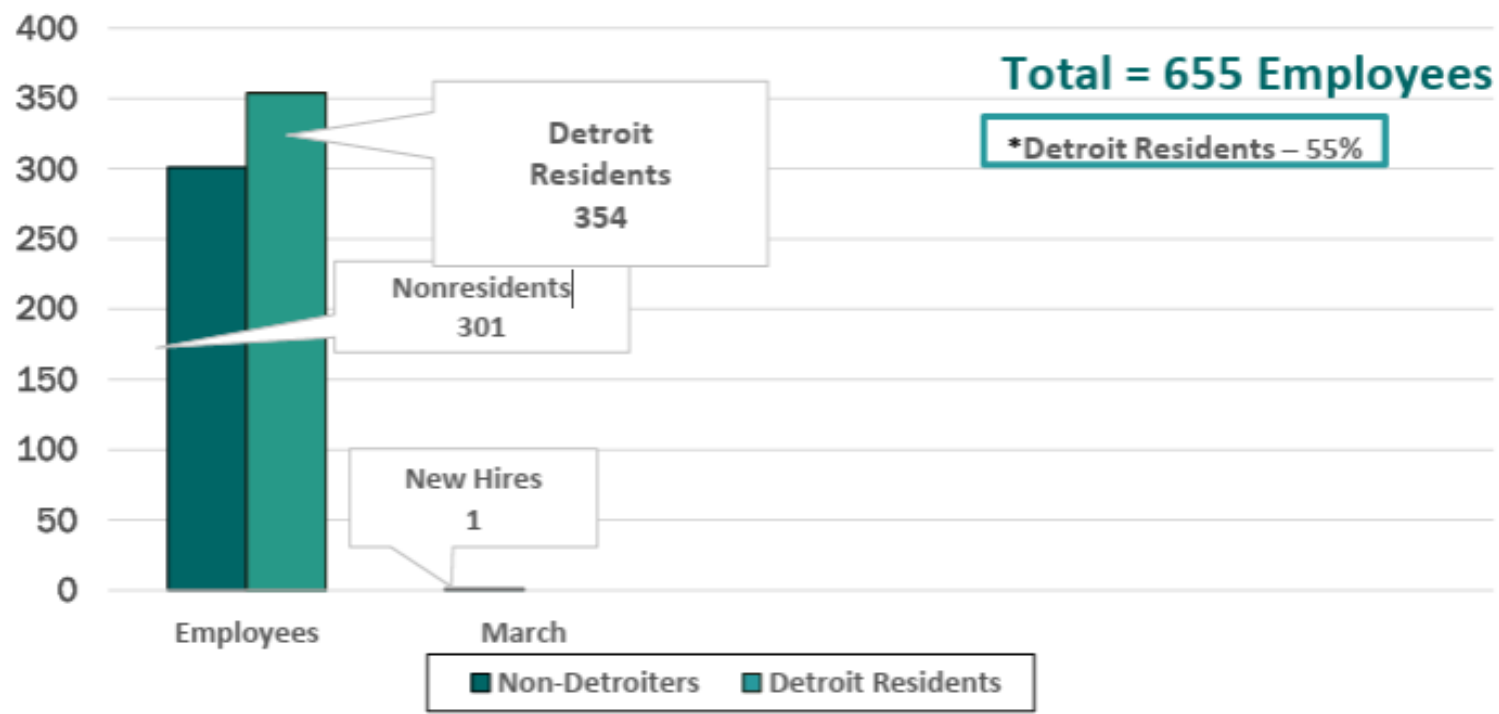
# Finance: Cash Balance



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

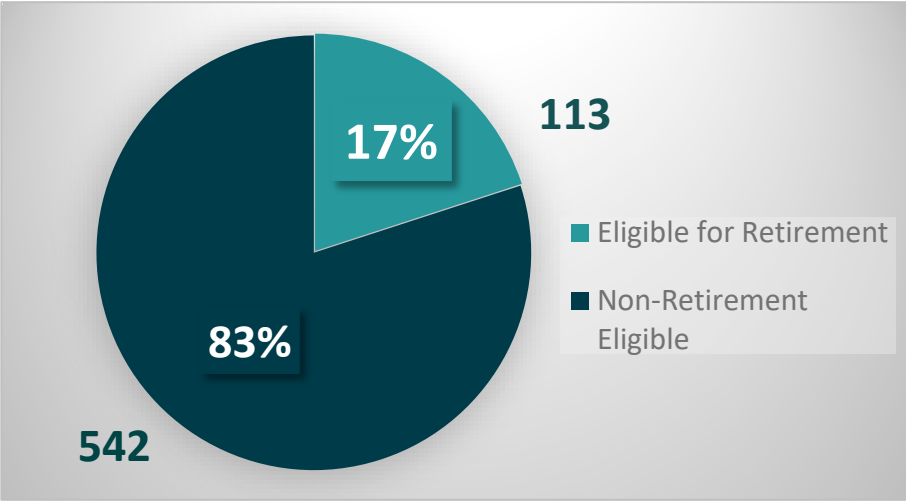
# Human Resources

# Human Resources: Detroit Residents and Hiring



# Human Resources: Retirement Eligible

With a current population of **655** employees, there are **113** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	45
25 YOS/55 years old (Legacy)	23
10 YOS/60 years old (Legacy)	45
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
<b>TOTAL</b>	<b>113</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



Date of Event	Type of Event	Location	Number of Candidates Seen	Number of Candidates Interviewed/Hired (List DWSD Division)
04/09/2025	Employer Meet and Greet	University of Detroit Mercy 4001 W McNichols Rd	15	N/A
04/16/2025	Careers in Public Service Panel Discussion	Randolph CTE 17101 Hubbell St	50	N/A
04/17/2025	Careers in Public Service Panel Discussion	Jefferson Douglas K8 Detroit, MI	25	N/A
04/30/2025	National Apprenticeship Day	Payne Pulliam Career Center 18017 E Warren	TBD	N/A