

Director's Report

June 17, 2026



Water & Sewerage
Department



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Director Gary Brown's Message to the Board

2025 Water Quality Report Now Available

Detroit continues to have some of the cleanest and safest drinking water in the country. The 2025 Water Quality Report is now available online and by print upon request by mail.

- The report verifies Detroit's drinking water **meets or exceeds state and federal regulations**.
- Lead testing results are 8 parts per billion (ppb), **below the new state regulation** of 12 ppb.
- The report is available at detroitmi.gov/2025waterqualityreport or customers can request a hard copy by mail by emailing dwsd-publicaffairs@detroitmi.gov or call 313-267-8000.



Motor City Makeover 2026

On May 30, more than 25 DWSD employees volunteered for Motor City Makeover in District 6 in the North Corktown neighborhood. Employees from all DWSD divisions showed up to help plant bushes, trees, place mulch, and pull weeds to beautify a neighborhood park. DWSD's sewer division also cleaned catch basins throughout the neighborhood and operated an excavator to assist with tree planting. Thank you to all employees who spent their Saturday helping clean up our city and assisting our residents!



Capital Improvement Program

Anil Gosine, Chief Strategy & Process Improvement Officer

Field Engineering: CIP Metrics

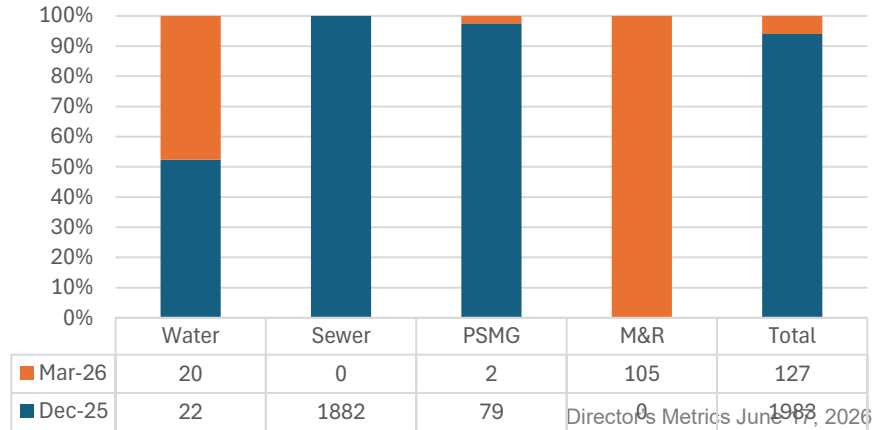


FY26 Q3 METRICS	Jan-Mar*
Miles of Water Main Replaced	3.19
Number of Lead Service Lines Replaced	377
Miles of Sewer Collection Pipeline or Replacement	2.28
Miles of sewer system condition assessed	4.93
Miles of water system condition assessed	0
Hydro-excavations for service lines	0

*Based off submitted PAYC's, not approved quantities

- Open **Daily Inspection Reports** Non-Compliance continues to improve and maintained. Daily inspection reports serve as the foundation of construction project management. By tracking labor, weather, safety incidents, and work progress, they provide indispensable legal documentation, prevent costly rework, and mitigate risks. These logs **ensure accountability and keep stakeholders aligned**.
- DWSD **Cross Connection Inspection Program** hits **7000 completed inspections** – detroitmi.gov/protectyourwater
- Information Technology launches detailed review of application stack that supports Engineering and Construction work to streamline applications and better utilize cloud-based collaboration tools and centralized document management systems to align cross-functional teams.

Open DIR's Status



Director's Metrics June 9, 2026

Investigations

Scott MacGriff, Chief General Counsel & Compliance Officer

Investigations: Results



9,299

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2025

Money Owed to DWSD identified by Investigators

\$16,097,202

Total since July 1, 2025

\$2,637,782

Back billed

\$3,547,701

Future owed in 12 months

\$10,467,113

Water loss

Revenue Identified Since Investigation Unit Began

\$69M

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

Scott MacGriff, Chief General Counsel & Compliance Officer

Legal: Cases and Collections



0

Cases resolved in May 2026

3

New cases filed by DWSD

4

New cases filed against DWSD

39

Pending cases handled in-house

Collections actions: 17

Defended cases: 22

Non-defense cases: 0

Damage Claims

203

Number of Pending Damage Claims

79

Number of Damage Claims Reviewed
in May 2026

1

Total Settlements Offered
in May 2026

\$20,000

Total Settlements Offered
in May 2026

Public Affairs

Sonali Patel, Public Affairs Director

Public Affairs: Social Media Activity



43

New Facebook Followers

10,944

Total Followers on Facebook

26,296

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



40

New Instagram Followers

3,179

Total Followers on Instagram

5,588

Views on Instagram



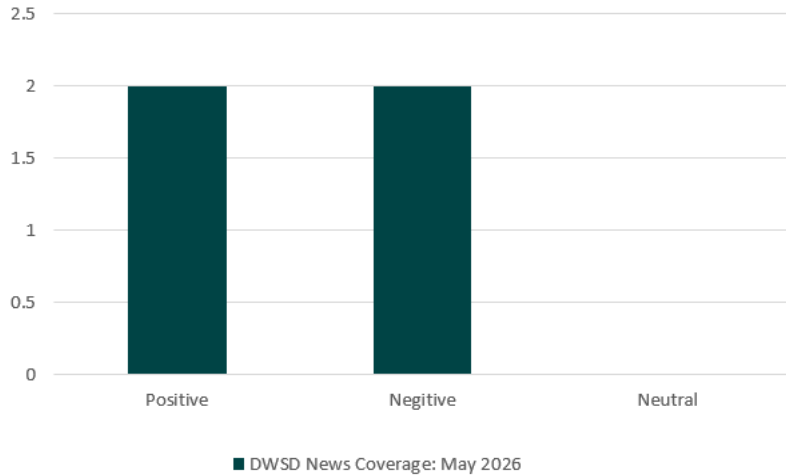
The top performing post by views for Facebook for the month of May was an employee spotlight highlighting a Customer Service Specialist and her son on for being recognized by Mayor Mary Sheffield for being accepted into Mensa, the prestigious high-IQ society. The post had a total of 6,621 views and 139 interactions.

For Instagram, the top performing post by views for the month of May was a reel celebrating drinking water week. The post received 414 views, 301 reach, and 10 interactions.

Public Affairs: Positive v. Negative News Stories



DWSD News Coverage: May 2026



In May, we had a total of four stories that mentioned the Detroit Water and Sewerage Department. Of the stories, two were positive and two were negative. Two stories covered preparation for summer storms, one story covered a resident issue after lead service line replacement, and the fourth story was a resident experiencing basement backups.

Customer Service



Lifeline Plan – Protected From Shut Off



Protected From Shut Off	Total
Receiving Lifeline Plan benefit	4,710*
Enrolled in EasyPay Plan	54,495
Total Number of Households Protected*	59,205

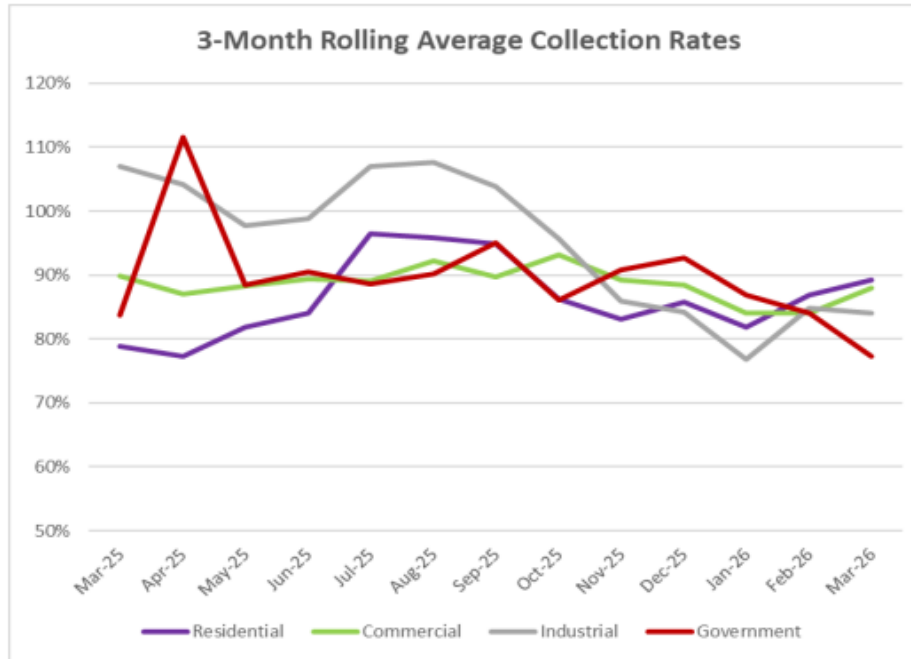
*Lifeline benefits ended on September 30, 2025. The program restarted in November 2026 as Lifeline H2O utilizing a new income verification tool and currently available funding from the Great Lakes Water Authority (GLWA) WRAP allocation for Detroit.

*Data from May 2026.

Finance

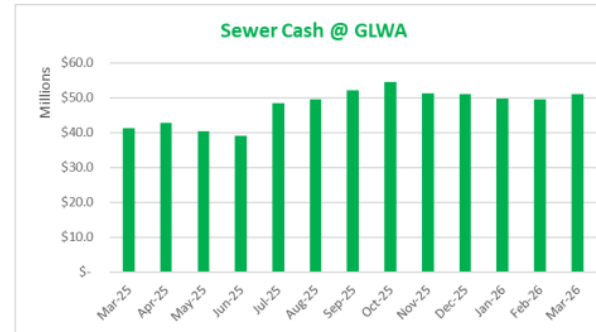
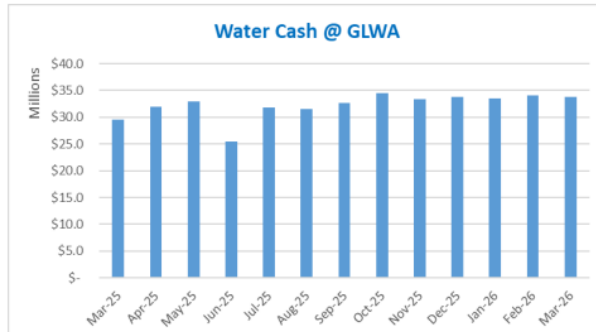
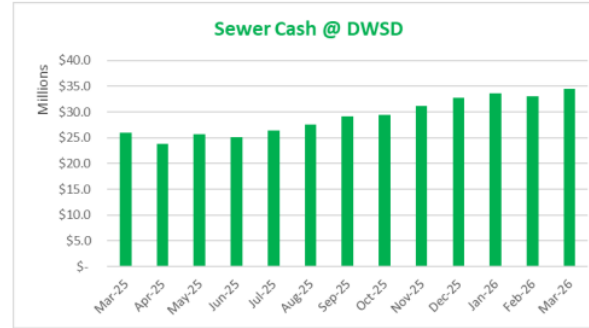
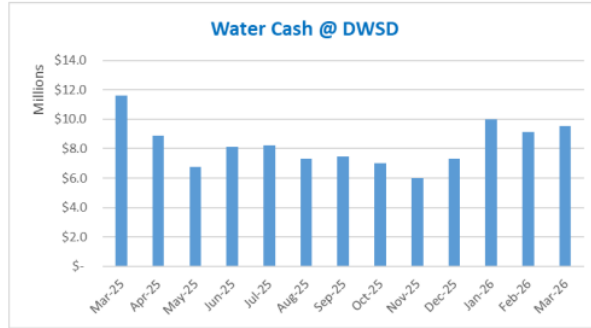


Finance: Collection Rates



- 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

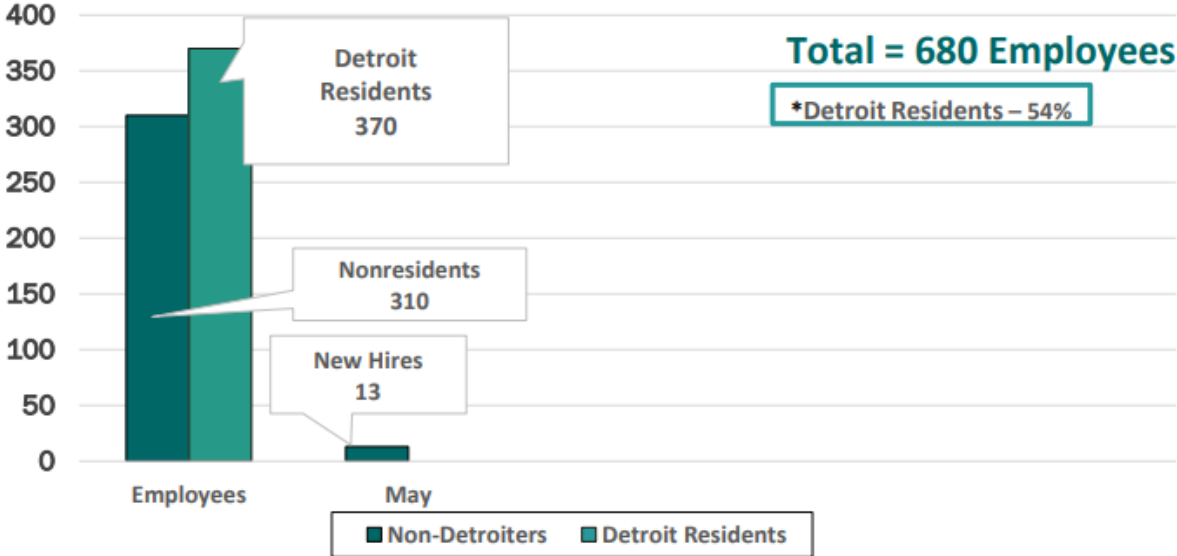


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Human Resources



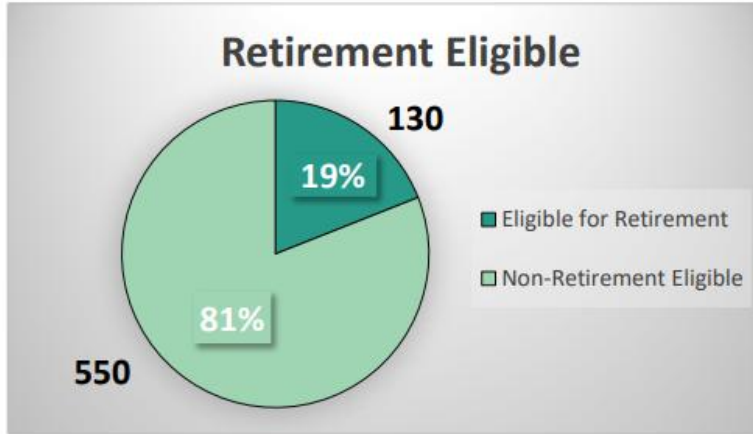
Human Resources: Detroit Residents and Hiring



*DWSD and the City of Detroit does not require residency for employment.

Human Resources: Retirement Eligible

With a current population of **680** employees, there are **130** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	51
25 YOS/55 years old (Legacy)	24
10 YOS/60 years old (Legacy)	50
10 YOS/62 years old (Hybrid)	2
8 YOS/65 years old (Legacy)	3
TOTAL	130

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1, 2014

- Eighteen 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)
5/7/2026	Build Detroit	Eastern Market Shed 3	150 Students	N/A
5/13/2026	MI Skilled Trades Career Fair	Durfee Innovation Center 2470 Collingwood St	75	N/A