

Director's Report

August 20, 2025



Water & Sewerage
Department



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Director Gary Brown's Message To The Board

EasyPay Progress: Making it Easier for Detroiters Every day!

As our Detroit Water and Sewerage Department (DWSD) leadership continues to redesign and roll-out the Lifeline Plan to match the available funding, the EasyPay Plan – launched on July 29, 2024 – has far exceeded our expectations. More than 35,000 accounts are enrolled in this payment arrangement with a 67 percent success rate. EasyPay is easy to enroll with only \$10 down and the past due balance is spread over 36 months. Customers may enroll by calling 313-267-8000 or use the DWSD Customer Self-Service Portal at <https://csportal.detroitmi.gov>. We are receiving several hundred new enrollments each week and there is no slowdown in the foreseeable future.

Once enrolled and as long as the customer remains current with their combined monthly charges and the EasyPay monthly payment amount, they are protected from a water service interruption. We will continue to do outreach and marketing on the EasyPay Plan with a goal to make sure most residents, nonprofits, and businesses, no matter their income, that have fallen behind have a path to get current and to eventually pay off the burdensome arrearages.

In addition to providing this compassionate plan, DWSD EasyPay helps improve our collection rate which benefits our customers and supports maintaining our water and sewer systems.

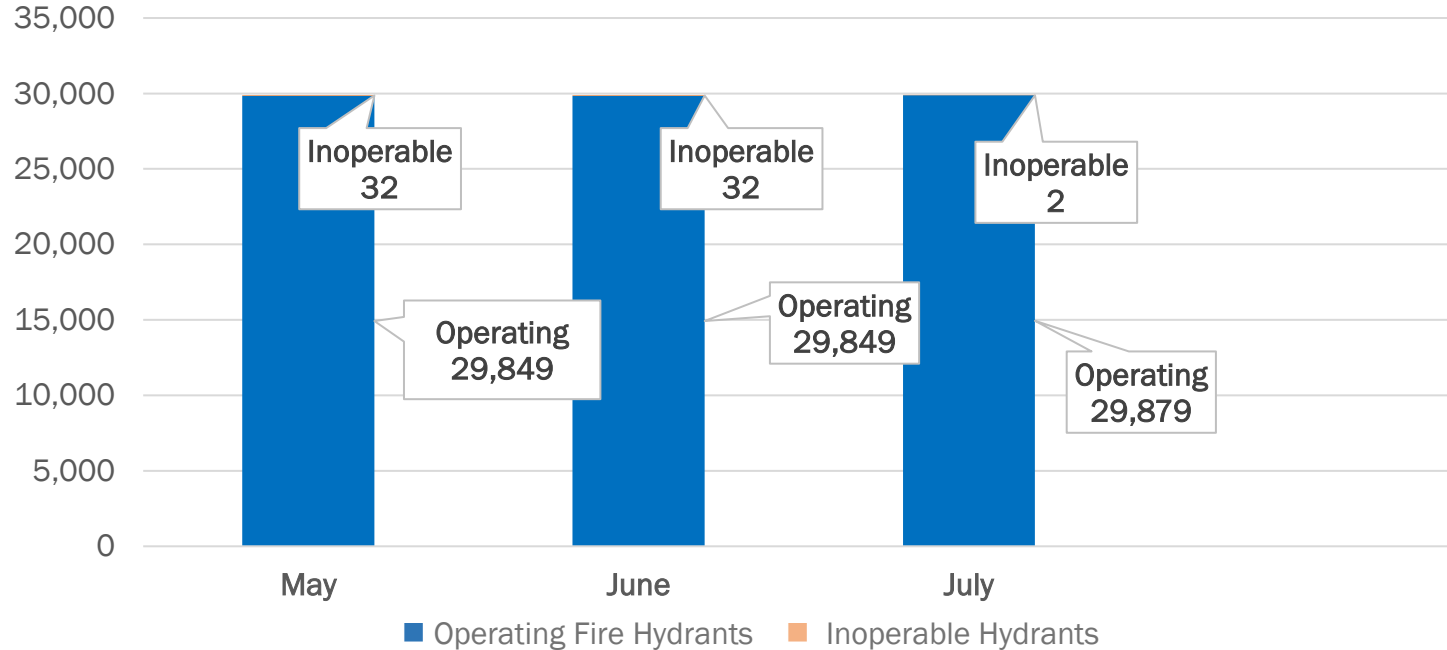


Field Services

Sam Smalley, Deputy Director



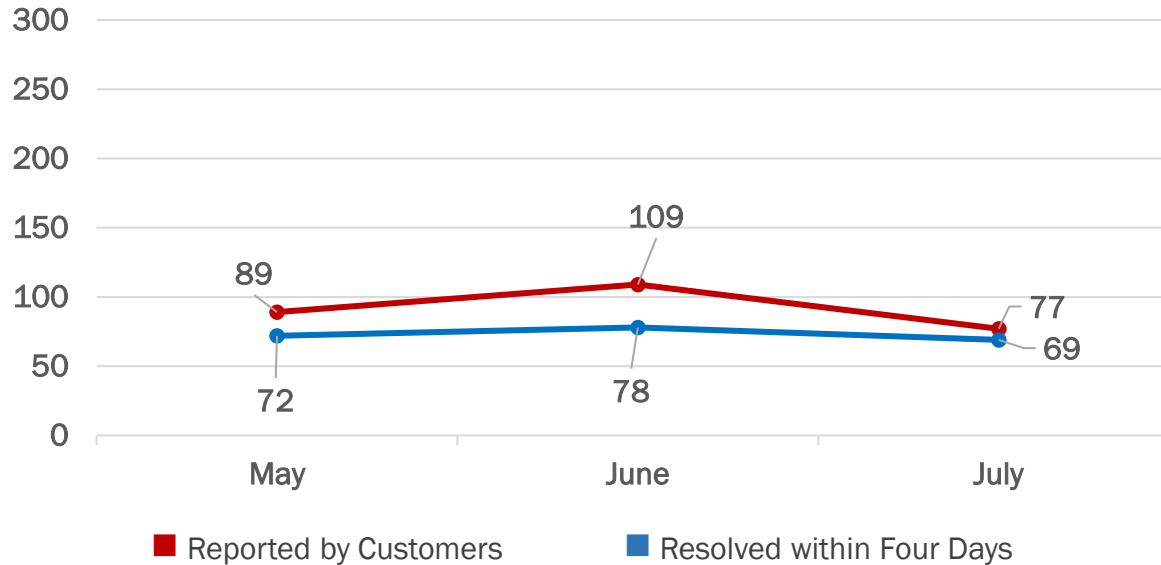
Field Services: Fire Hydrant Maintenance



- 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.

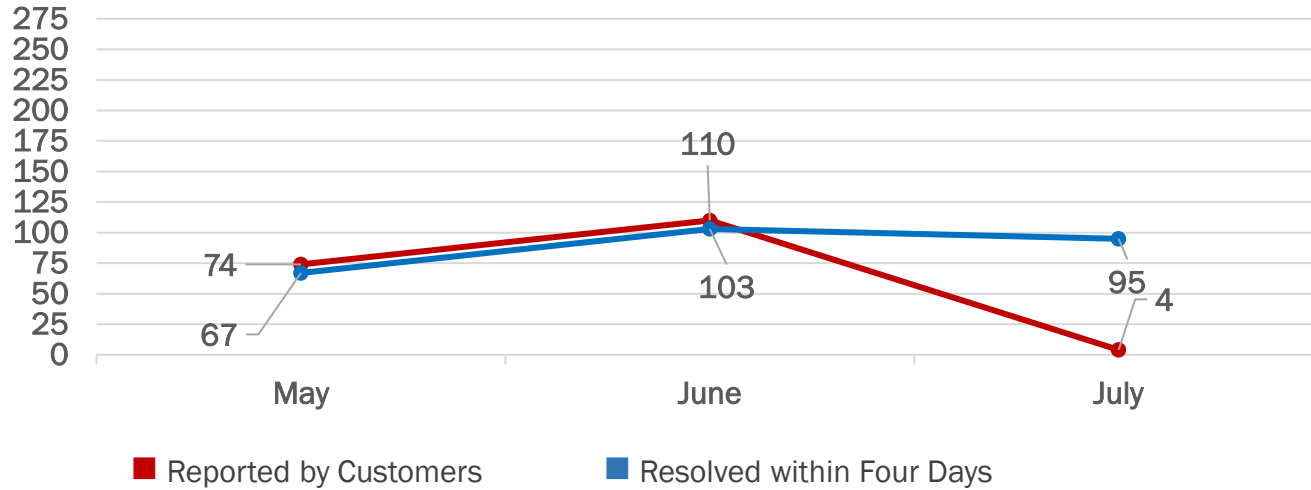


Field Services: Running Water



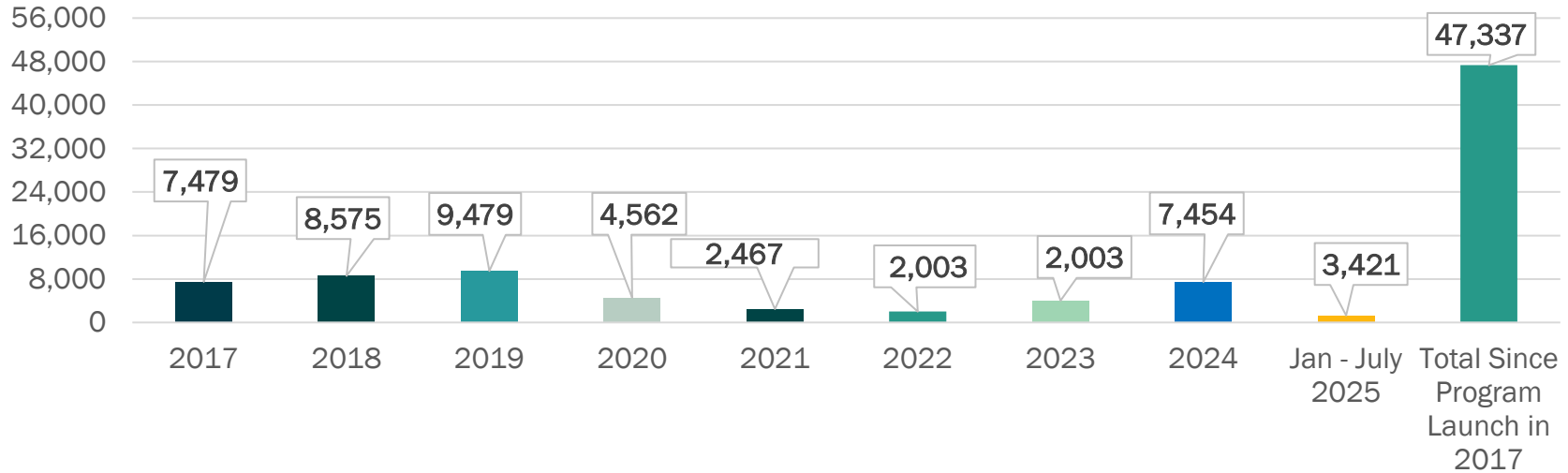
- The number of leaking water services has dropped dramatically with the warming spring temperatures.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

Field Services: Water Main Breaks



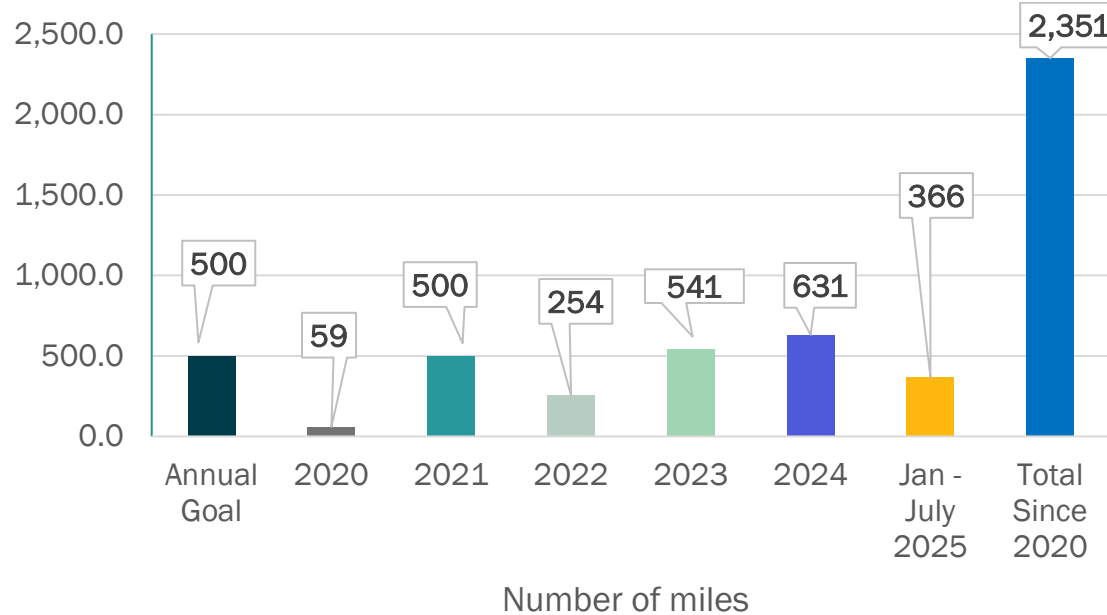
- The DWSD service level remains up to four days for repair, with water service outages and major thoroughfares prioritized.

Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins and 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 2025.

Meter Operations

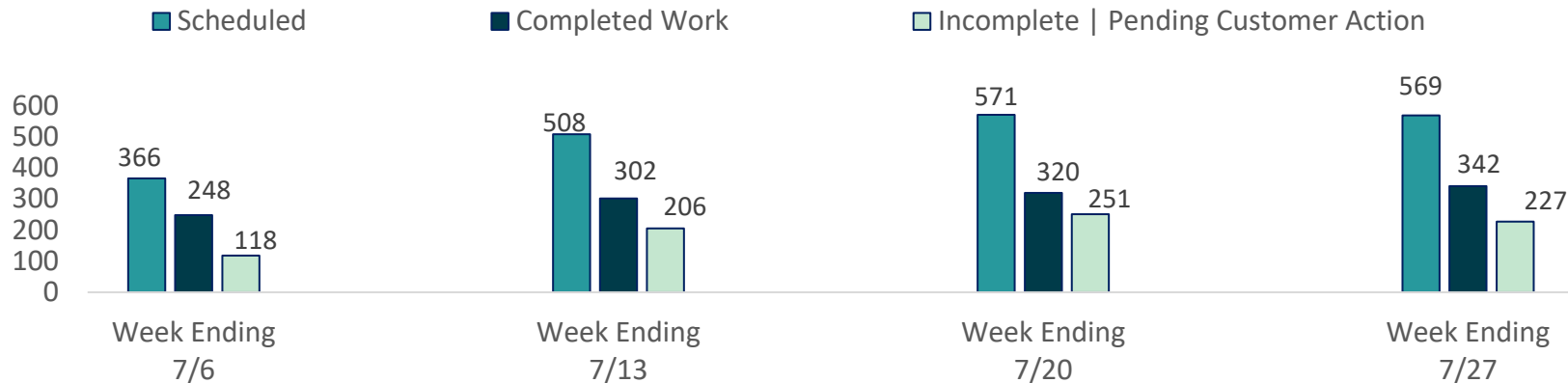
Sam Smalley, Deputy Director



Meter Operations: Scheduled Meter Work



Scheduled Work

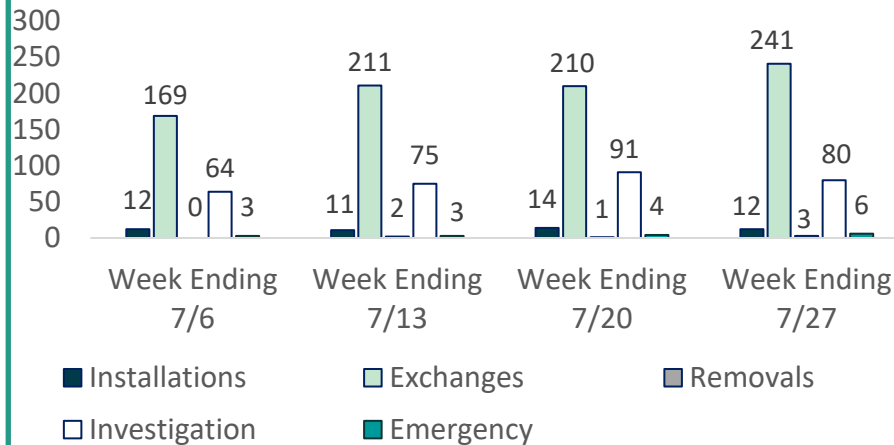


- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

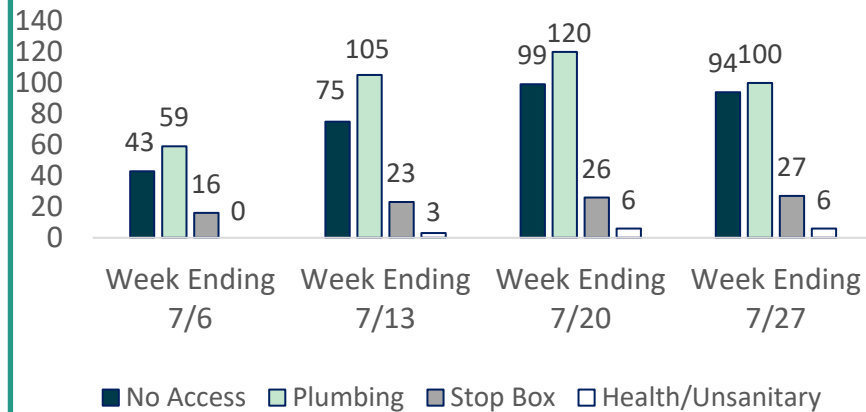
Meter Operations: Scheduled Meter Work



Success Details

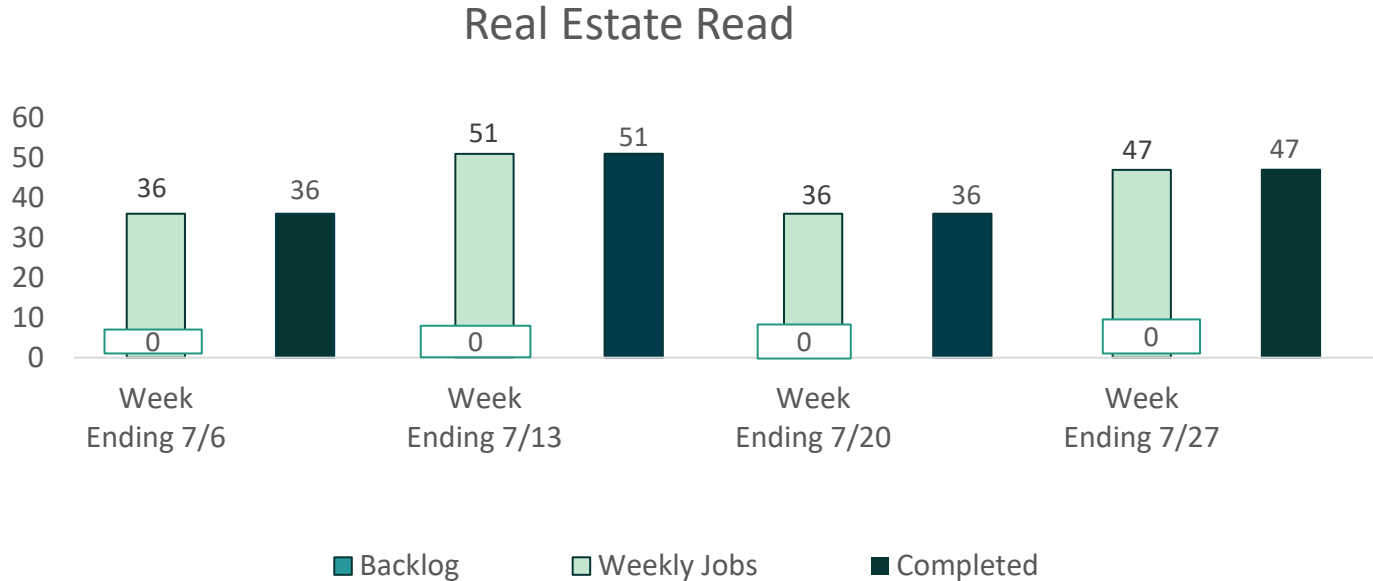


Customer Issues



- Every week, 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



1,602

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

Money Owed to DWSD identified by Investigators

\$12,331,860

Total since July 1, 2024

\$2,006,763

Back billed

\$3,075,467

Future owed in 12 months

\$7,249,630

Water loss

Revenue Identified Since Investigation Unit Began

\$57M

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



0

Cases resolved in June 2025

0

New cases filed by DWSD

4

New cases filed against DWSD

38

Pending cases handled in-house

Collections actions: 18

Defended cases: 20

Non-defense cases: 0

Damage Claims

192

Number of Pending Damage Claims

31

Number of Damage Claims Reviewed
in June 2025

0

Total Settlements Offered
in June 2025

\$0

Total Settlements Offered
in June 2025

Public Affairs

Bryan Peckinpagh, Public Affairs Director



Public Affairs: Social Media Activity



21

New Facebook Followers

10,617

Total Followers on Facebook

80,654

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



55

New Instagram Followers

2,899

Total Followers on Instagram

9,785

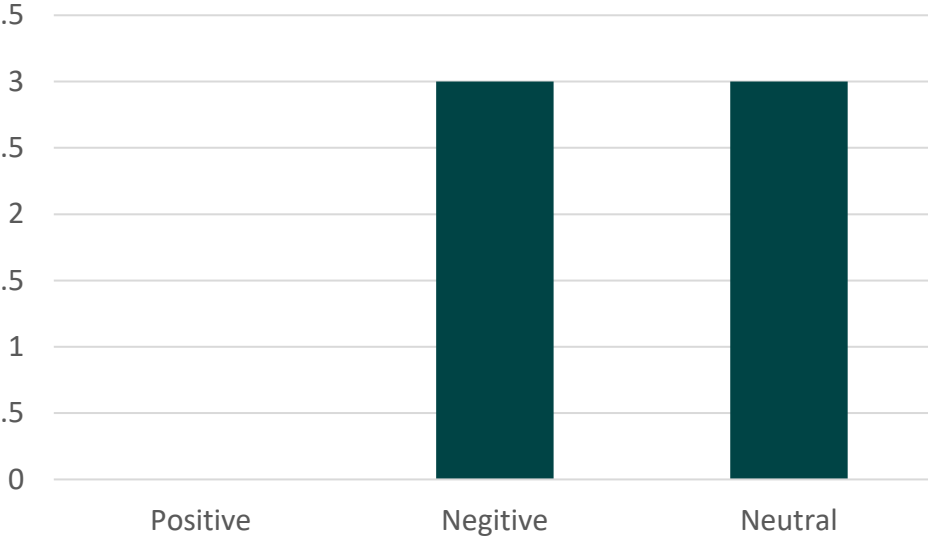
Views on Instagram



The top performing post for Facebook and Instagram for the month of July was a post highlighting DWSD's car show. The post had a total of 1,110 views, 13 interactions, and a reach of 678. For Instagram, the top performing post for the month of July was a reel featuring Deputy Director Sam Smalley explaining the led line notification letters. The post received 342 views, 10 interactions and a reach of 283. This video had a total watch time of 48 minutes.

Public Affairs: Positive v. Negative News Stories

DWSD News Coverage: June 2025



■ DWSD News Coverage: June 2025



In June, we had a total of seven stories that mentioned the Detroit Water and Sewerage Department. Of all the stories, DWSD were mentioned in – 0 were positive, 0 were negative and 7 were neutral. While the bulk of the stories covered GLWA’s water main upgrade that caused temporary discolored water and the flooding of the Lodge Freeway, one story covered a sinkhole/sewer lateral line repair on the city’s east side in the Van Dyke area.

Customer Service

Lifeline Plan – Protected From Shut Off

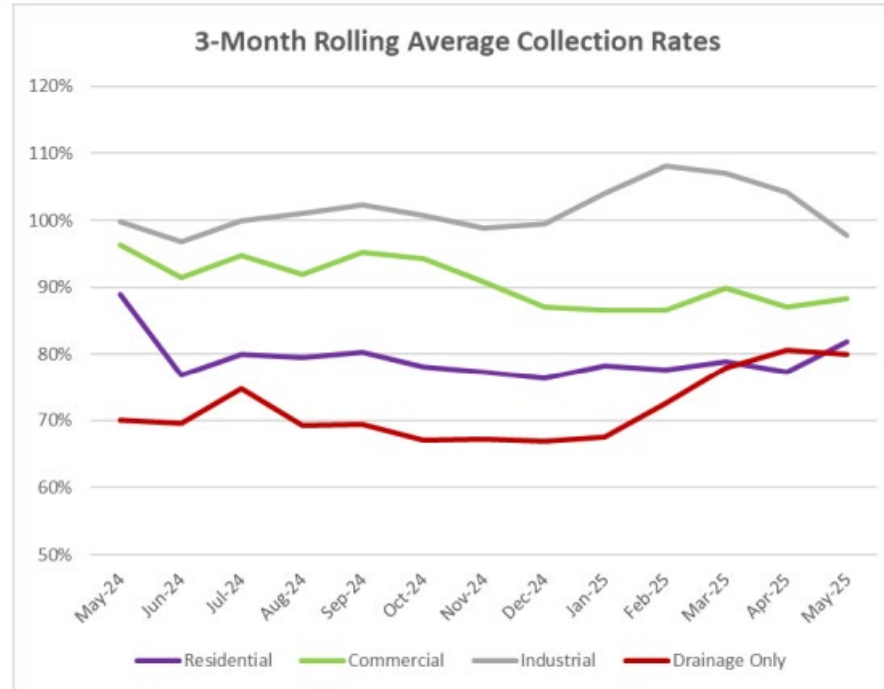


Protected From Shut Off	Total
Receiving Lifeline Plan benefit	8,136
Enrolled in EasyPay Plan	32,397
Total Number of Households Protected	40,533

Finance

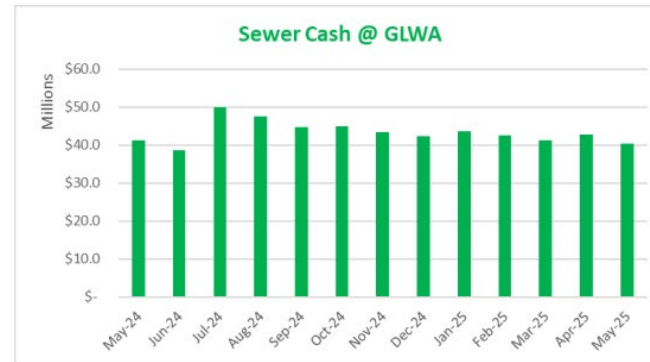
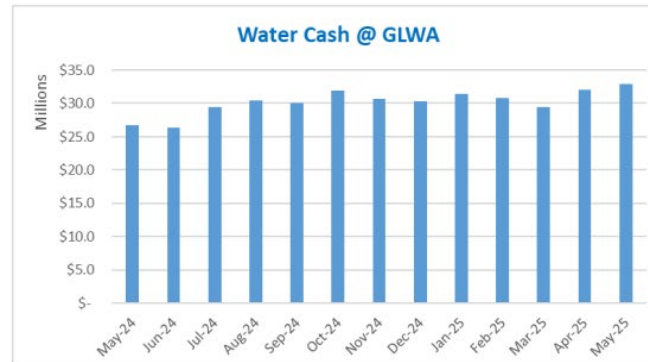
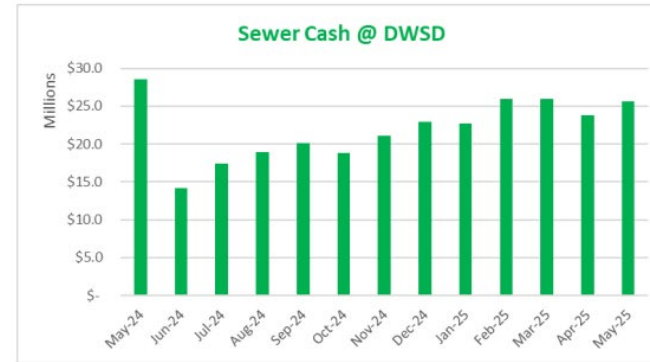
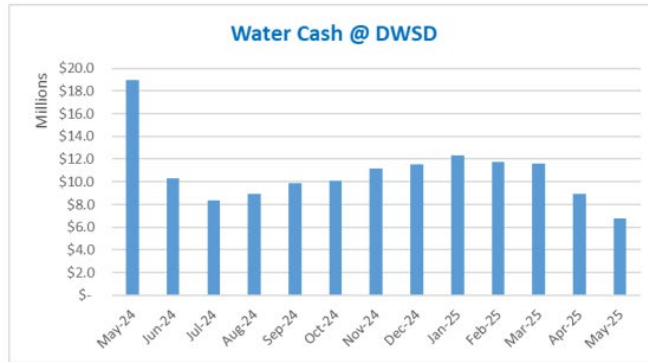


Finance: Collection Rates



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

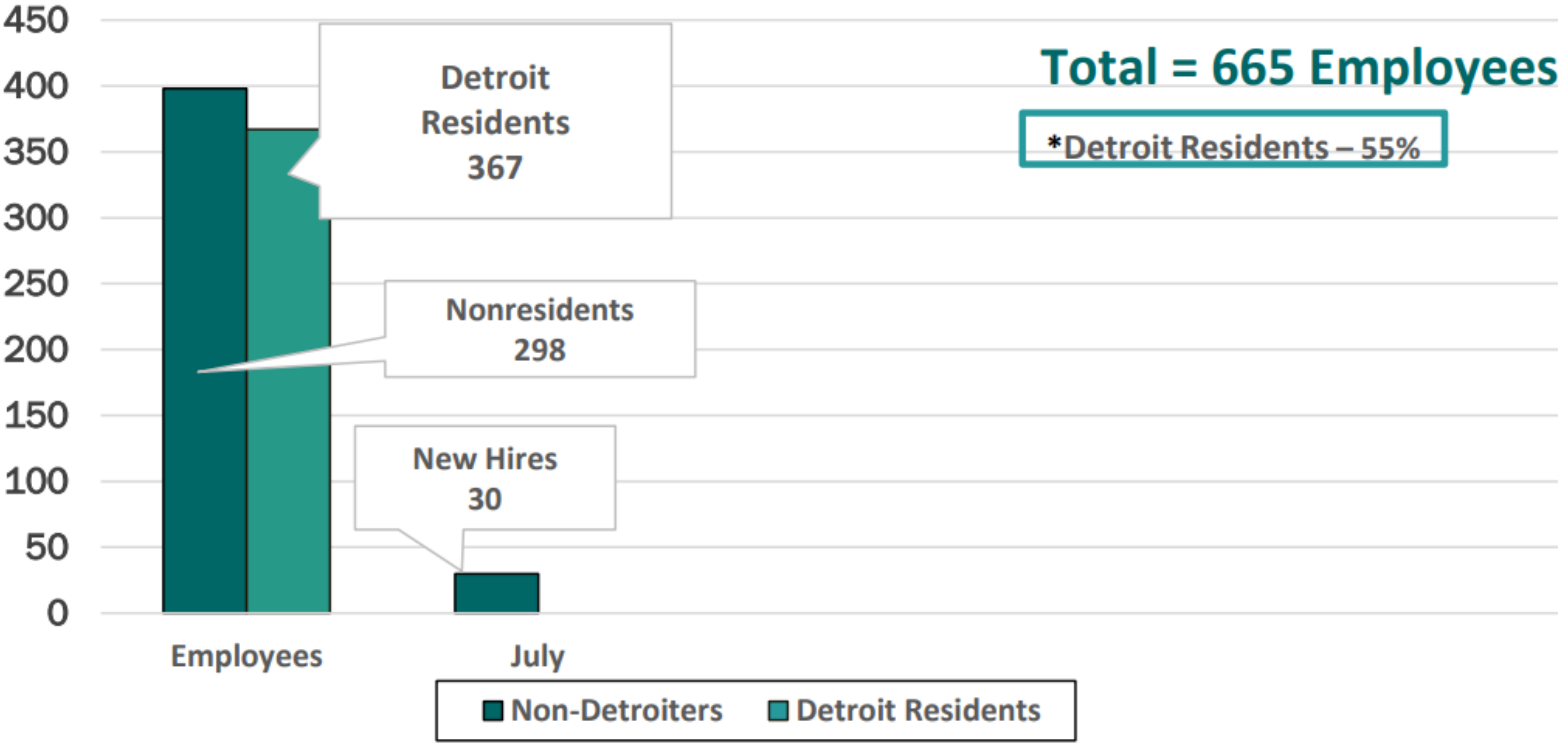
Finance: Cash Balance



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

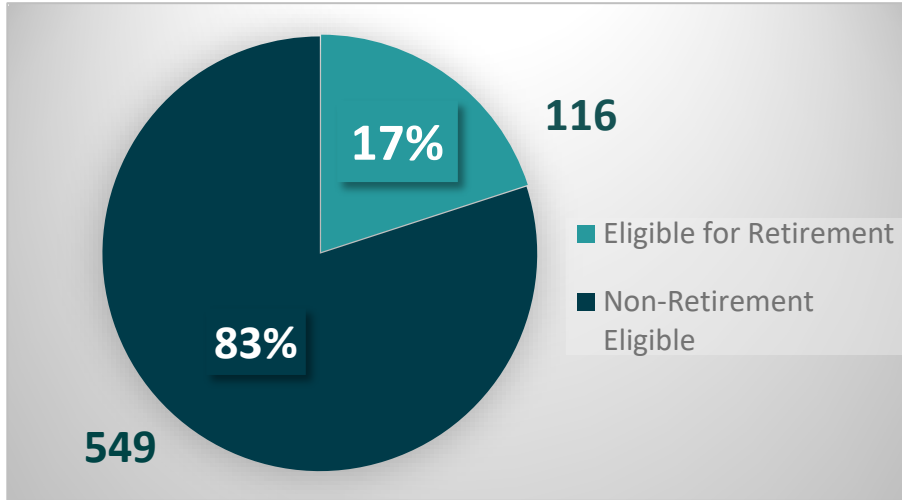
Human Resources

Human Resources: Detroit Residents and Hiring



Human Resources: Retirement Eligible

With a current population of **665** employees, there are **116** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	45
25 YOS/55 years old (Legacy)	26
10 YOS/60 years old (Legacy)	44
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	1
TOTAL	116

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.