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Director

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VIA EMAIL TO: epkeya@michigan.gov

State of Michigan Emergency Operations Center
Michigan State Police, Emergency Management
and Homeland Security Division
7150 Harris Drive
Dimondale, Michigan 48821

c/o Amy Epkey, Senior Deputy Director
Michigan Department of Environment, Great Lakes, and Energy

RE: Compliance Report Regarding Executive Order 2020-28 (COD-19) – Restoring water service to occupied residences during the COVID-19 pandemic

To Whom It May Concern,

Pursuant to paragraph 3 of the above-captioned Order, the City of Detroit Water and Sewerage Department (DWSD) submits the following report regarding access to water in its service area:

- a. An account of what efforts have been made to determine which occupied residences within the public water supply's service area do not have water service.**

RESPONSE:

Following the March 9th announcement of the water restoration program in collaboration with the State of Michigan, DWSD undertook an 8-prong outreach effort to restore service to every household living without water for failure to pay their bills:

- 1) Significant public information campaign on television, radio, and newspapers
- 2) Paid newspaper and billboard ads announcing the plan
- 3) Extensive social media outreach
- 4) Extensive outreach through community action groups
- 5) Door-to-door canvassing of every account DWSD records showed had any likelihood of families living without water, with a total of 9,000 addresses personally visited. We pulled data from our billing system of all *accounts* where a service interruption occurred

in 2019. Our first tranche of door-to-door outreach was directed at the 3,600 accounts where there had been water usage in the past several months. The second tranche of door-to-door outreach focused on 5,400 accounts where there had been no water usage in all of 2019. DWSD hired a third party, Detroit-based company called Human Fliers to personally visit nearly 9,000 houses, where service had once been interrupted, to determine if anyone was living without water. They found 68 percent – nearly 7 in 10 – were abandoned or unoccupied houses; 15 percent were occupied and had water; 12 percent appeared to have occupants who did not answer the door; and 5 percent were confirmed to be occupied and living without water. For houses that appeared to be occupied, but no answer at the door, we called the last known phone number associated with the account at the address to check whether there are occupants living without water service.

- 6) A notice placed in over 275,000 bills mailed out to every active and inactive account holder in our billing system
- 7) Presentations at block clubs, associations, City Council and all Neighborhood District meetings.
- 8) We have also made repeated requests of water rights advocacy groups to notify us of any households they know of who are without water service. We received approximately 10 names/addresses and placed those households into the Water Restart Plan.

These above efforts continue, except for door-to-door outreach, as we have touched all addresses in our billing system.

Costs to implement program:

We have incurred an additional \$23,000 in plumbing repair costs for jobs at 13 homes.

Debt owed on delinquent properties restored from April 11 to May 8 totals \$44,000.

b. The number of occupied residences within the public water supply's service area that do not have water service as a result of a shutoff due to non-payment.

As of the date of preparing this report and based upon the best available information and the efforts described above, between April 11 and May 8, 2020, a total of 109 homes were actually restored during this time period--26 homes requested water restoration during this time period and have had water service restored and the remaining 83 homes had entered the Water Restart Plan in the prior reporting period, but actual restoration was during this time period. Two (2) households avoided service interruption in this reporting period by entering the Water Restart Plan.

Seven (7) homes remain without water: One (1) home has raw sewage in the basement. We are awaiting the plumbing evaluation. The family may be referred to the Detroit Health Department to secure alternative housing based on the extent of the problem. Six (6) households have not been restored because the occupants are not responding to our calls to schedule the turn on.

c. The number of occupied residences within the public water supply's service area that do not have water service as a result of any reason other than non-payment.

See response to paragraph b above. Many of the households we touched had a combination of plumbing issues and non-payment.

d. Certification.

The undersigned certifies that DWSD has exercised best efforts to determine which occupied residences within the service area do not have water; that to the best of DWSD's knowledge and as of the date of this report no occupied residences have their water service shut off due to non-payment unless otherwise noted above; that DWSD has reconnected water service for all known occupied residences that can be reconnected without creating a risk to public health; and that DWSD has exercised best efforts to remedy the conditions that prevent reconnection due to a risk to public health.

Sincerely,



Gary A Brown, Director

DNP

cc: Joneigh S. Khaldun, M.D., Chief Medical Executive and Chief Deputy Director for Health for the Michigan Department of Health and Human Services