

Director's Report

February 18, 2026



Water & Sewerage
Department



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Director Gary Brown's Message to the Board

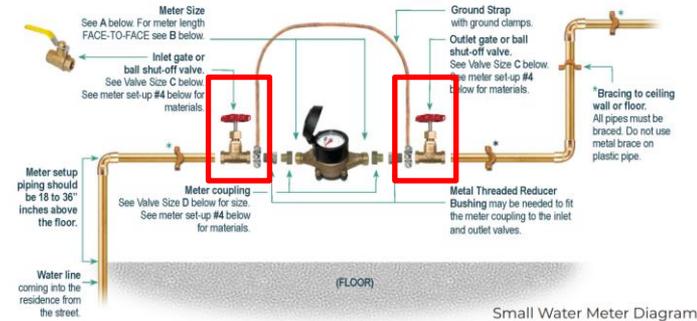
Protect Private Plumbing During Frigid Temps

Along with an increase in water main breaks due to the recent cold snap, private plumbing is at risk of freezing and bursting. We remind residents and business owners to take preventative steps:

- Make sure your meter area is heated or insulated.
- Turn your inlet and outlet valves near the meter every six months to keep them working properly.
- For pipes along exterior walls, leave faucets on a slight drip during extreme cold to keep water moving.
- If you manage a vacant property, call us to have the service shut off if the heat is off.
- Keep your thermostat at 55°F or higher, even if you're away.

Reporting a Requesting a Temporary Turn-Off for Service Leak or Other Repairs

If pipes inside your home or business freeze or burst, please contact DWSD at 313-267-8000 to request a temporary water turn-off to limit damage, then contact a licensed plumber for repairs. Remember, while DWSD maintains the water meter itself, plumbing and valves inside the home are the homeowner's responsibility. Always stay clear of standing water near electrical appliances or fuse boxes.

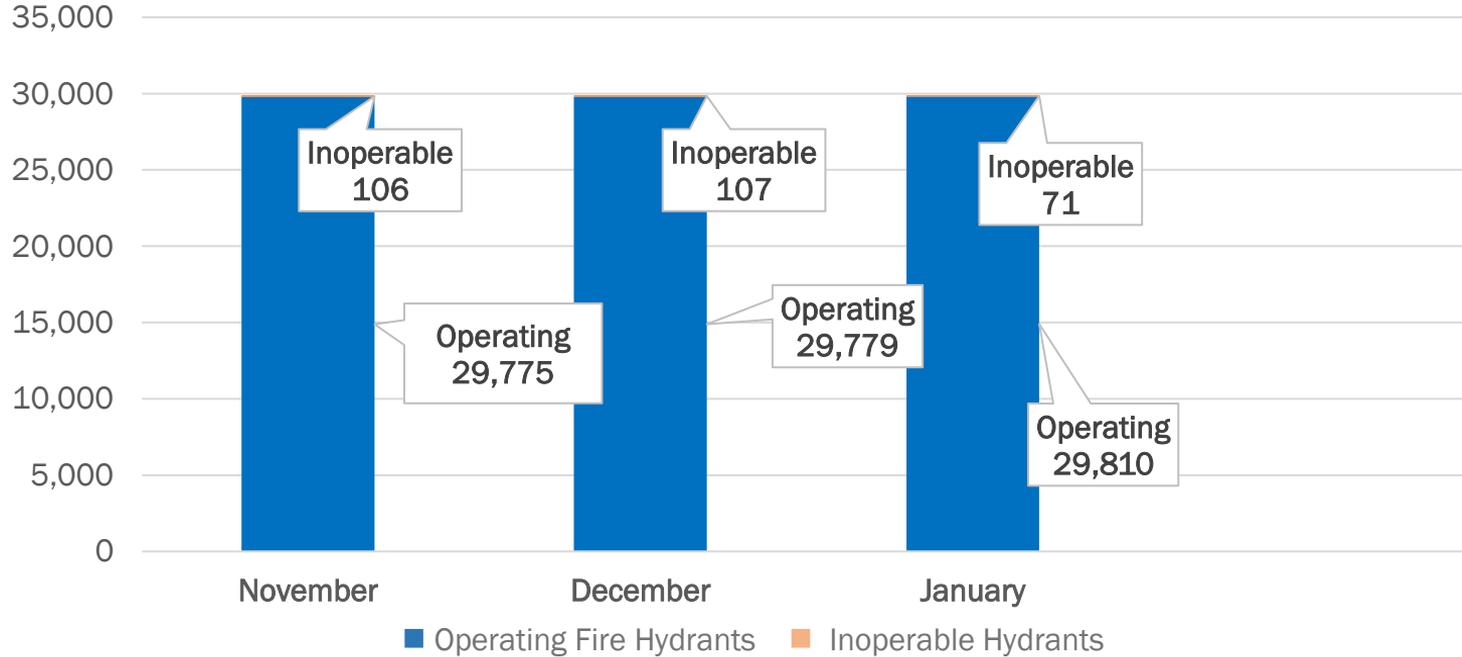


Field Services

Sam Smalley, Deputy Director



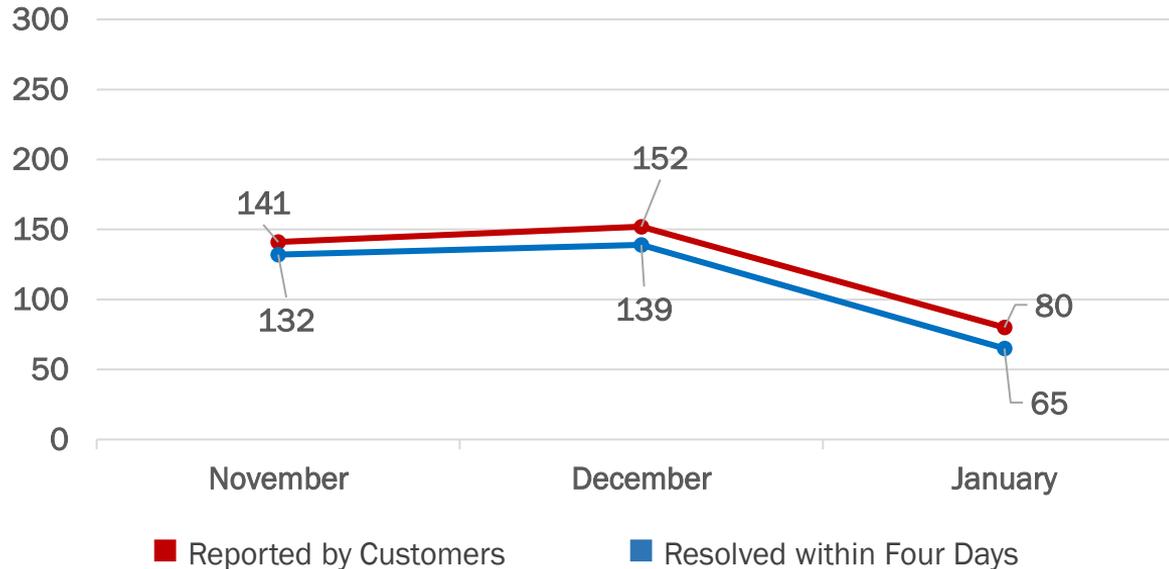
Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department's annual hydrant inspections started in October.
- DWSD teams are keeping the number of inoperable hydrants low – below 1% outage.

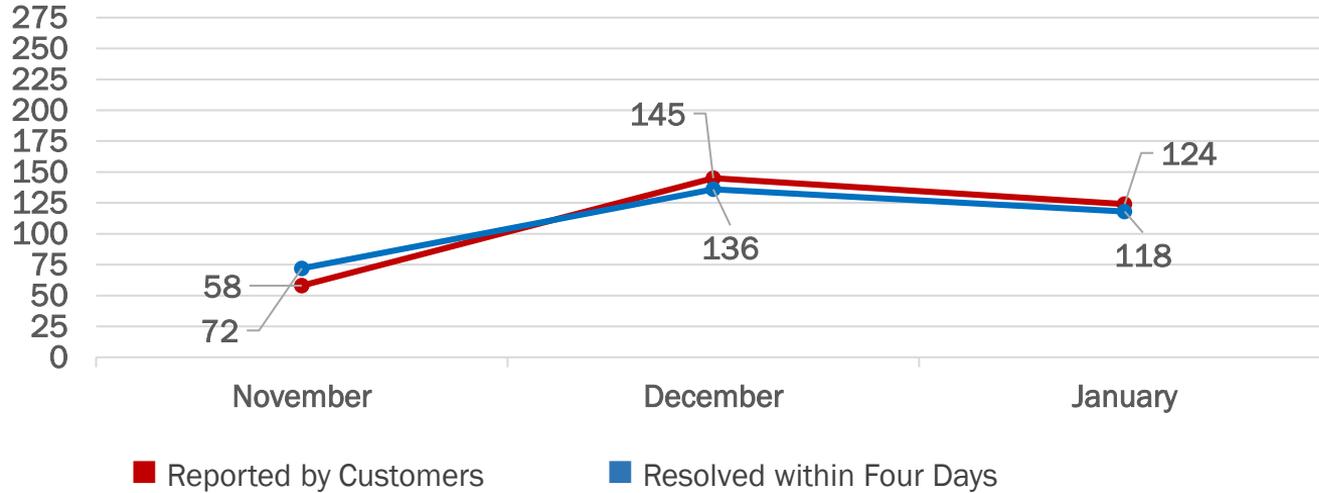


Field Services: Running Water



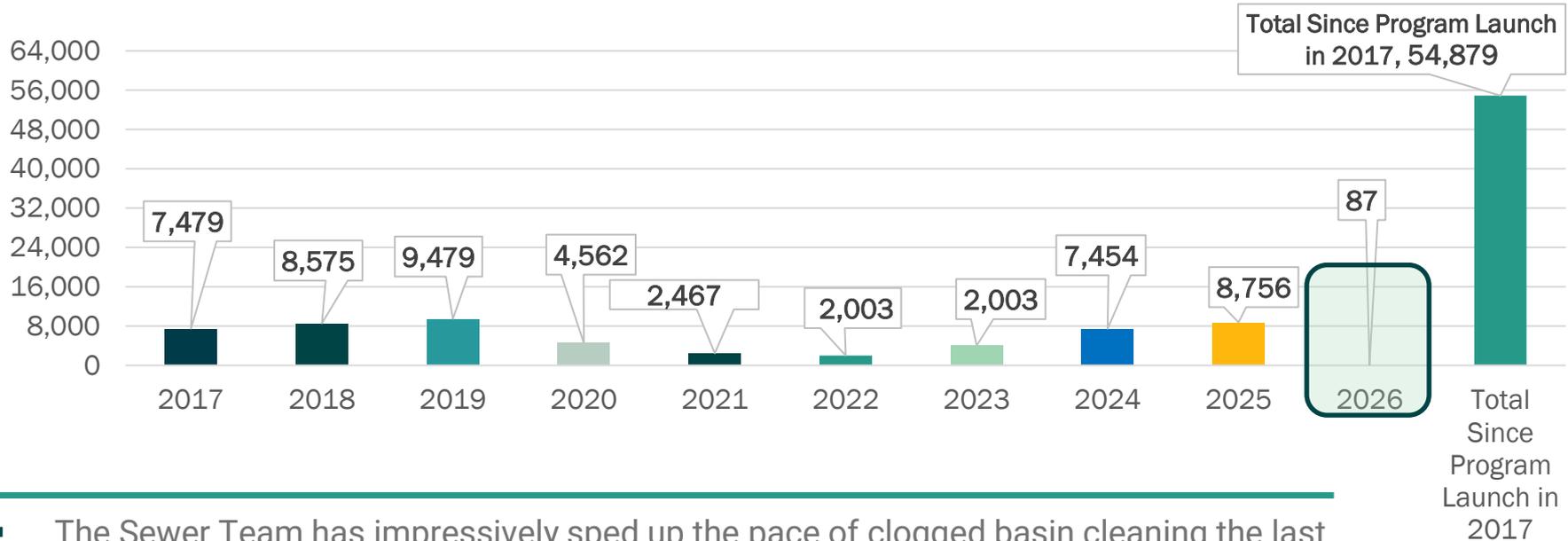
- The number of leaking water services has dropped slightly heading into the fall months with a slight uptick in November.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

Field Services: Water Main Breaks



- Since the peak in the summer months, we have seen a slight drop in water main breaks in the fall season, which is typical historically as there are increased breaks in the heat of summer and the frigid cold winter.
- Water service outages and major thoroughfares are the first priority.

Field Services: Catch Basin & Inspection Cleaning

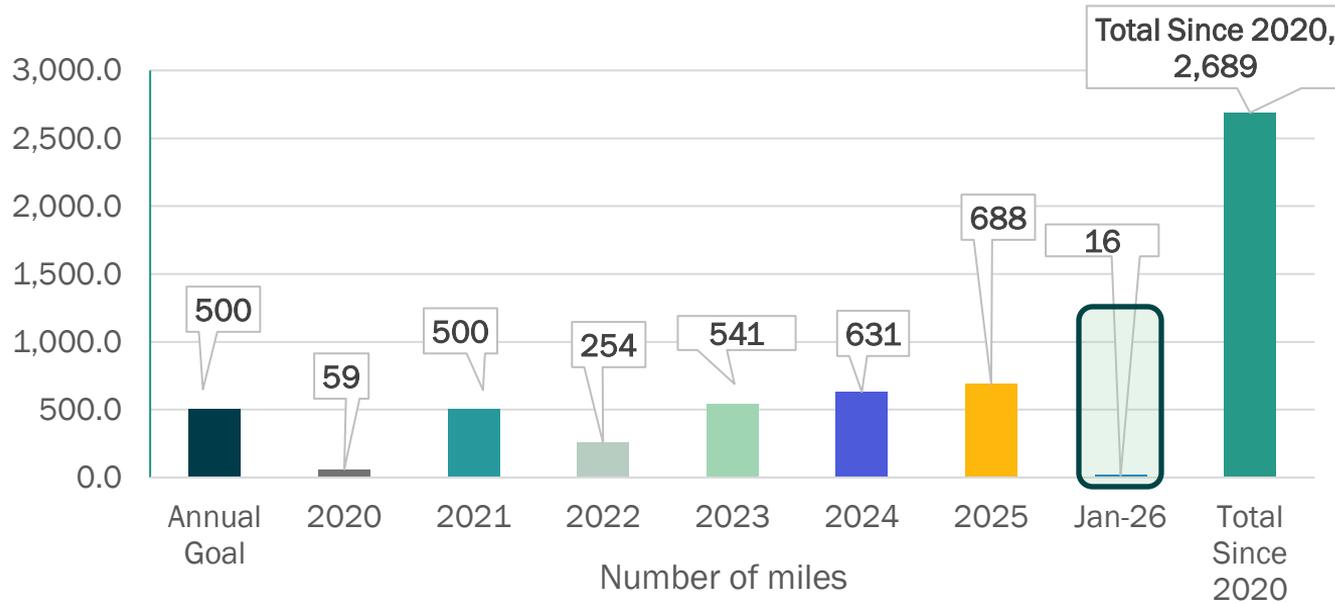


- The Sewer Team has impressively sped up the pace of clogged basin cleaning the last few months.
- We are thankful to the Sewer Team on their efforts to reduce flooding in our neighborhoods.

Field Services: Sewer Cleaning



Water & Sewerage
Department



- The Sewer Team has for the second-straight year exceeded the 600 miles cleaned goal for local sewers of 24-inches in diameter or less.
- Annual sewer cleaning on a 5-6 year rotation for the entire local system is the best action DWSD can take to improve capacity for rain and snowmelt events.

Meter Operations

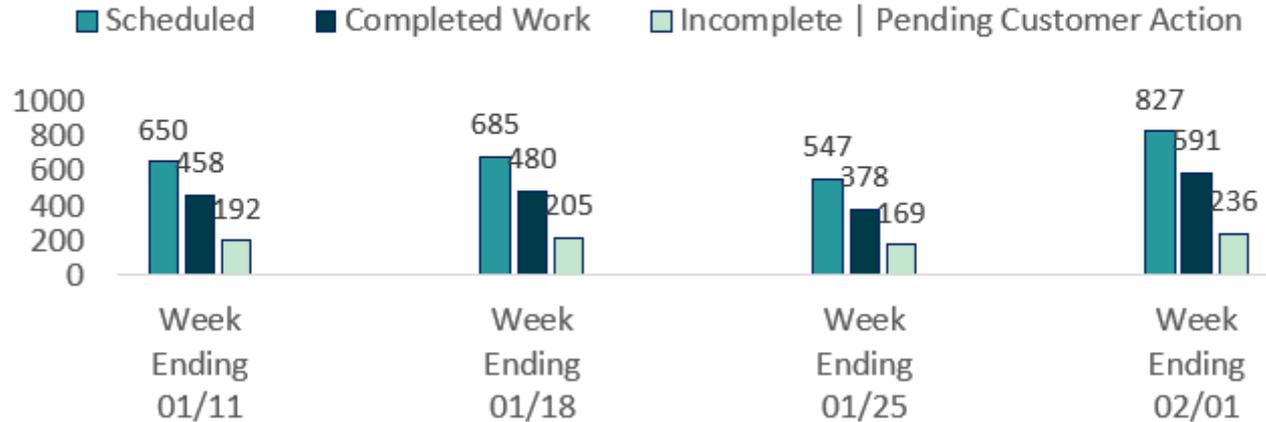
Sam Smalley, Deputy Director



Meter Operations: Scheduled Meter Work

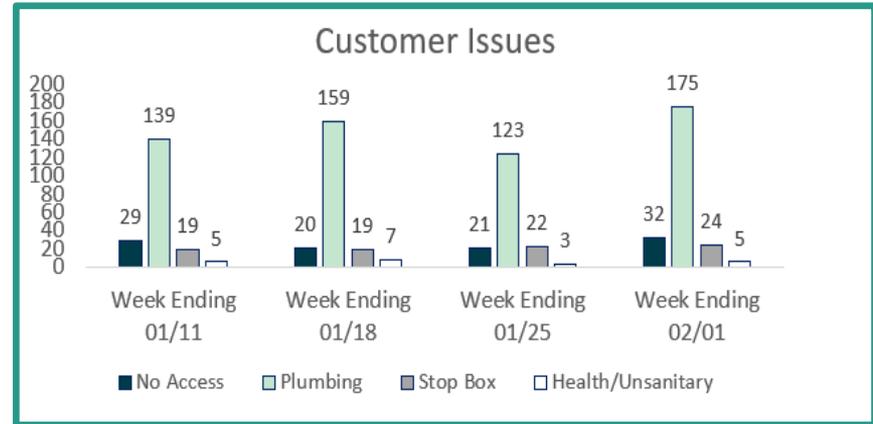
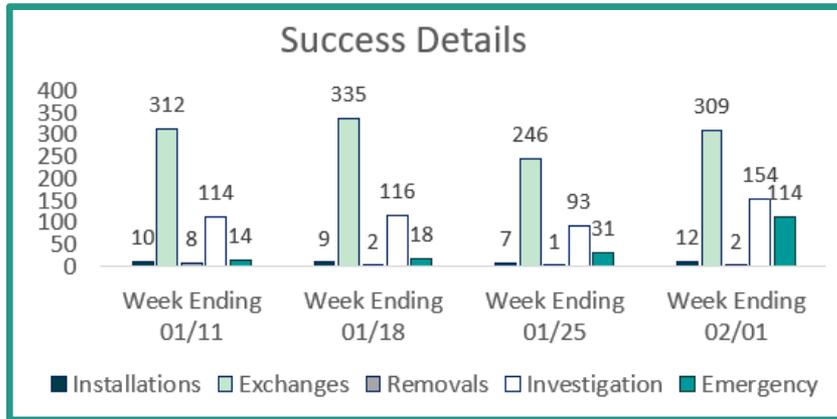


Scheduled Work



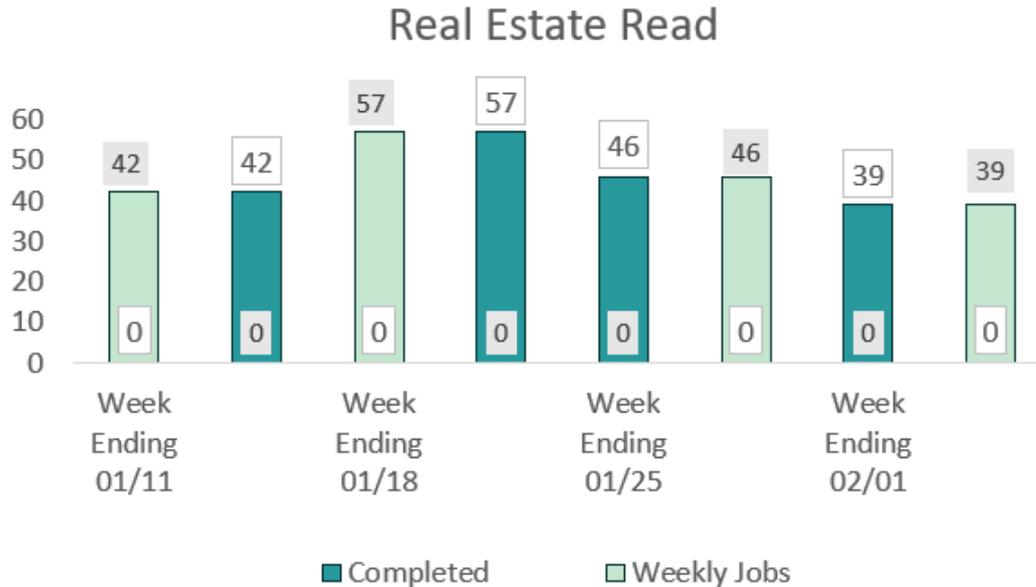
- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

Meter Operations: Scheduled Meter Work



- Every week, DWSD technicians install or exchange more than 200 water meters.
- An average of more than 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

Scott MacGriff, Chief General Counsel & Compliance Officer



Investigations: Results



5,111

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

Money Owed to DWSD identified by Investigators

\$14,592,848

Total since July 1, 2025

\$2,527,807

Back billed

\$3,372,550

Future owed in 12 months

\$8,949,849

Water loss

Revenue Identified Since Investigation Unit Began

\$63M

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



1

Cases resolved in January 2026

0

New cases filed by DWSD

2

New cases filed against DWSD

36

Pending cases handled in-house
Collections actions: 14
Defended cases: 22
Non-defense cases: 0

Damage Claims

173

Number of Pending Damage Claims

10

Number of Damage Claims Reviewed
in January 2026

2

Total Settlements Offered
in January 2026

\$3,405.45

Total Settlements Offered
in January 2026

Public Affairs

Bryan Peckinpugh, Public Affairs Director



Public Affairs: Social Media Activity



125

New Facebook Followers

10,837

Total Followers on Facebook

83,931

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



74

New Instagram Followers

3,088

Total Followers on Instagram

9,034

Views on Instagram



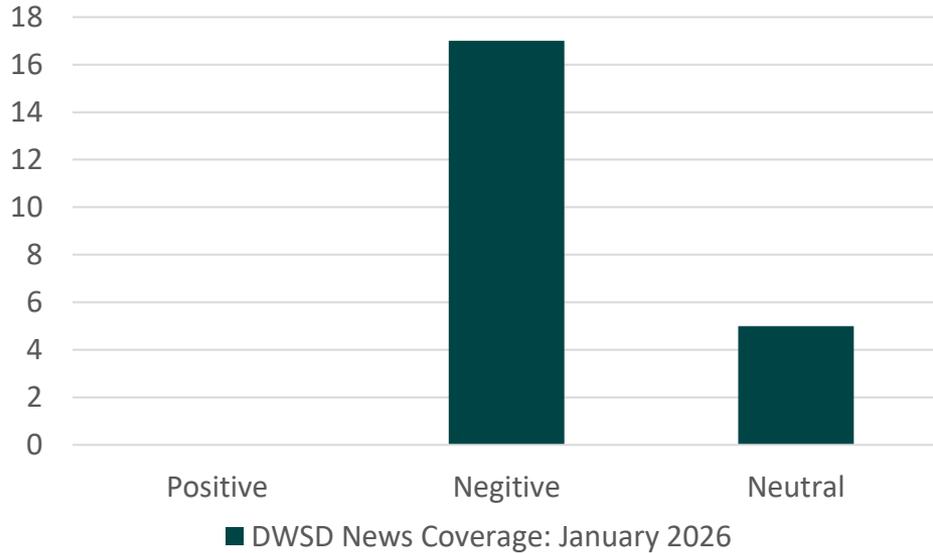
The top performing post by views for Facebook for the month of January was a photo post promoting DWSD's Lifeline H2O plan. The post had a total of 43,518 views and 437 interactions.

For Instagram, the top performing post by views for the month of January was a collab photo post recapping DWSD's water main break press conference with Mayor Sheffield. The post received 16,907 views. Reach and interactions were not calculated because the collab post was created by the city's social handles.

Public Affairs: Positive v. Negative News Stories



DWSD News Coverage: January 2026



In January, we had a total of 22 stories this month that mentioned the Detroit Water and Sewerage Department. Of all the stories DWSD were mentioned in – 0 were positive, 20 were negative and 2 stories were neutral. All stories covered water main breaks and Lifeline/LifelineH2O.

Customer Service



Lifeline Plan – Protected From Shut Off



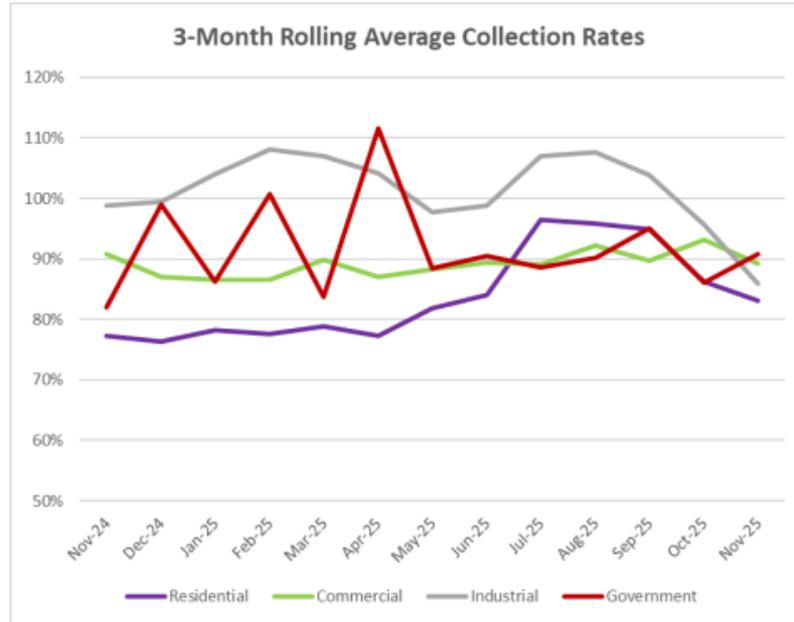
Protected From Shut Off	Total
Receiving Lifeline Plan benefit	1,913*
Enrolled in EasyPay Plan	46,438
Total Number of Households Protected	45,044

*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.

Finance

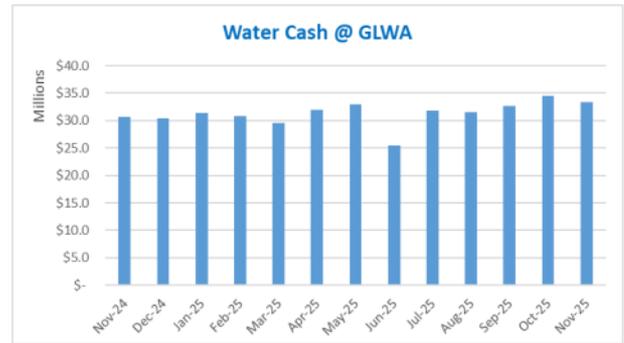
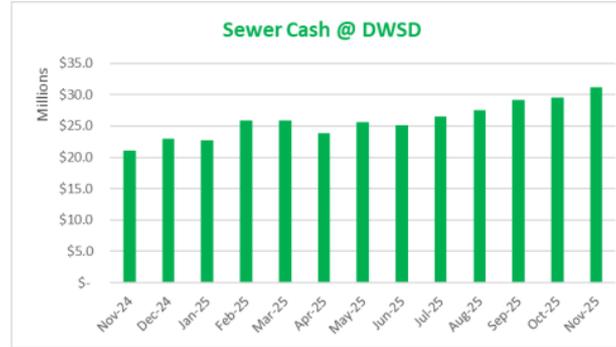


Finance: Collection Rates



- 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

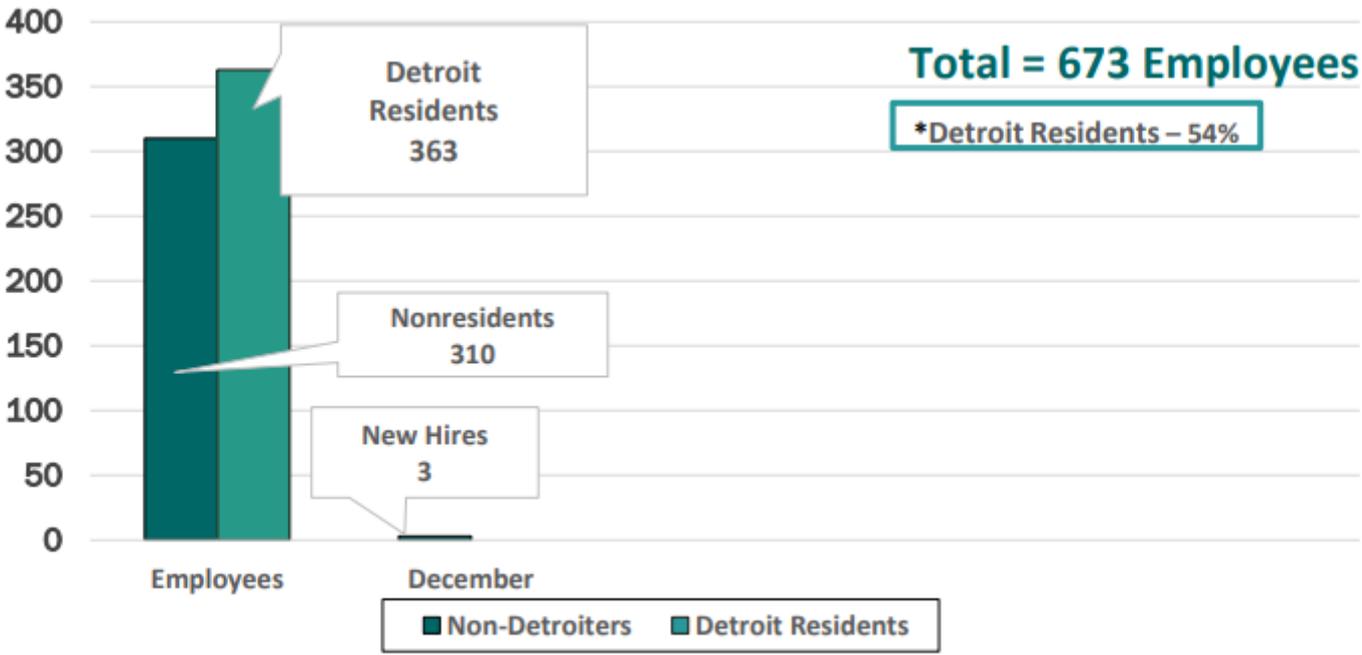


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Human Resources



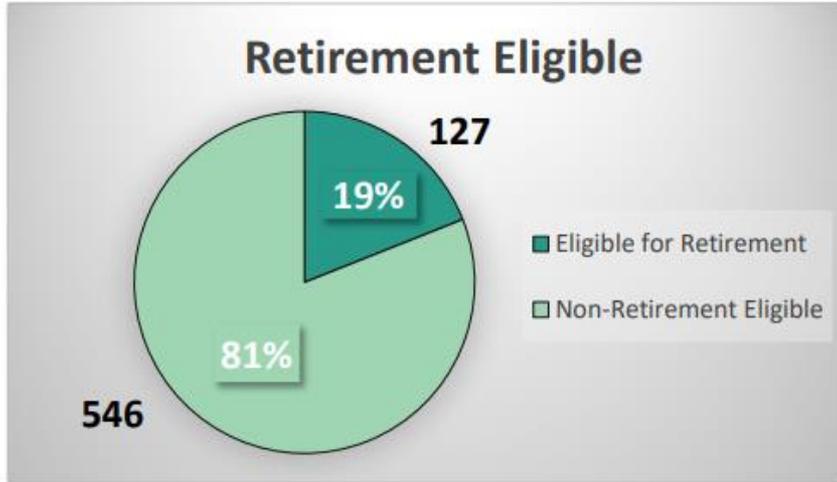
Human Resources: Detroit Residents and Hiring



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

Human Resources: Retirement Eligible

With a current population of **673** employees, there are **127** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	48
25 YOS/55 years old (Legacy)	24
10 YOS/60 years old (Legacy)	54
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	1
TOTAL	127

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.