



**Water & Sewerage
Department**

Meter Operations Update

July 1

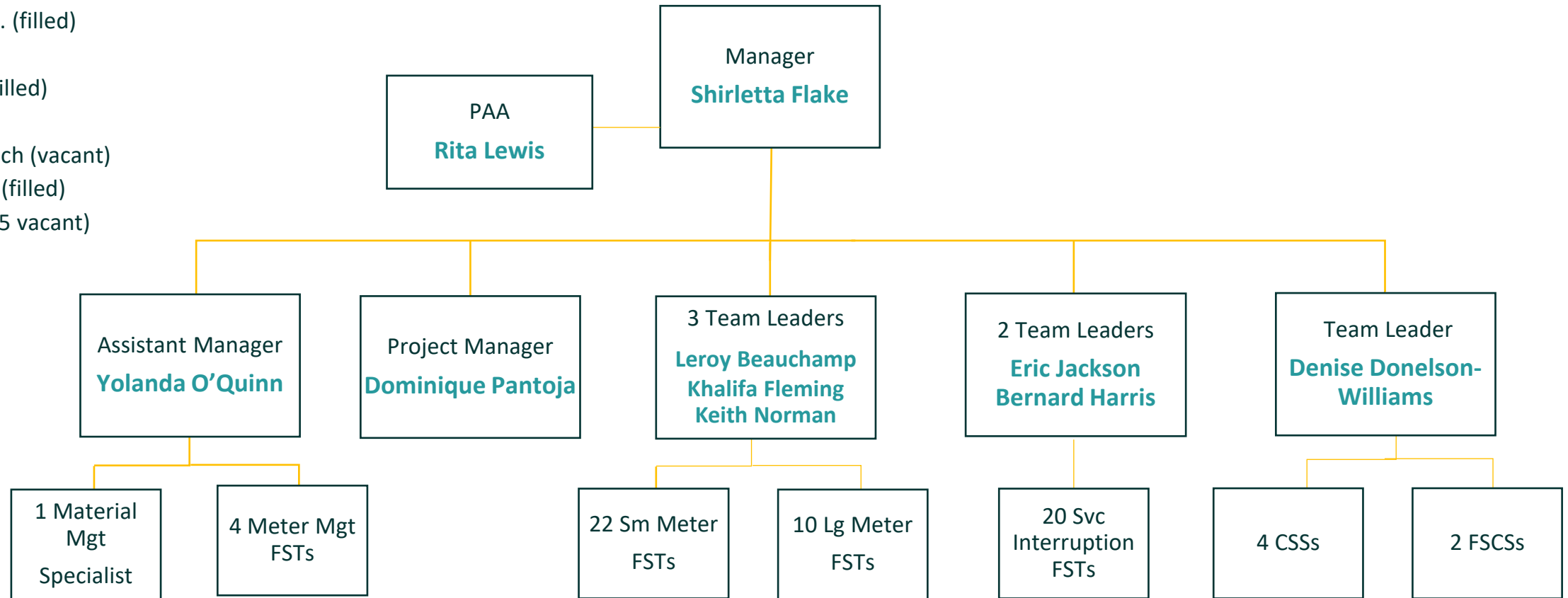
Meter Operations
Welcomed
11
New FTEs



Organizational Chart

Positions Filled/Vacant CC#482432

1 Manager (filled)
2 Executive Mgmt. (filled)
1 PAA (filled)
6 Team Leaders (filled)
4 CSSs (filled)
1 Maintenance Tech (vacant)
1 Material Mgmt. (filled)
56 FSTs (51 filled/5 vacant)
2 FSCS (filled)





**Water & Sewerage
Department**

Meter Installation Team

2025 Calendar Year: 12,000 Installations

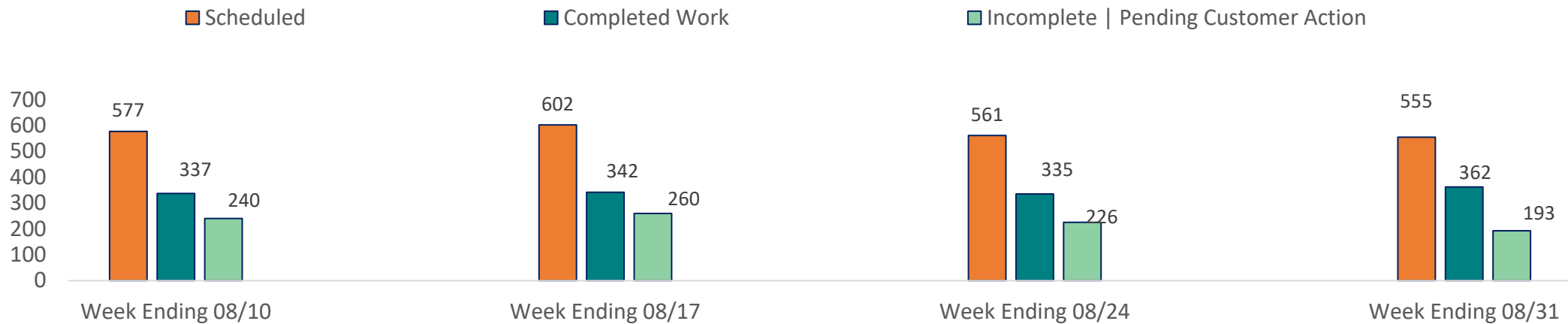
Meter Installed Month	Meter Installations by Size																			Totals by Month
	5/8"	3/4"	1"	1 1/2"	2"	3"	4"	6"	8"	10"	12"	16"	24"	4 x 3/4"	10 x 2"	3 x 1"	6 X 1 1/2"	6 X 1"	UNKNOWN METER SIZE	
Jan	873	198	50	10	10	3														1144
Feb	841	203	49	25	7	4	3													1132
Mar	910	234	69	16	28	5	3	1	7	3				1	1	1				1279
Apr	1008	248	114	15	20		1													1406
May	1007	245	76	17	21	3	1													1370
Jun	917	917	196	65	10	31	3													1222
Jul	735	160	44	14	27	3	1													984
Aug	746	202	54	21	16	1	3	1	2											1046
Sep	103	23	3		1	1														131
Grand Total	7140	1709	524	128	161	23	12	2	9	3	0	0	0	1	1	1	0	0	0	9714

❖ Meter Operations Team goal for the calendar year is to install and/or exchange a minimum of **12,000 meters**.

❖ Meter Operations Team has installed more than 9,700 meters thus far for this year.

Meter Operations: Scheduled Meter Work

Scheduled Work

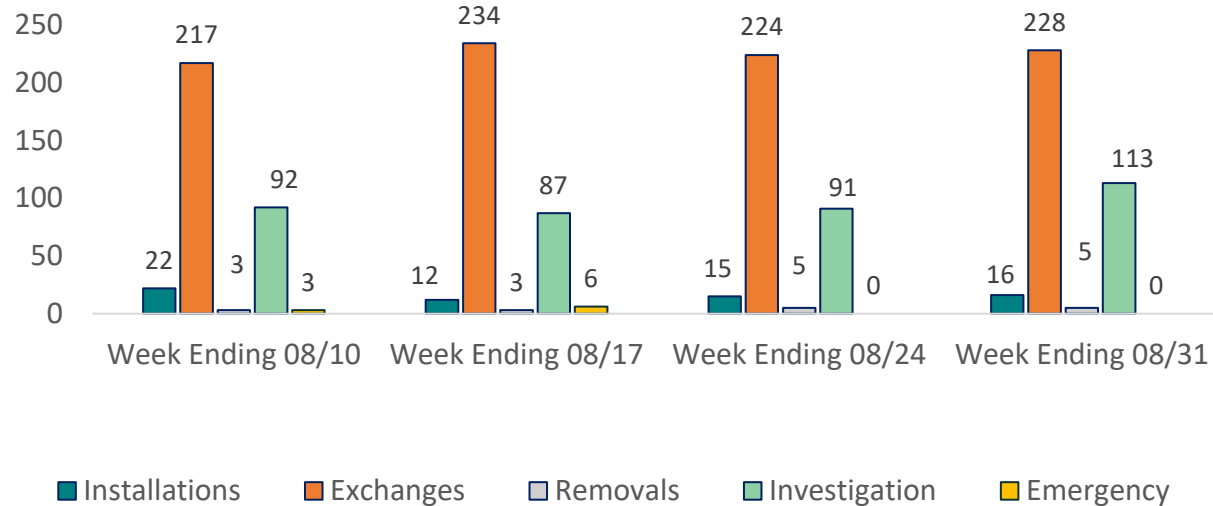


- ❖ Appointments has slightly increased weekly with an average of over 550 work orders.
- ❖ Completed work has slightly decreased compared to this time last year by 9%.
- ❖ Pending customer issues remains for some.

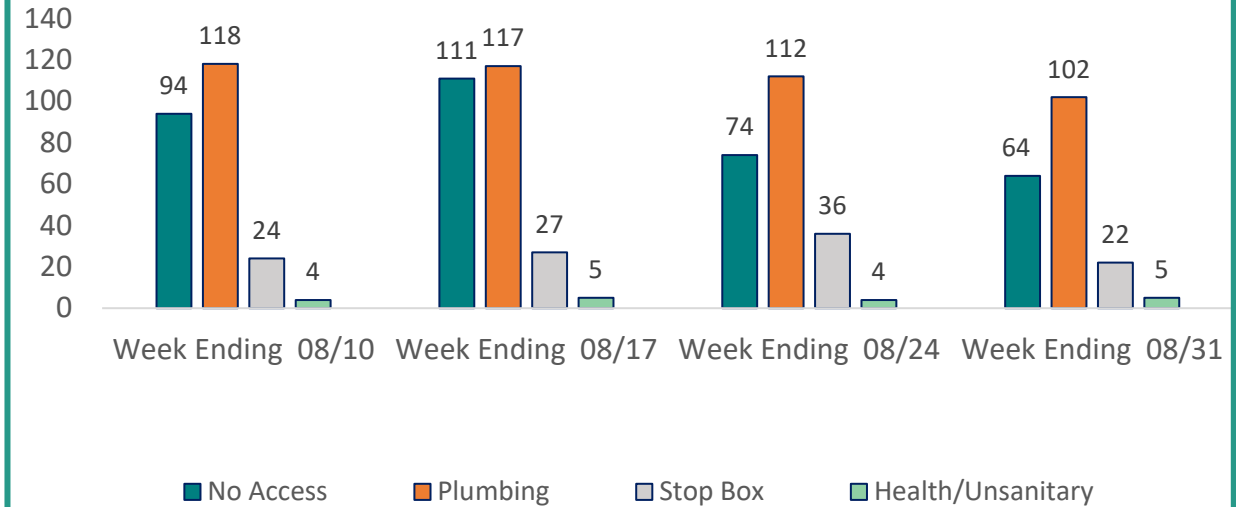


Meter Operations: Scheduled Meter Work

Completed Work



Customer Issues



❖ Installations or exchanges remains more than 200 water meters weekly with a slight drop for the year.

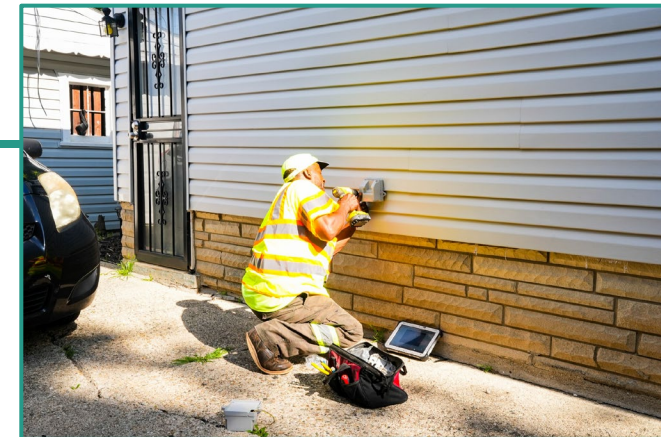
❖ Meter work orders are customer driven based on individual service needs.



Meter Operations: Real Estate Reads



- ❖ By making this work type a scheduled appointment we are successfully servicing our customers weekly.
- ❖ We have been able to keep the wait for a meter appointment down to an average of 7 days or less in most areas.



Meters Ages By District

	LESS THAN 5 YEARS	5-9 YEARS	10-14 YEARS	15-19	20 YEARS	OLDER THAN 20 YEARS	DISTRICT TOTALS
DISTRICT 1	7979	7503	7285	15272	422	5286	43747
DISTRICT 2	6483	6584	6384	14685	339	4497	38972
DISTRICT 3	3715	3105	2162	6896	224	2650	18752
DISTRICT 4	11010	7661	4822	14072	406	5016	42987
DISTRICT 5	4829	3322	2362	6995	165	3360	21033
DISTRICT 6	4099	3777	4292	8639	344	4082	25233
DISTRICT 7	9044	7203	6766	13756	342	5636	42747
DISTRICT TOTALS	47159	39155	34073	80315	2242	30527	233471

Meter History

More than 30,000 meters
are 20+ years old

Approximately 154,000 meters
are older than 5 years
but less than 20 years



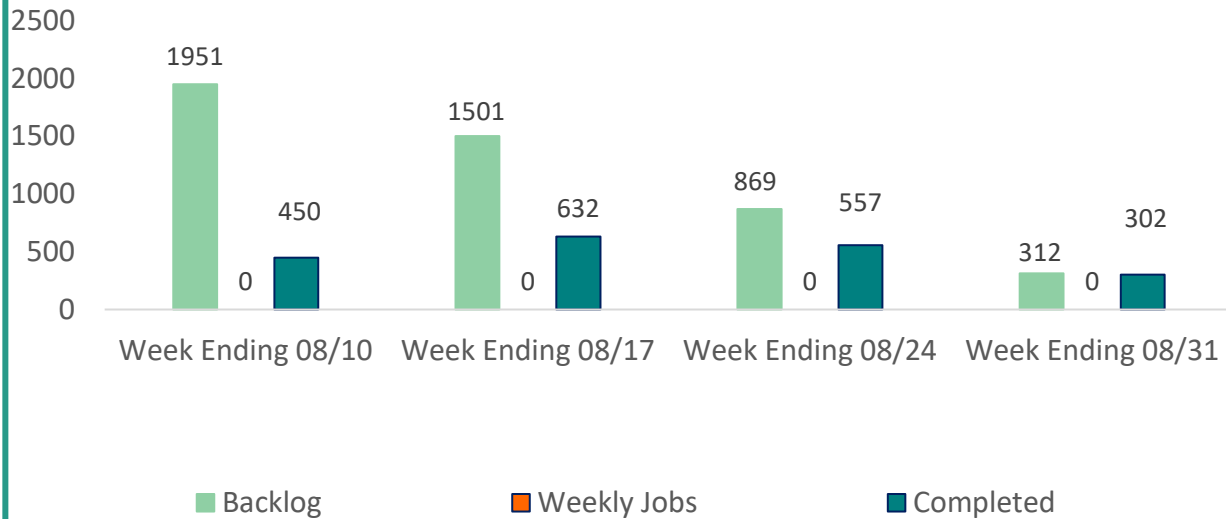


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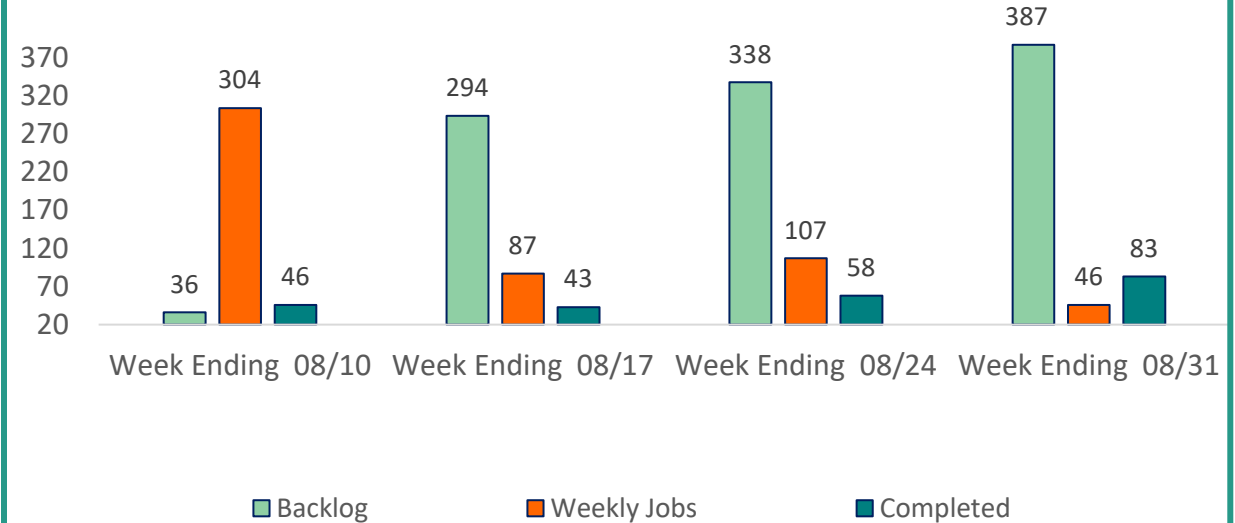
Service Interruption Restorations & Compliance Team (SIRC)

Scheduled Meter Work

Interruptions



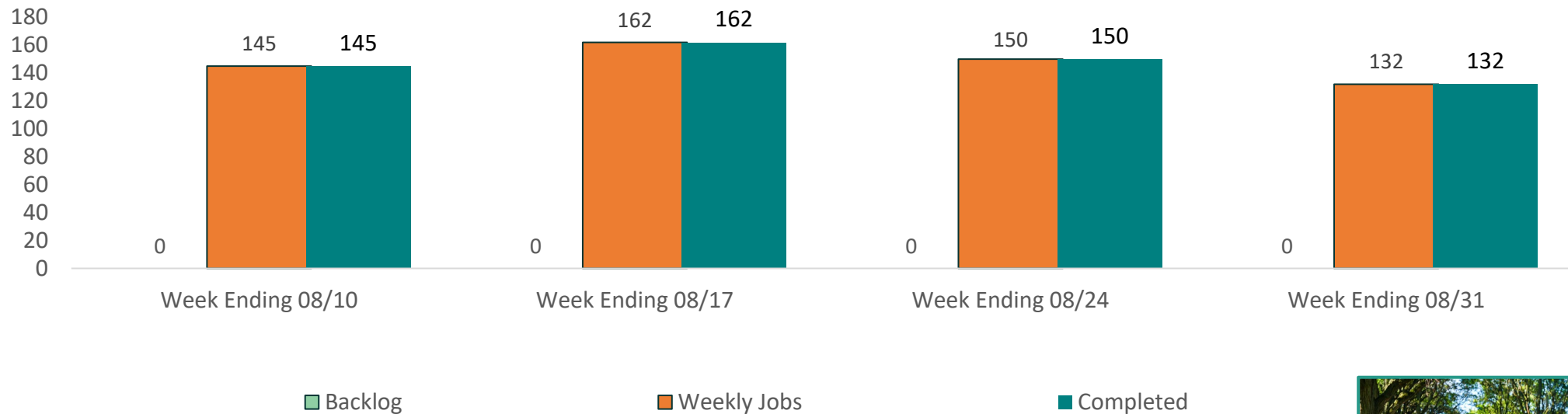
Reconditions



- ❖ New FTEs will assist in managing service interruptions on a weekly goal.
- ❖ As we slowly reinstate residential service interruptions for all account class types. We are ensuring that all customers are offered payment arrangements prior to the service interruptions.

Water Service Turn-Ons

Water Service Turn Ons



- ❖ Our team work with other DWSD internal teams to offer solutions in restoring water services.
- ❖ For accounts that are interrupted, we will not restore services until all meter issues are resolved.





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Itron Upgrade Project – Status Update

Itron Upgrade Project – Status Update

Project Phase	Project Phase	Status
1	Project Initiation & Project Management Phase	Complete
2	Requirements/Test Plan Defined, QAQC Defined & Deployment Planning Phase	Complete
3	Development/Build, Testing and Training Phase	Complete
4	Deploy and Operate	Complete
5	Project Close-out and Transfer	In-Progress

Risks
No Access to customer home to update defective equipment (Aging meters and wiring issues)
Customers who have plumbing issues that prevents installation of a Meter/MIU

Project Budget	
Total Contract Amount	Total Invoiced Amount
\$18,240,000	\$16,098,893.05

Itron Upgrade Project – Itron Installs Update

Total Accounts

233,480

500w Installations

176,431

Itron 500w Installations

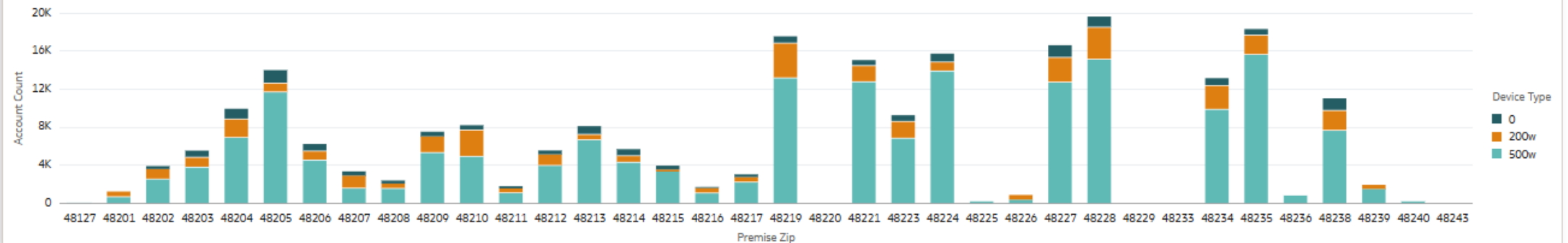
139,890

DWSD 500w Installations

36,541

Account Count by Premise Zip, Device Type

Water Status: 0, 1, 69



By June 30, 2025, Itron installation team met the project goal

Total Hired Detroiters reported from Reconn*

On average 12 out of 20 people during the 3-year project timeline

***Itron's contracted installation team**



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THANK YOU

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