



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

April 1, 2026



**Water & Sewerage
Department**

Customer Service March 2026

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

March 2026

- 58,952 calls and received 7,849 email inquiries
 - Highest volume realized past 12 months, by over 5%
- **66,801** total customer touchpoints
 - 3,036 contacts per day vs 1,400 budgeted
 - 156,581 contacts: Customer Service Calls, Email and Self-Service Interactions

March 2026

- Average Speed of Answer(ASA): **19:27**
 - Technical issues with **EnQuesta** (Vendor related)
 - Training: Compliance, Harassment and Mental Health Awareness
- **7:44** on the emergency line
- **26:10** non-emergency line
- Customer Satisfaction (CSAT) at **82%** (Exceeded goal for 31 months straight)
- First Call Resolution (FCR) at **69%**.

CALL CENTER DATA – March 2026

	October	November	December	January	February	March	Key Performance Indicator
Calls Received	52,517	44,440	45,242	45,877	45,949	58,952	<i>Budget: 29,400 per month</i>
Average Speed of Answer	8:36	11:51	7:17	8:13	9:14	19:27	15 Minutes
Email Interactions	7,193	6,120	5,902	5,860	5,776	7,849	
Average Speed of Response (Email)	5d 13h	7d 9h	8d 18h	8d 11h	5d 16h	8d 16h	
Total Interactions	59,710	50,560	51,144	51,737	51,725	66,801	
Average Handle Time	10:36	10:43	10:41	10:37	10:54	11:19	10 Minutes
Average Talk Time	6:55	6:54	6:50	6:52	6:55	7:10	7 Minutes
Average Hold Time	6:50	6:54	6:57	6:52	7:07	6:55	7 Minutes
After Call Work	1:58	2:00	2:03	1:59	2:05	2:04	2 Minute
Abandoned Calls	4.03%	3.75%	8.75%	3.36%	3.62%	5.85%	< 5%
Avg. Staffing	54	53	52	52	52	48	
First Call Resolution	73%	70%	74%	71%	71%	69%	71%
Customer Satisfaction	83%	80%	84%	81%	84%	82%	75%





Water & Sewerage
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Planning Calendar:

Lifeline H2O and EasyPay

Presented by: Matthew Phillips

March 2026

Lifeline H2O and EasyPay FACTS



4,709 (105% of Goal)

Households approved and receiving \$34 monthly bill



11 Hours

Average decision time



85%

Applicants qualified as they receive another benefit(SNAP)

15%

provide actual household income

PromiseVerified is **NOT** providing debt collection services for DWSD. They are verifying income to support enrollment in Lifeline H2O.



49,597 (99.1% to Goal)

Households enrolled in EasyPay since launch



30,462

Households current or completed agreement



61% Success Rate



\$21.6M

EasyPay installments received

\$98.8M

in total payments received (EasyPay + Regular monthly bill)

EasyPay offers a **36-month** repayment term with **ZERO** interest of a past due balance

Program Status: Lifeline H2O

- Lifeline H2O enrollments have reached capacity as of 3/31/2026
- New applications are no longer being accepted for the current program year.
- The Lifeline H2O website has been updated to reflect that enrollment is currently full.
- Customers may also enter their contact information on the site to be notified when enrollment reopens.

Program Closed
Capacity has been Reached



Lifeline H2O enrollment is currently full.

Leave your information below and we will contact you when the program is accepting new applications.

We are no longer accepting new applications for the current program year. The new program year is expected to begin in the summer. Please check back then for updates on enrollment availability and next steps. For the latest program information, visit detroitmi.gov.

Want to be notified when enrollment reopens?

Name

Phone number

Email address

Continue

Powered by PromiseVerified





**Water & Sewerage
Department**

THANK YOU!

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Detroit Water & Sewerage Department

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For more information visit: www.detroitmi.gov/dwsd

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How To Access Our Services

Online Self-Service Portal

Detroitmi.gov/paymywaterbill

Online Bill Pay

View Account Balance/Usage

Establish an Online Account

Start New Water Service

Stop Service

Leak Adjustment

Deposit Refund

Real Estate Closing

Billing Dispute*

*Services being added this year

Email

MYDWSD@DETROITMI.GOV

New Water Service

Stop Service

Balance Inquiry

Real Estate Closing

Address/Name Change

Landlord Account Setup

Phone

313-267-8000

Bill Pay

New Water Service

Stop Service

Deposit Refund

Real Estate Closing

Billing Dispute

Balance Inquiry

Payment Assistance

Address/Name Change

Leak Adjustment

Payment Locations & Appointments

Payment Drop Box and Appointments

735 Randolph St. –
Bates St. Entrance

DIVDAT Kiosks
Payments

(50+ stations located
throughout the city)

Dwsdkiosk.com

Planning Calendar 2026

Customer Service Committee Annual Planning Calendar 2026			
January	February	March	April
Customer Communication <ul style="list-style-type: none"> Lifeline H2O and EasyPay 	Customer Education <ul style="list-style-type: none"> Water and Sewer Service Line Warranty Program 	Customer Communication <ul style="list-style-type: none"> Public Affairs 	Customer Communication <ul style="list-style-type: none"> Lifeline H2O and EasyPay
May	June	July	August
Customer Communication <ul style="list-style-type: none"> Business Opportunity 	Customer Education <ul style="list-style-type: none"> Water and Sewer Service Line Warranty Program 	Customer Communication <ul style="list-style-type: none"> Lifeline H2O and EasyPay 	Customer Communication <ul style="list-style-type: none"> Public Affairs
September	October	November	December
Customer Education <ul style="list-style-type: none"> Water and Sewer Service Line Warranty Program 	Customer Communication <ul style="list-style-type: none"> Public Affairs 	Customer Communication <ul style="list-style-type: none"> Business Opportunity 	Customer Communication <ul style="list-style-type: none"> Water and Sewer Service Line Warranty Program