

# Director's Report

April 16, 2025



Water & Sewerage  
Department



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# Director Gary Brown's Message To The Board

## Southwest Detroit residents return home after 54" water main break

On February 17, Southwest Detroit residents living in the area of Beard and Rowan woke up to massive flooding caused by a 54-inch transmission water main break operated by the Great Lakes Water Authority.

DWSD has exceeded its six-week goal of residents returning to a safe and functional home. Now at the two-month mark post flooding, one household remains in the hotel until DTE services are re-established.

Wrapping up our recovery efforts, there has been **165** homes sanitized, **134** furnaces installed, **137** hot water tanks installed, **60** homes with completed electrical work and **22** homes with completed plumbing work.

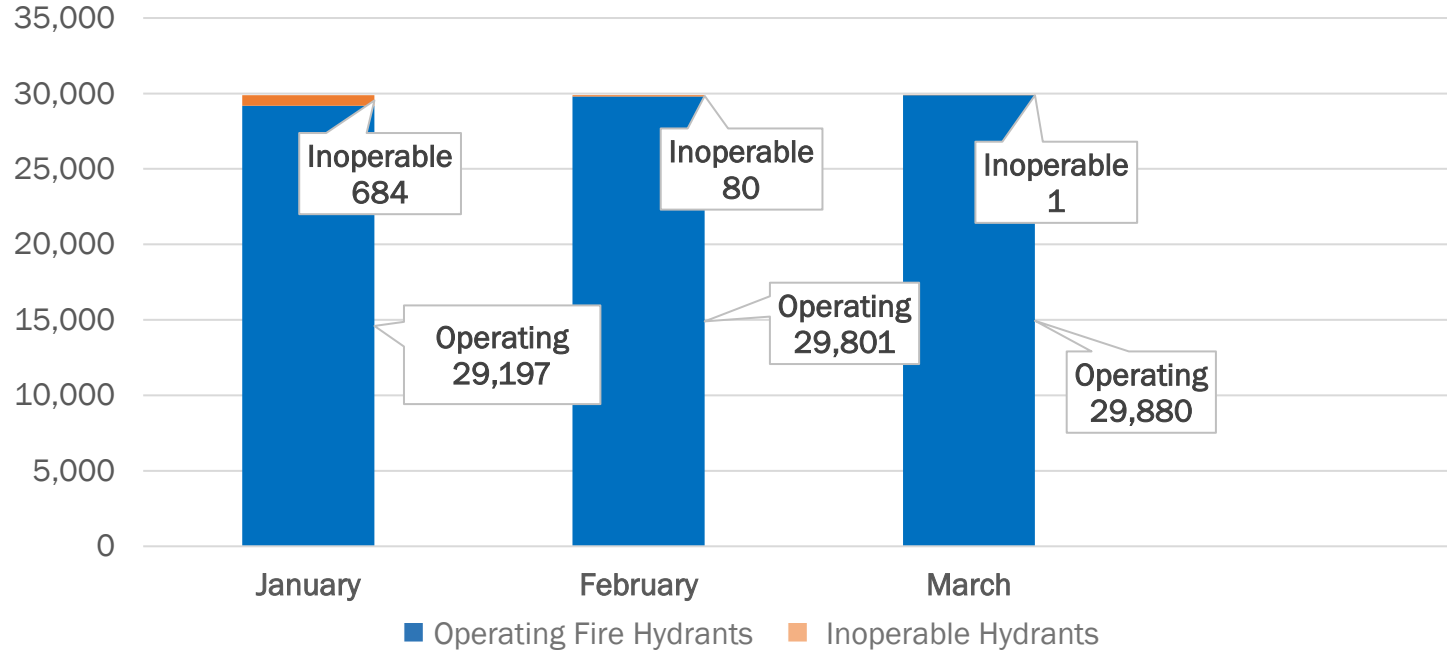


# Field Services

Sam Smalley, Deputy Director



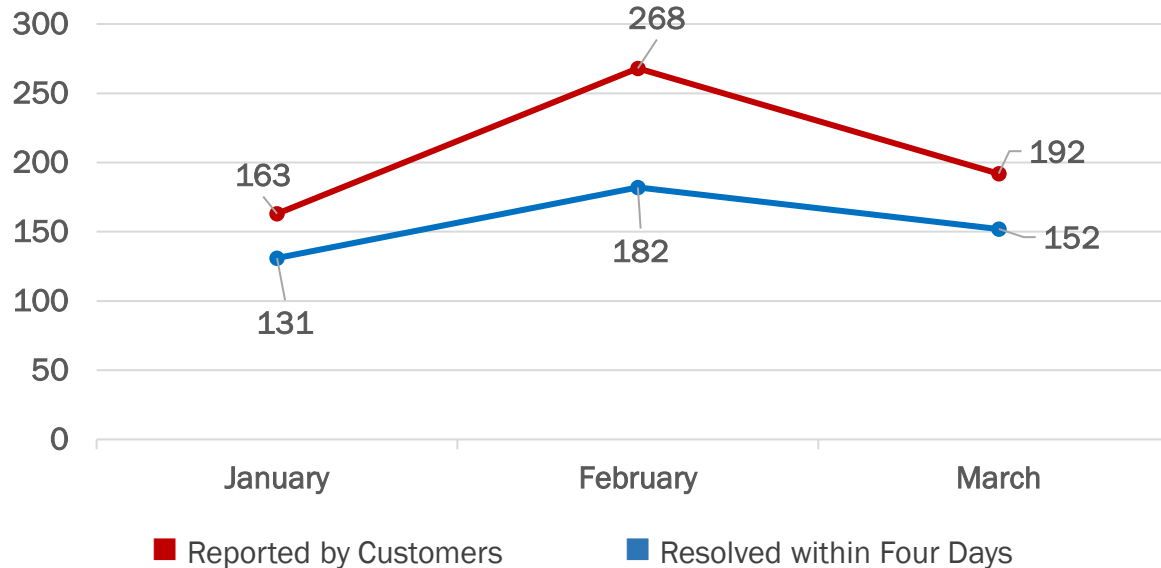
# Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department hydrant inspections began in October.
- We are keeping the number of inoperable hydrants low and following up with our own inspections to determine repairs/replacements.

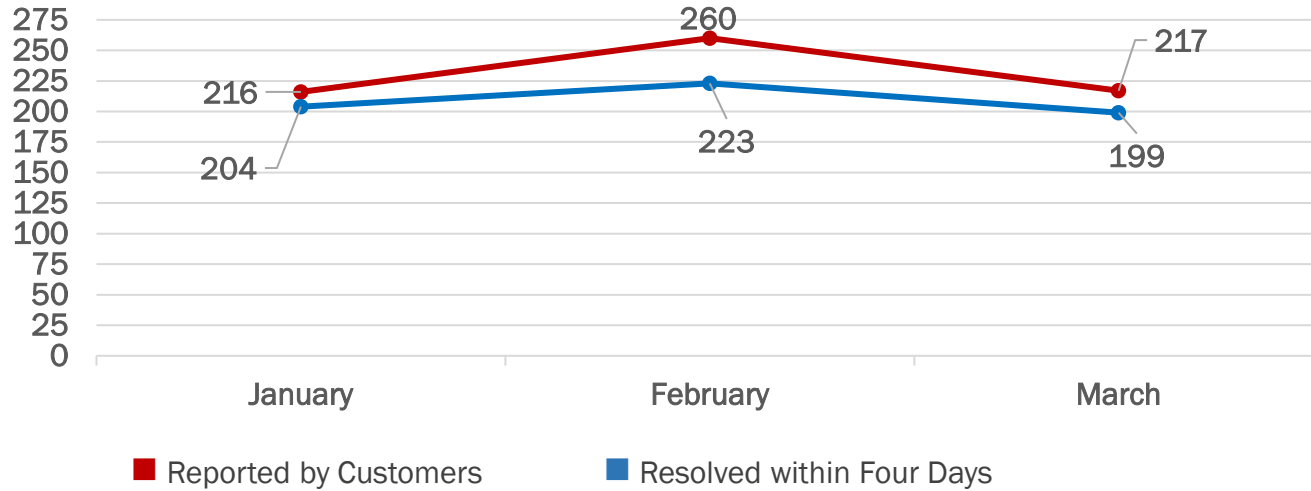


# Field Services: Running Water



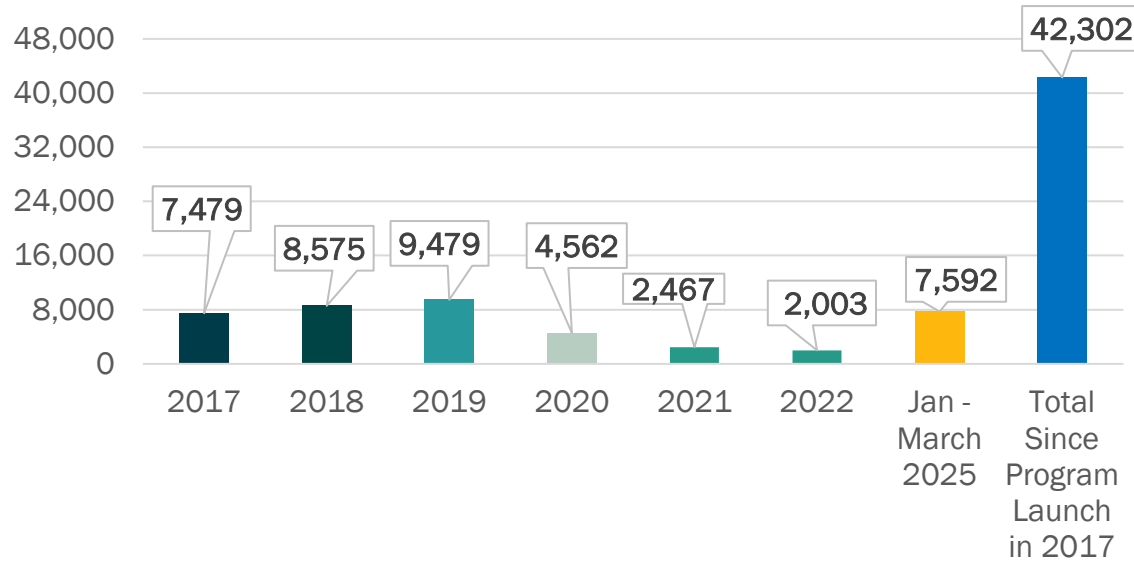
- The number of leaking water services has remained relatively consistent the past three months.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

# Field Services: Water Main Breaks



- Water main breaks have remained consistent since mid-summer, with a decrease in November.

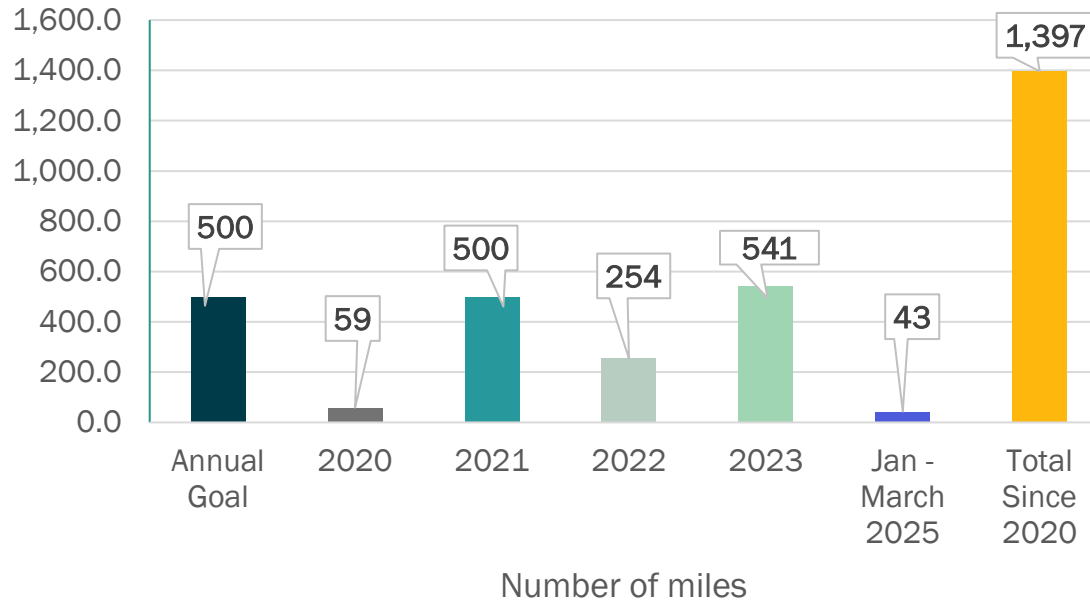
# Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins at a rapid pace and is far exceeding the number of cleaned basins the prior two years combined.
- We congratulate the Sewer Team on 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 2024.

# Meter Operations

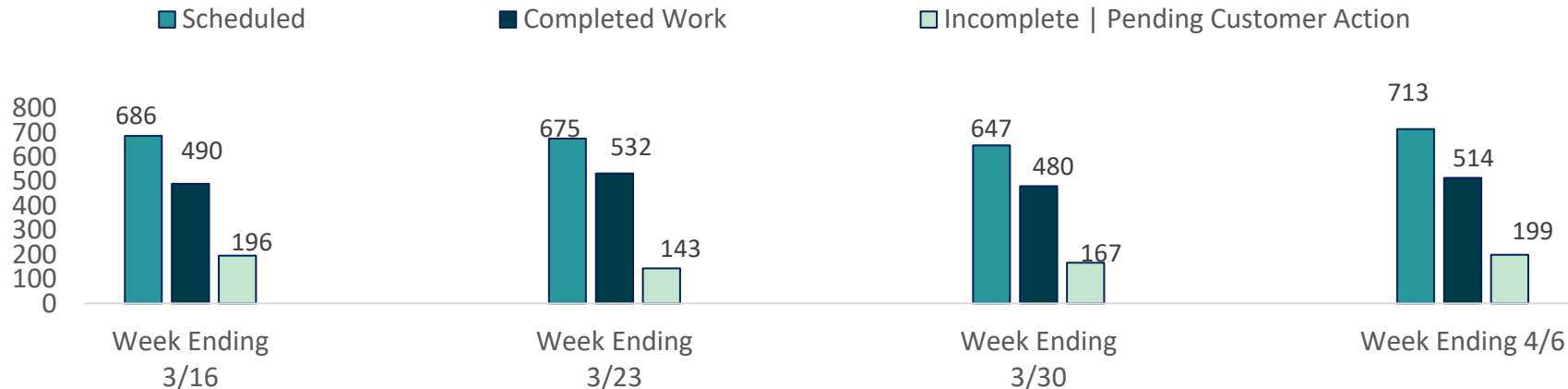
Sam Smalley, Deputy Director



# Meter Operations: Scheduled Meter Work



## Scheduled Work

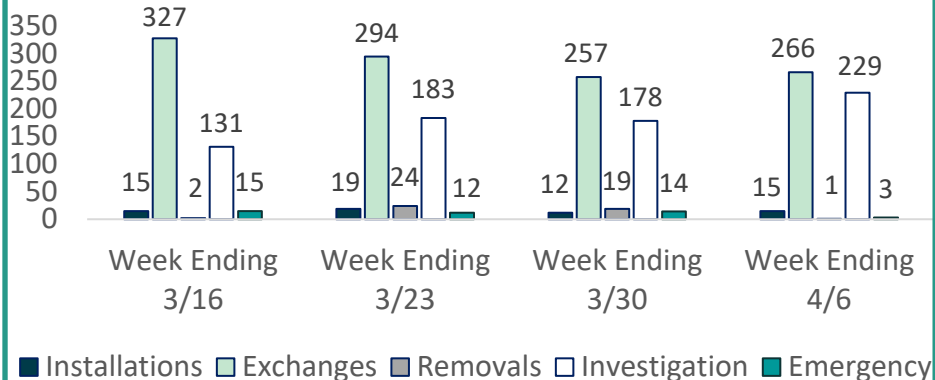


- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly, with the exception of the holiday season.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

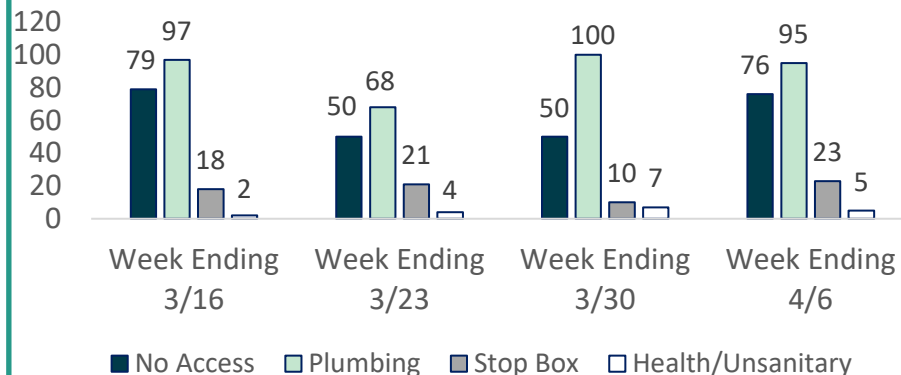
# Meter Operations: Scheduled Meter Work



## Success Details



## Customer Issues



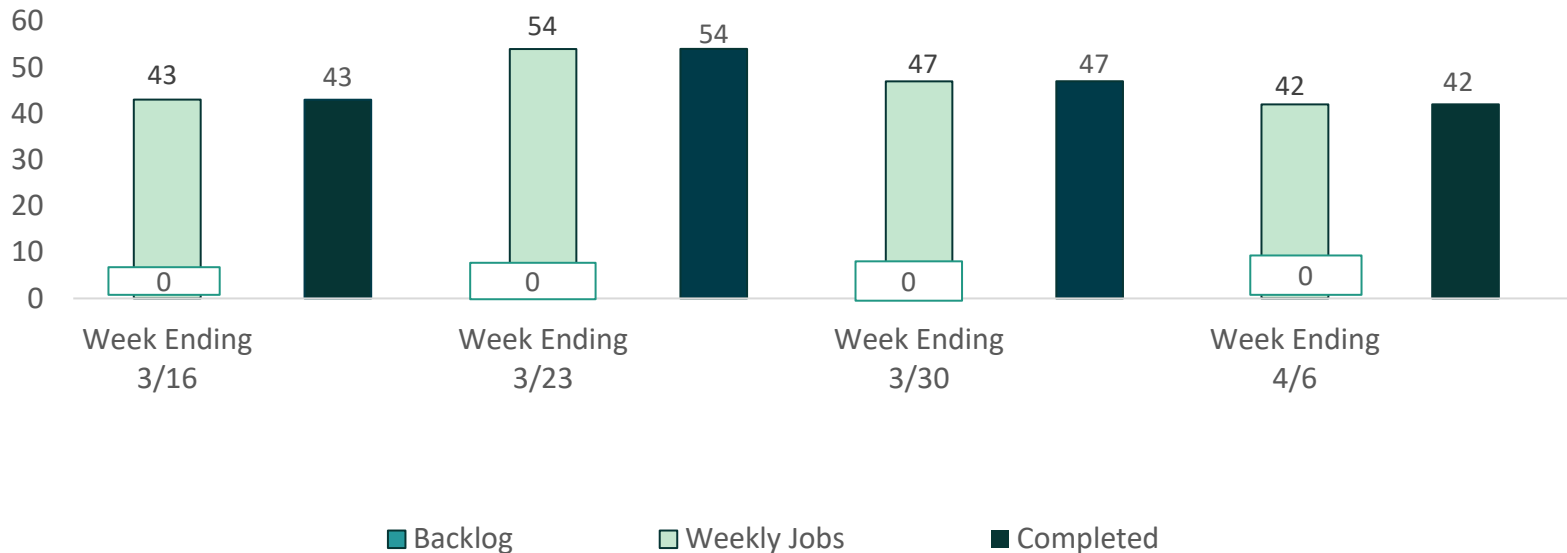
- Every week, DWSD technicians install or exchange more than 230 water meters.
- An average of over 20 new service accounts are metered weekly.
- Meter Ops goal is to install or replace more than 12,000 meters in 2024.



# Meter Operations: Real Estate Reads



## Real Estate Read



- We are working to increase the number of real estate work orders completed by making this work type a scheduled appointment.
- We have been able to keep the wait for a meter appointment down to an average of 7 days or less.

# Investigations

Sam Smalley, Deputy Director



# Investigations: Results



**71**

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

Money Owed to DWSD  
identified by Investigators

**\$10,090,610**

Total since July 1, 2024

**\$1,830,895**

Back billed

**\$2,845,560**

Future owed in 12 months

**\$5,414,155**

Water loss

Revenue Identified Since  
Investigation Unit Began

**\$54M**

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



1

Cases resolved in March 2025

2

New cases filed by DWSD

2

New cases filed against DWSD

29

Pending cases handled in-house

Collections actions: 13

Defended cases: 16

Non-defense cases: 0

## Damage Claims

288

Number of Pending Damage Claims

43

Number of Damage Claims Reviewed  
in March 2025

0

Total Settlements Offered  
in March 2025

\$0

Total Settlements Offered  
in March 2025

# Public Affairs

Bryan Peckinpagh, Public Affairs Director



# Public Affairs: Social Media Activity



42

New Facebook Followers

10,520

Total Followers on Facebook

183

Engagement on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



39

New Instagram Followers

2,744

Total Followers on Instagram

873

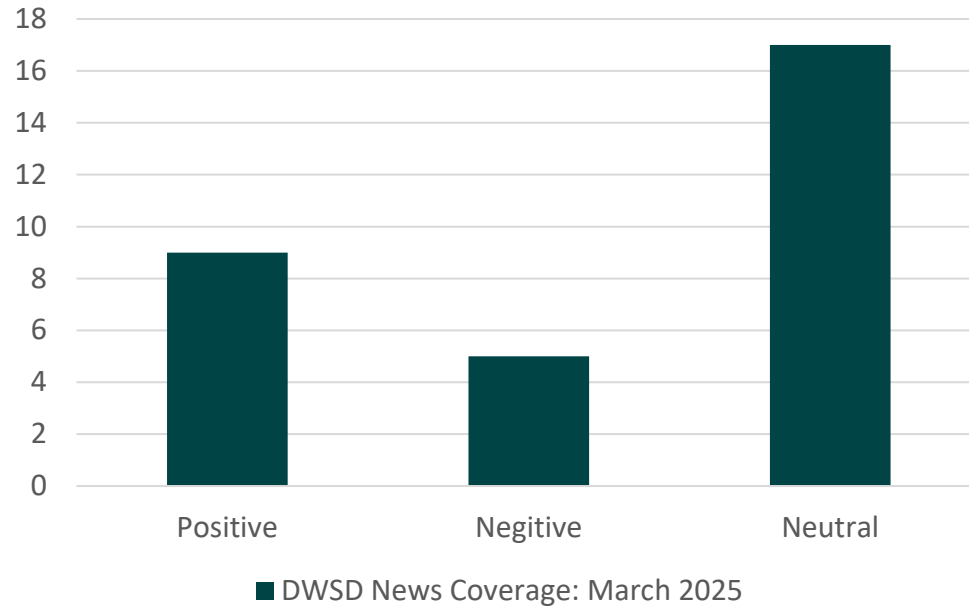
Engagement on Instagram



The top performing post for Facebook for the month of March was a story post of a press event highlighting two DWSD employees who saved a father and his two children from a fire that began upstairs. The post was created by the City of Detroit who tagged DWSD and we reposted it. The post had a total of 68 engagements, a reach of 59, and impressions were not calculated because it was not posted by us. For Instagram, the top performing post was a collaboration post with Mayor Duggan. The post was a reel of Mayor Duggan interacting with a resident in Southwest Detroit following a press conference. The post received 133 engagements, 9,591 views and impressions and reach was not calculated because it was not posted by us.

# Public Affairs: Positive v. Negative News Stories

## DWSD News Coverage: March 2025



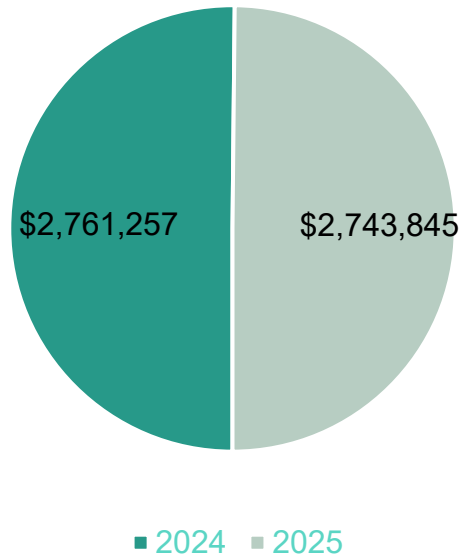
In March, we had a total of 31 stories this month that mentioned the Detroit Water and Sewerage Department. Of all the stories DWSD were mentioned in – 9 were positive, 5 were negative and 17 stories were neutral. While the bulk of the stories covered the water main break in Southwest Detroit (24), three stories covered the expansion of the Private Sewer Repair Program, two stories covered DWSD’s 3.5% increase in water/sewer rates, one story covered St. Raymonds Church water shutoff, and one story addressed the false alarm shut off notice the Wayne County Criminal Justice Center received.



# Information Technology

Anil Gosine, Chief Strategy & Process Improvement Officer

## Easy Pay Arrears Collected



### Easy Pay

- Launched: July 26, 2024
- Active enrolled customers: 13,458
- 2024 arrears (7/26-12/31): \$2,761,257
- 2025 arrears (1/1-3/15): \$2,743,845
- Total Collected: \$5,505,102

### Promise Pay

- DWSD is working with Promise Pay for collection of broken Easy Pay Plans.
- **By September 2025:** All customers who have not met their Easy Pay payment arrangement will be transitioned to Promise Pay.

### Quality Assurance Program

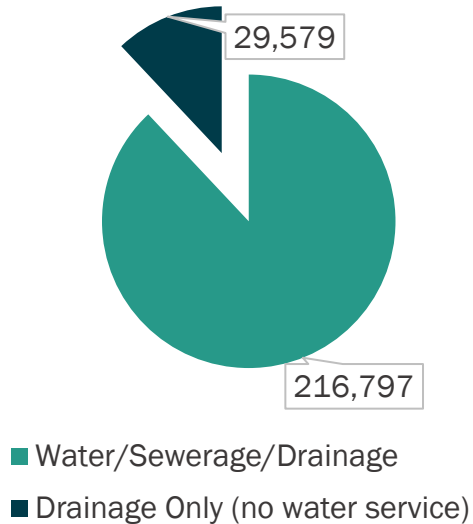
The IT team has launched a Quality Assurance Program to ensure that our products, services, and systems are reliable, consistent, and aligned with stakeholder expectations.

IT continues to partner with DWSD Finance to enhance Oracle reporting tools that provide actionable and valuable insights. Recently completed configuration to separate the Arrears Collected from the Total Collected within the Easy Pay program.

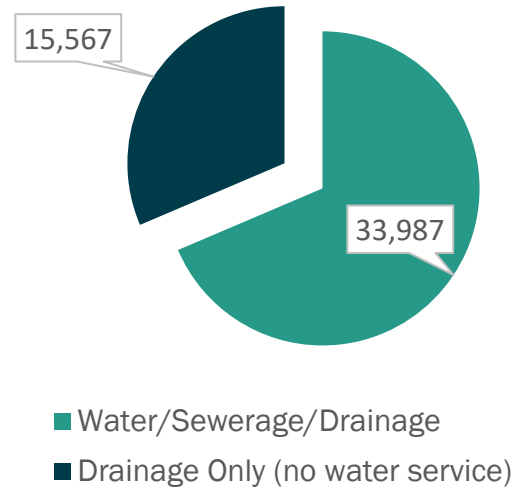
# Customer Service

# Customer Service: Number of Active Accounts

## Active Residential Accounts



## Active Non-Residential Accounts



Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).



# Lifeline Plan – Protected From Shut Off

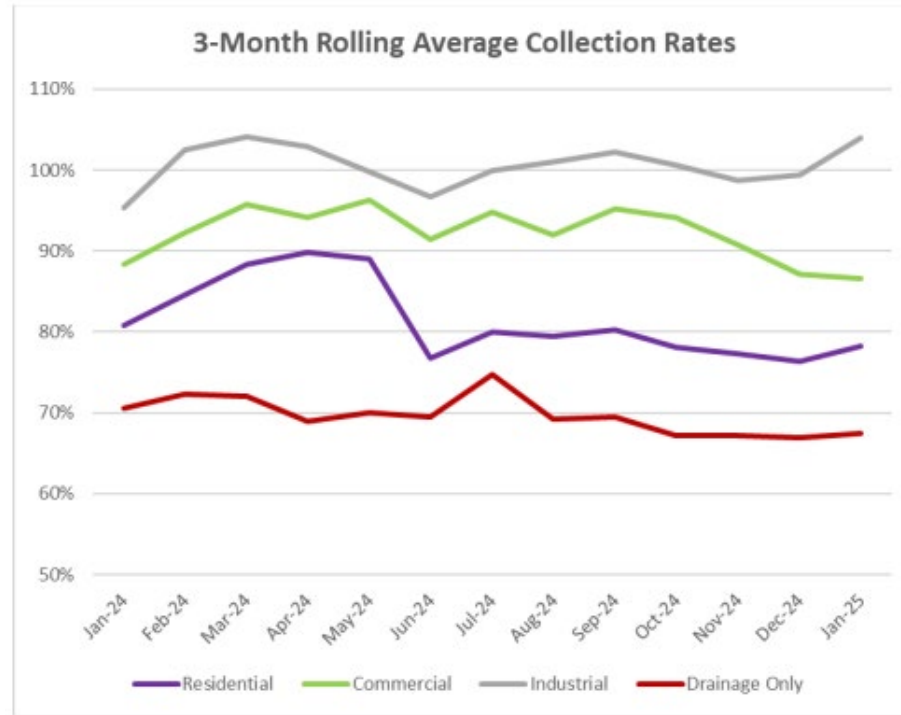


<b>Protected From Shut Off</b>	<b>Total</b>
<b>Receiving Lifeline Plan benefit</b>	<b>24,649</b>
<b>Enrolled in EasyPay Plan</b>	<b>6,105</b>
<b>10/30/50 Plan enrolled accounts</b>	<b>2,161</b>
<b>Applications for Lifeline Plan Pending Approval</b>	<b>5,777</b>
<b>Pending Lifeline Re-certification</b>	<b>4,992</b>
<b>Total Number of Households Protected</b>	<b>44,684</b>

# Finance

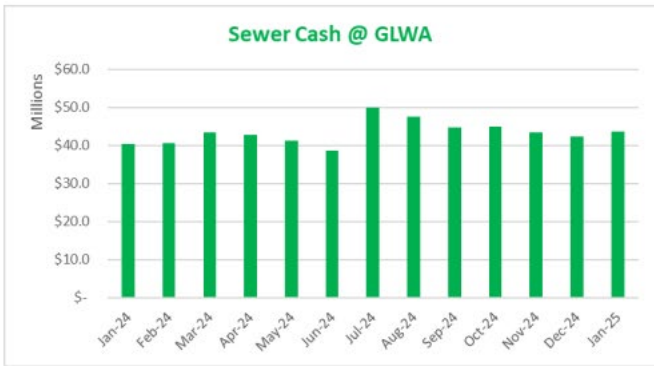
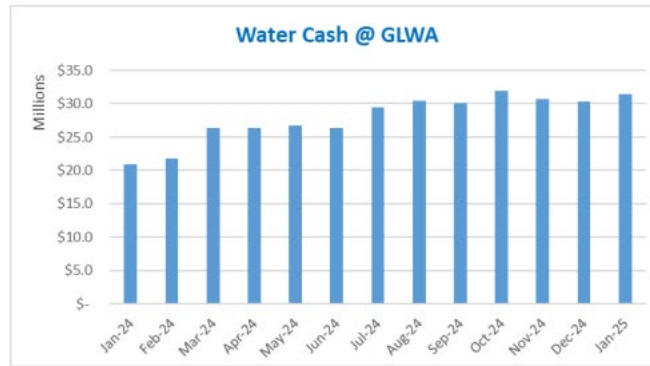
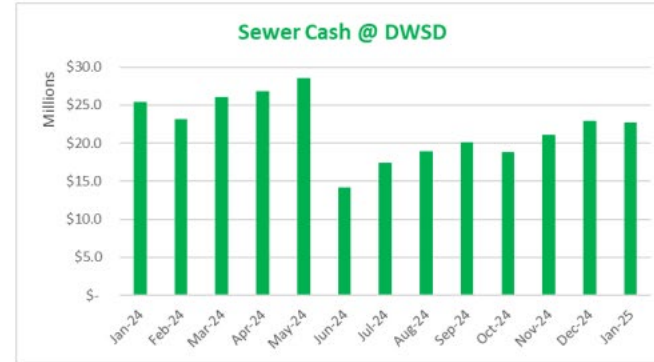
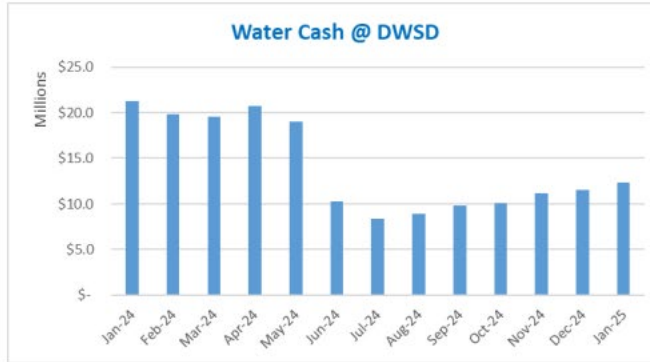


# Finance: Collection Rates



- 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

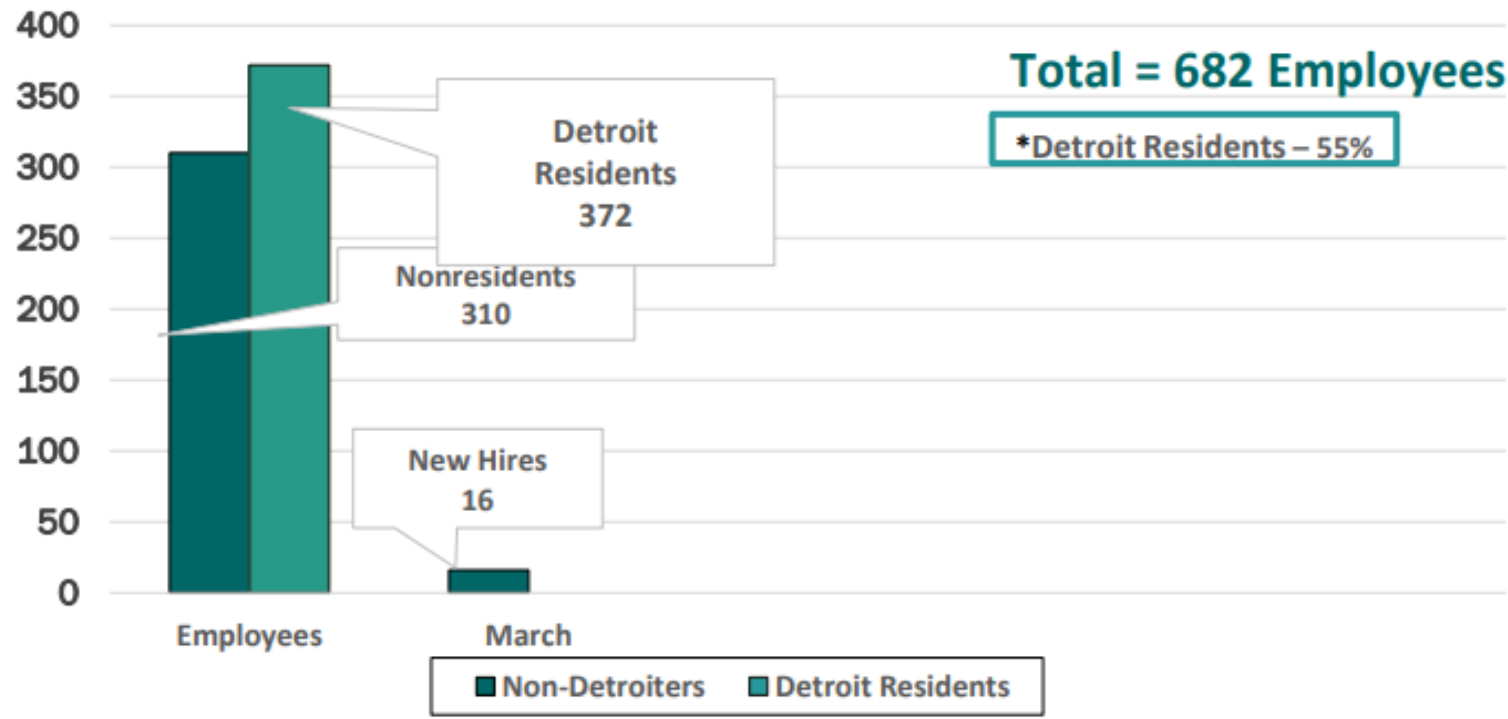


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# Human Resources

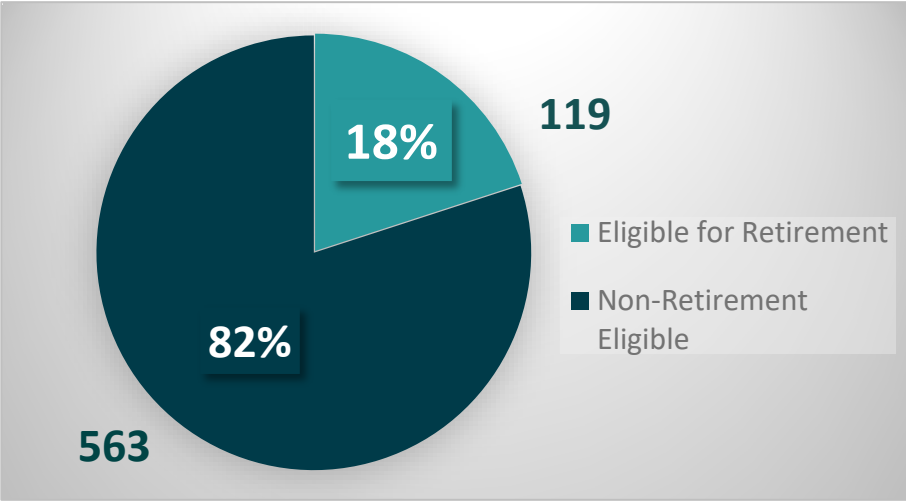


# Human Resources: Detroit Residents and Hiring



# Human Resources: Retirement Eligible

With a current population of **682** employees, there are **119** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	47
25 YOS/55 years old (Legacy)	46
10 YOS/60 years old (Legacy)	26
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
<b>TOTAL</b>	<b>119</b>

**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.

# Human Resources: Recruitment Efforts



Date of Event	Type of Event	Location	Number of Candidates Seen	Number of Candidates Interviewed/Hired (List DWSD Division)
03/18/2025	DWSD & NABWIC Event at Job Corps (Careers & Contracting Opportunities)	Detroit Job Corps Center 11801 Woodrow Wilson	50	N/A