

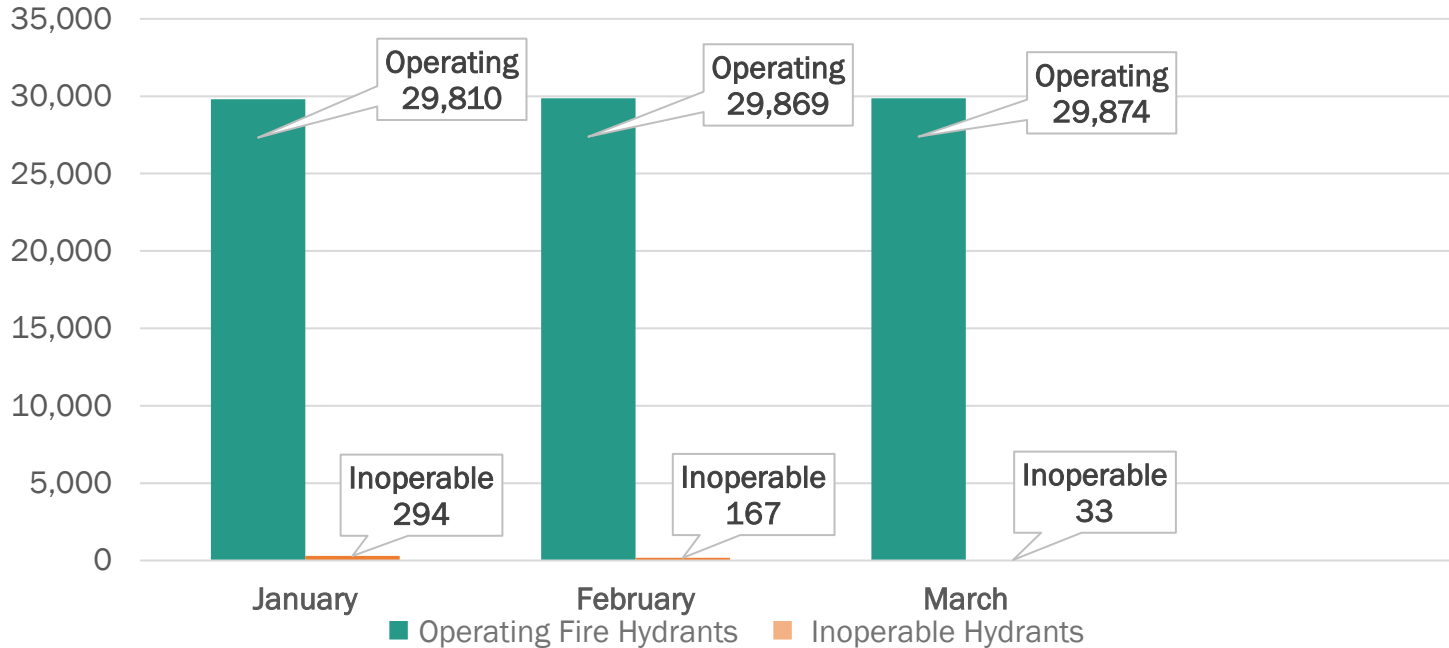
Operations

Ericka Meah, Chief Operations Officer

Metrics for May 2026

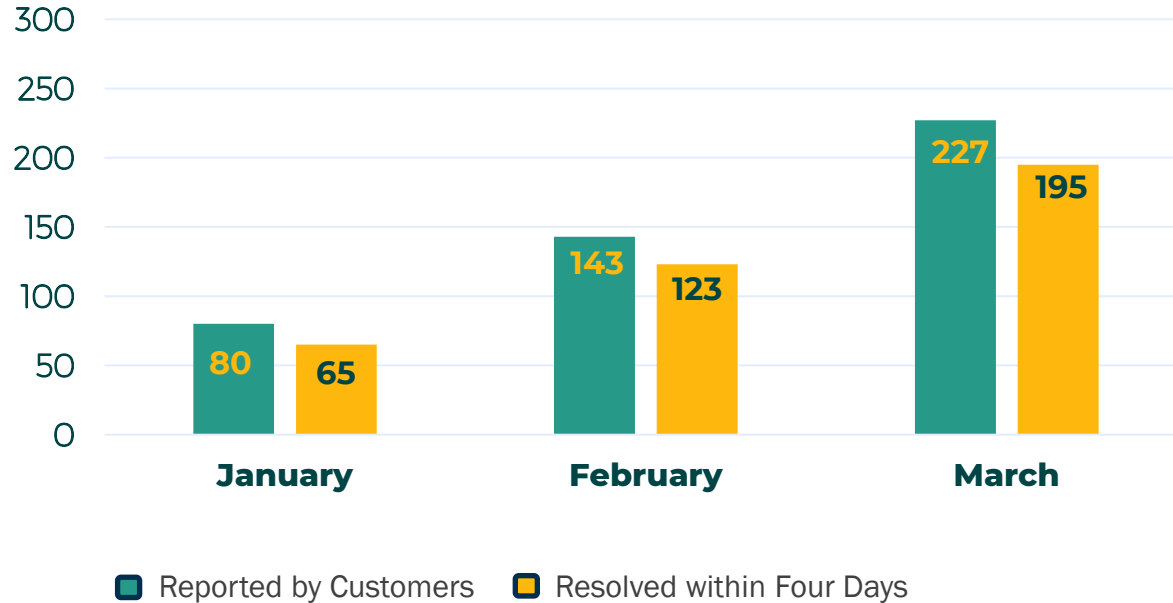


Operations: 30,000 Fire Hydrant Maintenance



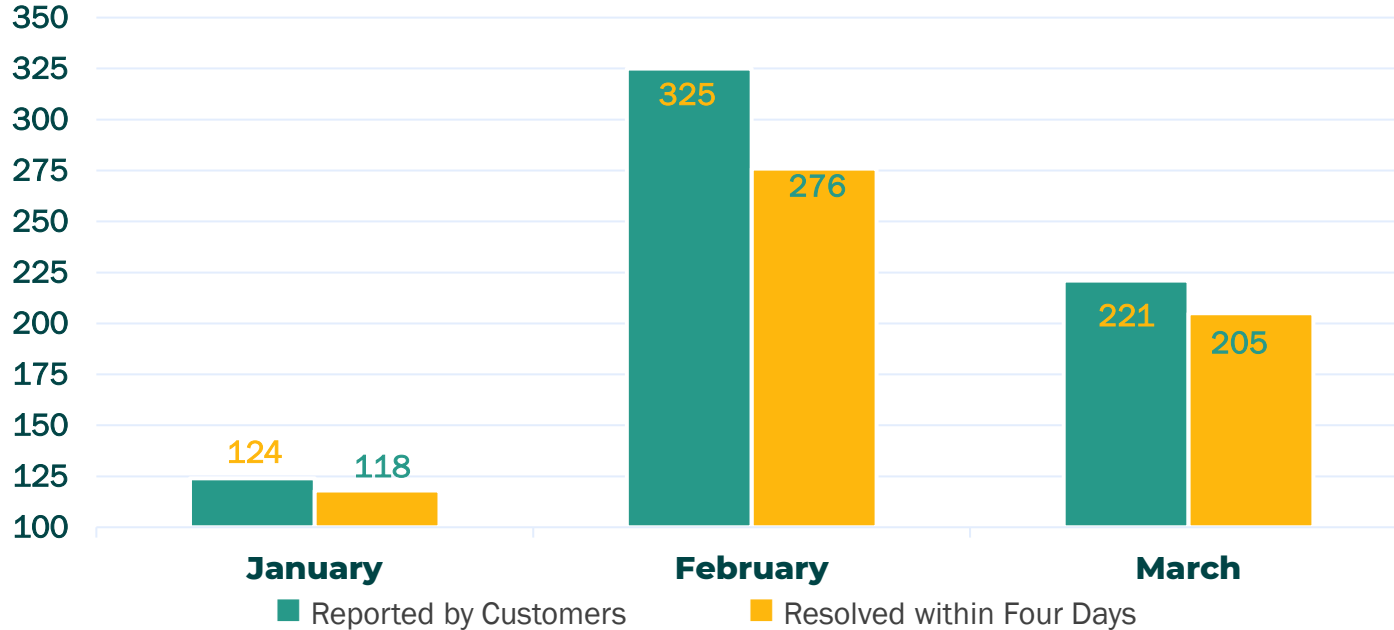
- The Detroit Fire Department's conducts three rounds of annual hydrant inspections from October - February.
- DWSD teams are keeping the number of inoperable hydrants low – below 1% outage.

Operations: Running Water



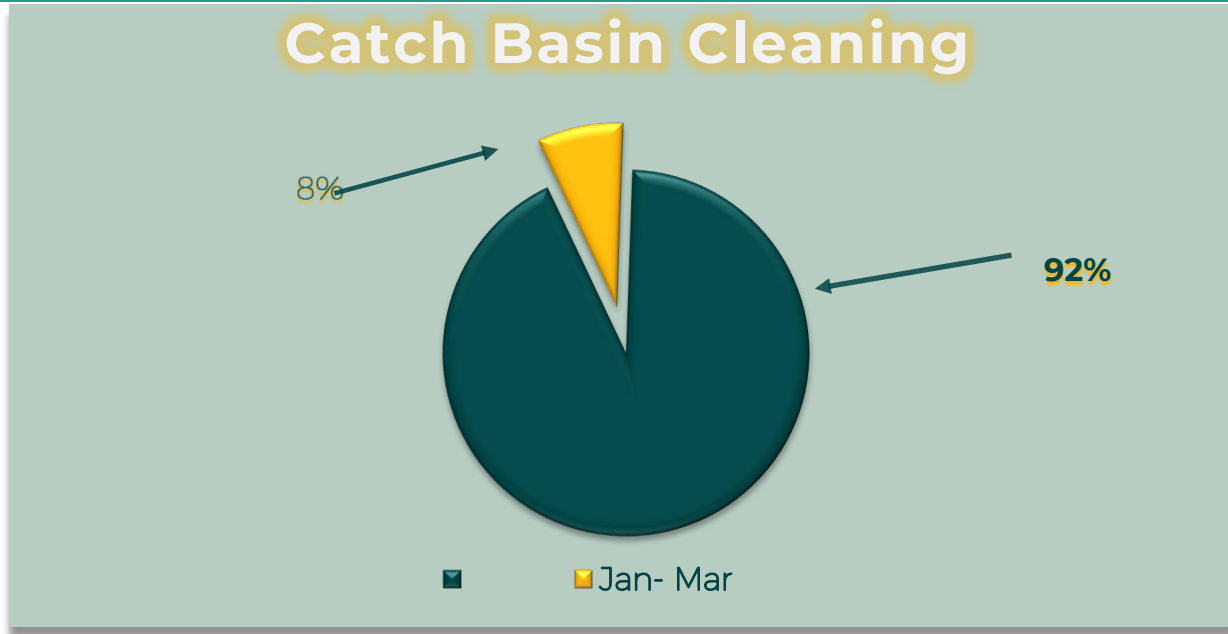
- The Minor Asset Repairs Section (MARS) within Maintenance & Repair is resolving most service line issues within four days.

Operations: Water Main Breaks



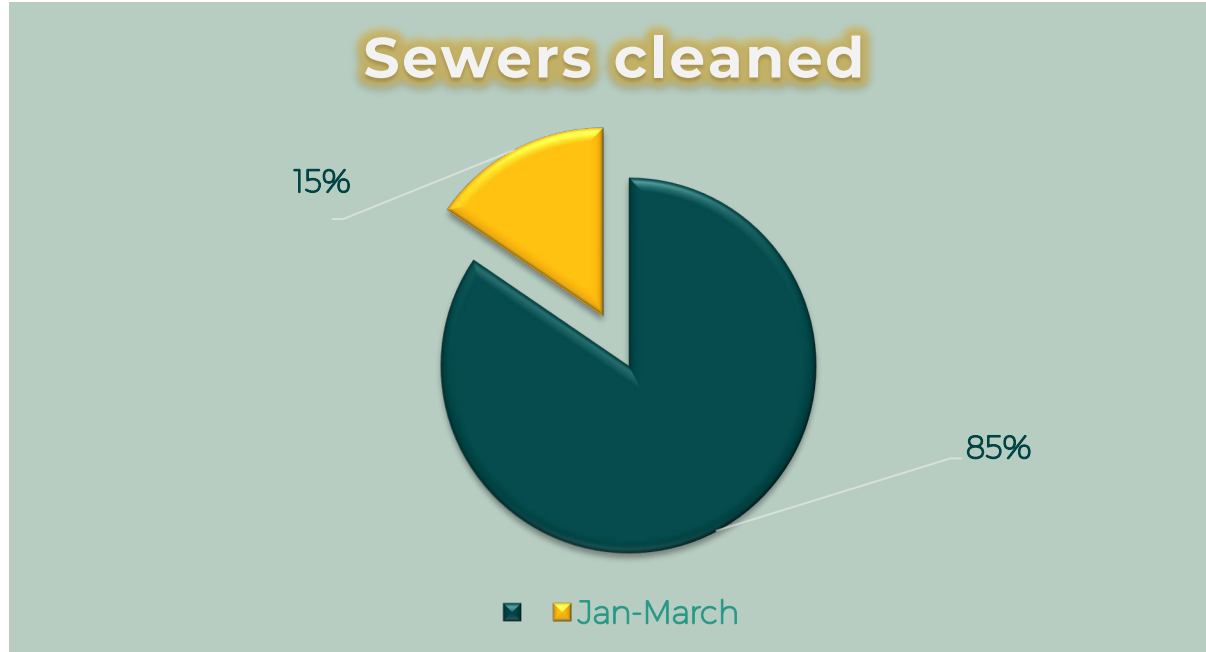
- Continued below-freezing temperatures caused an increase in water main breaks in January and February.
- Water service outages and major thoroughfares are the priority.

Operations: 8,000 Annual Catch Basin Cleaning



- Catch Basin Cleaning program April - December
- We are thankful to the Sewer Team on their efforts to reduce flooding in our neighborhoods.

Operations: 600 Miles Annual Sewer Cleaning



- 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

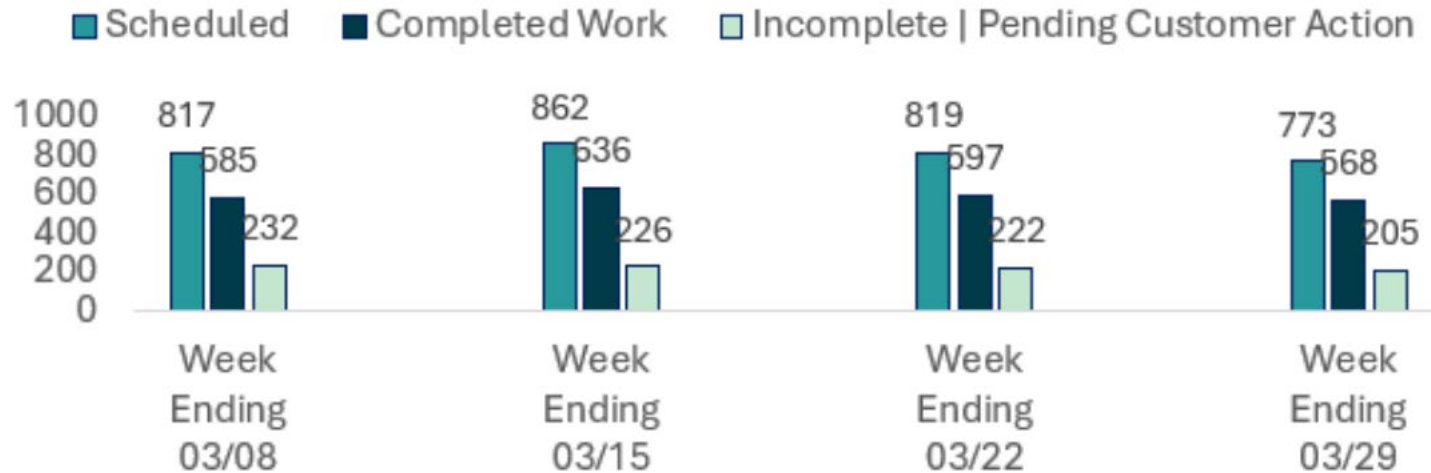
Ericka Meah, Chief Operating Officer



Meter Operations: Installations

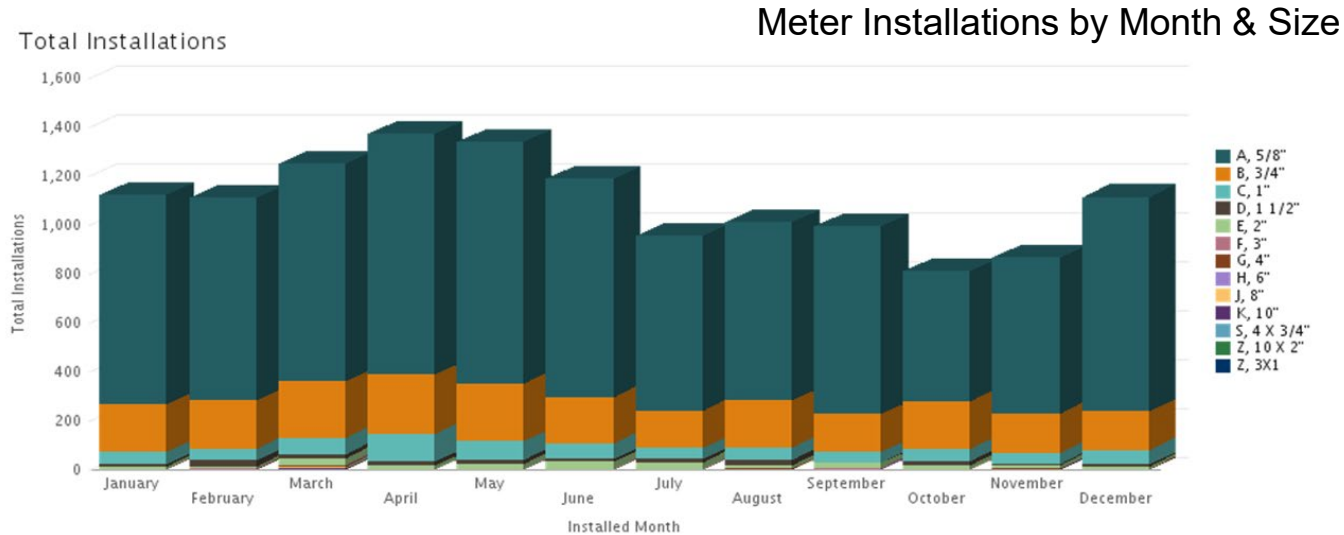


Scheduled Work



- 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.

Installed 13,159 Meters in 2025 (annual goal = 12,000)



- Every week, DWSD technicians install or exchange more than 300 water meters.
- An average of more than 20 new service accounts are metered weekly.