



Detroit Board Of Water Commissioners

Customer Service Committee

February 5, 2025



**Water & Sewerage
Department**

Customer Service January 2025

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

January 2025

- 49,737 calls and responded to 6,505 email inquiries
 - **56,242** total customer touchpoints
 - 2,960 contacts per day vs 1,400 forecasted
 - 131,987 contacts: Customer Service Calls, Email and Self Service
- Customer contact volume: **111%** over forecast per day
- 24% of calls were answered within 2 minutes

January 2025

- Average Speed of Answer:
 - 7:27 (34% SL) on the emergency line
 - 18:43 (15% SL) non-emergency line
- Customer Satisfaction (CSAT) at **83%**, First Call Resolution (FCR) at **72%**.
- Customer Satisfaction exceeded goal for **17** straight months.
- Received 7,793 EasyPay calls in January

CALL CENTER DATA – January 2025

	August	September	October	November	December	January	Key Performance Indicator
Calls Received	55,490	62,794	65,337	56,461	47,182	49,737	29,400/mo or 1400 per day
Average Speed of Answer	17:53	22:57	23:55	19:15	16:57	19:05	2 Minutes
Email Interactions	7,804	7,239	8,062	6,262	6,787	6,505	
Average Speed of Response (Email)	8d 10h	10d 13h	10d 16h	10d 18h	10d 12h	3d 15h	24 Hours
Total Interactions	63,294	70,033	73,399	62,723	53,969	56,242	111% over forecast
Service Level	22%	13%	10%	11%	21%	24%	70%/120 seconds
Average Handle Time	9:24	9:23	10:35	10:36	10:40	10:51	8 Minutes
Average Talk Time	6:37	6:41	7:04	6:59	7:02	6:43	7 Minutes
Average Hold Time	6:34	6:35	6:50	6:27	6:47	6:17	3 Minutes
After Call Work	0:39	0:39	1:15	1:43	1:42	2:06	1 Minute
Abandoned Calls	14%	16%	16%	19%	16%	13%	< 5%
Avg. Staffing	51	45	45	44	43	42	
First Call Resolution	63%	72%	71%	69%	67%	72%	71%
Customer Satisfaction	74%	81%	81%	79%	79%	83%	72%



DWSD Key Results

Lifeline Affordability and EasyPay Programs

January 2025

2025 Lifeline and EasyPay

Lifeline and EasyPay	Total Households
Receiving Lifeline Benefit	12,544
EasyPay	18,976
LL Pending Eligibility by WM	5,704
LL Pending Re-Certification by WM	10,708

EasyPay Results January 2025



- 18,976 Enrolled since rollout in August
 - 8,905 actively paying or 47% successful
- \$10.2M collected
- Promise Pay (vendor) secured to take over EasyPay and collect monthly payments Q2 2025

a/o 12/16/2024





Planning Calendar: Public Affairs

Presented by: Bryan Peckinpaugh

February 2025

- 995 account payments made to the Detroit Water & Sewerage Department (DWSD) on November 4, 2024, did not fully process.
- This means the funds were never withdrawn from the customers bank account.
- Why did this happen? Due to an error by our vendor, the payment was not processed, and the funds were not withdrawn from the bank account.
- Since the payment was not processed with the customers financial institution, it will be reversed on the February bill without late fees or penalties.
- Customers will have until April 1 to make up the payment.
- Letters to all 995 customers have been mailed
- Impacted customers have a code they can use if they choose to call us. They will receive additional information confirming the legitimacy of the letter as well as priority speaking to a Customer Service Specialist.

- 36,000 Residents signed up and receiving DWSD news
 - GOV Delivery System

DWSD continues prioritizing water main break repairs, provide instructions and safety tips, and reminds residents/businesses to protect your plumbing

The frigid temperatures last week and the dramatic shifting in temperatures continue to lead to water main breaks. The **Detroit Water & Sewerage Department (DWSD)** has **several crews working hard** to repair water mains, removing ice and water off streets and salting where needed, including additional assistance from the Department of Public Works (DPW).

We **appreciate the patience and cooperation** of residents and businesses as DWSD crews get to each location. Water main breaks that cause water service outages, a significant hazard, or are on major thoroughfares are the priority. All water main breaks will be repaired in a timely manner.

Whenever there is a drastic change in temperature, frigid cold or heat wave, it can put extra tension on the pipes and cause water main breaks. Last week, DWSD added additional crews by moving staff over from other divisions.



**Water & Sewerage
Department**

THANK YOU!

Matthew Phillips

Detroit Water & Sewerage Department

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

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DWSD Key Results

November 2024

2024 Lifeline Enrollment Dashboard

December 2024

Performance Metric			%
Applied for Lifeline		8,113	
Receiving Lifeline Benefit		12,544	
Enrolled Tier 1*	\$18	10,863	87%
Enrolled Tier 2*	\$43	523	4%
Enrolled Tier 3*	\$56	1,158	9%
Plumbing Audits		1,476	6%

Benefit Received by Tier – *December 2024 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$57.28	\$1,327
Enrolled in Tier 2	\$43	\$33.55	\$1,180
Enrolled in Tier 3	\$56	\$24.16	\$1,596
<i>Average</i>		<i>\$52.90</i>	<i>\$1,347</i>

Lifeline Tier Groups: Enrollments and Usage

Based on Household Size

December 2024 billing cycle

Group	HH Members	Base Allocated Gallons per month using Water Conservation Techniques	Average Usage (June)	% Enrolled
Group A	0-4	4,500 or 6ccf	5.85 ccf	92.3%
Group B	5-6	6,750 or 9ccf	9.4 ccf	6.4%
Group C	7-8	9,000 or 12ccf	9.6 ccf	1.1%
Group D	9-10	11,250 or 15ccf	13.2 ccf	.2%
Group E	11-12+	13,500 or 18ccf	11.3 ccf	.01%

- Water usage was determined at 1,125 gallons per month per household member. (Stantec report)
 - Monthly water usage based on inside water use only, using conservation efforts, Detroit region
- For each group, 2 household members are added, water usage is increased by 1,125 gallons per member over the base of 4.
- \$10.032 is based on \$4.492 per 1CCF Water and \$5.54 per 1CCF Sewerage up to 12ccf for sewerage (Based on FY2023 rates)

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

Payment Drop Box

735 Randolph St. –
Bates St. Entrance

DIVDAT Kiosks Payments

(50+ stations located
throughout the city)
Dwsdkiosk.com



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THANK YOU!

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