



Detroit Board Of Water Commissioners

Customer Service Committee

November 5, 2025



**Water & Sewerage
Department**

Customer Service October 2025

Presented by:
Kimberly Crowell – Customer Service Manager
Matthew Phillips – Chief Customer Service Officer

October 2025

- 52,517 calls and responded to 7,193 email inquiries
- **59,710** total customer touchpoints
 - 2,596 contacts per day vs 1,400 budgeted
 - 144,557 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: 85% over forecast per day

October 2025

- Average Speed of Answer: 8:36 – Reduction of 3 minutes
 - 3:51 on the emergency line
 - 9:49 non-emergency line
- Customer Satisfaction (CSAT) at 83%, First Call Resolution (FCR) at 73%.
- Customer Satisfaction exceeded goal for 26 straight months.
- First Call Resolution goal exceeded goal for 6 straight months

CALL CENTER DATA – October 2025

	May	June	July	August	September	October	Key Performance Indicator
Calls Received	51,293	55,817	52,295	43,392	51,805	52,517	<i>29,400/mo or 1400 per day</i>
Average Speed of Answer	24:44	19:09	23:16	11:12	11:47	8:36	15 Minutes
Email Interactions	6,418	6,801	7,033	6,607	6,776	7,193	
Average Speed of Response (Email)	11d 13h	13d 5h	12d 5h	8d 4h	4d 23h	5d 13h	
Total Interactions	57,711	62,618	59,328	49,999	58,581	59,710	<i>85% over forecast</i>
Average Handle Time	10:46	10:53	10:40	10:45	10:47	10:36	10 Minutes
Average Talk Time	7:07	7:02	6:57	7:01	6:58	6:55	7 Minutes
Average Hold Time	6:42	6:58	6:56	7:05	6:58	6:50	7 Minutes
After Call Work	1:49	1:53	1:50	1:52	1:55	1:58	2 Minute
Abandoned Calls	18%	6%	8%	4.33%	4.66%	4.03%	< 5%
Avg. Staffing	60	58	58	58	56	54	
First Call Resolution	73%	72%	72%	72%	73%	73%	71%
Customer Satisfaction	82%	82%	81%	82%	83%	83%	72%

2025 EasyPay – Going Strong for 15 Months

68% Success Rate

27,920 Accounts are Current and Settled

EasyPay	Total Households	Results
EasyPay	40,809	Arrearage Installment Payments Received: \$14.2M

24,529 accounts are current and 3,391 have completed their agreement



Planning Calendar: Business Opportunity

Presented by: Autumn Bell

November 2025

Business Opportunity Engagement

To enhance visibility and partnership development, the following key industry events were attended:

- Wayne State University Apex Accelerator Program Presentation – 6/4
- Detroit Annual Construction Conference – 9/11
- Great Lakes Water Authority Vendor Outreach Event – 9/25

Upcoming events:

- Motor City Contractor Fund Network Connection – 11/7
- Detroit Start-Up Program 11/10
- 4th Annual Meet the Buyer – 11/14



Business Opportunity Communications

The Contractor newsletter for bid opportunities, pre-bid meetings, and education on procurement and clearances is distributed monthly:

- Printing Services
- Green Stormwater Infrastructure Maintenance
- As- Needed Plumbing Services
- Green Stormwater Infrastructure Projects
- Sewer Repairs throughout Detroit
- Reminders for Bid Deadlines
- Detroit Summer Conference Update
- Water System Improvements



Halloween in the D!

This year, we were back at the 12th Precinct for Halloween in the DWSD to continue our tradition of community engagement and kid/family friendly fun!

- We had over 50 employee volunteers from across DWSD divisions
- A friendly competition among DWSD divisions collected 2,630 pounds of Candy
- Operations (2,355lbs) and Customer Service earned the first-place trophies



Halloween in the DWSD Volunteer Team!



Halloween in the DWSD!



Halloween in the DWSD!



Halloween in the DWSD!



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



Water & Sewerage
Department

THANK YOU!

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

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