

Director's Report

April 15, 2026



Water & Sewerage
Department



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Director Gary Brown's Message to the Board

Restoration season begins!

Warmer weather has arrived which means restoration is beginning and construction season is in full swing.

Although DWSD is working hard for residents 365 days a year, we're able to ramp up efforts during the spring and summer months when temperatures create optimal work conditions and the sun is out longer.

Construction continues for most projects through the winter, such as lead service line replacement and water and sewer replacements, but restoration of soft and hard surfaces pauses. Areas impacted by construction are temporarily restored. A backlog of restoration from the winter months is prioritized starting in the spring when the weather breaks.

We ask customers for their patience until we can come back to complete restoration April through October. We prioritize impacted areas from oldest to newest, so construction from November and December that was temporarily restored is scheduled for permanent restoration in April and May. Impacted areas from January through March will follow.

Property disturbed during construction will be restored including seeding of grass and sidewalk and roadway repairs.

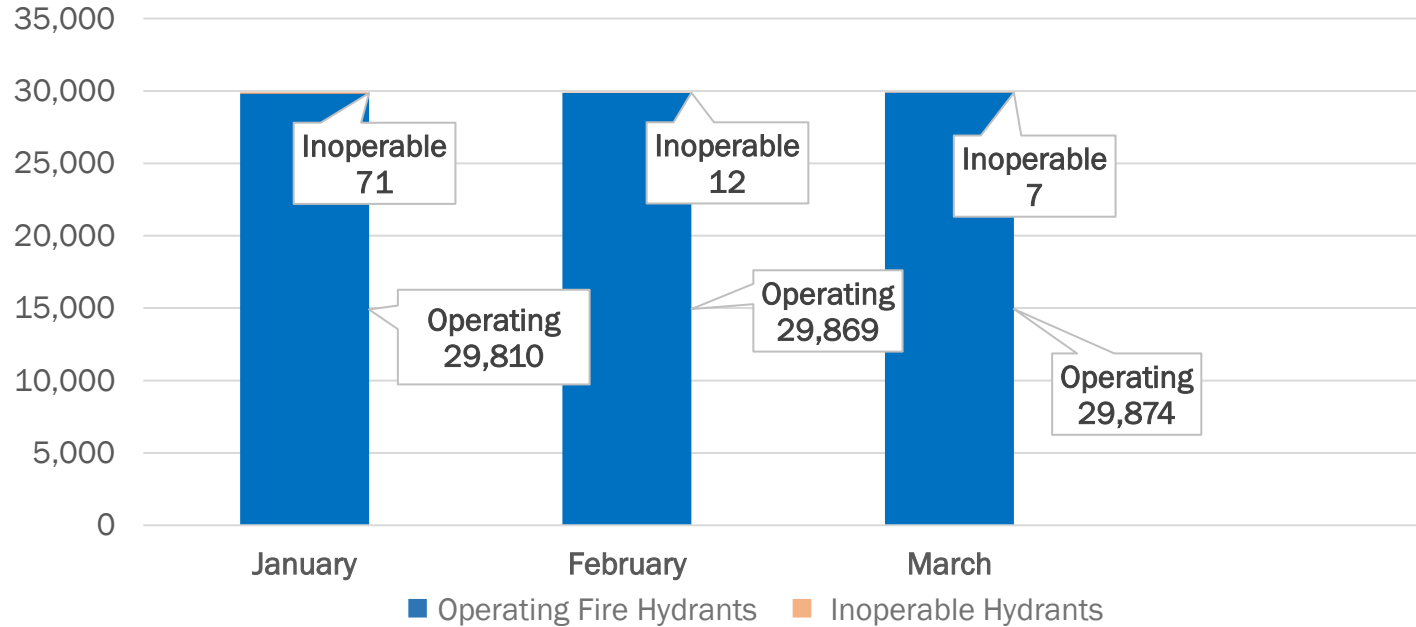


Field Services

Sam Smalley, Deputy Director



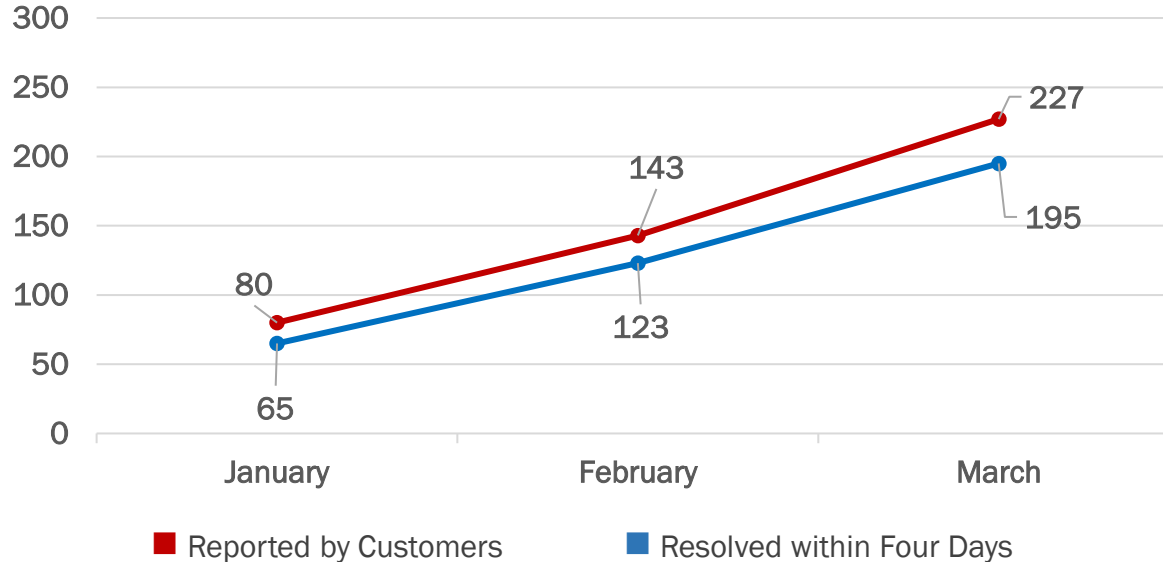
Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department's annual hydrant inspections started in October.
- DWSD teams are keeping the number of inoperable hydrants low – below 1% outage.

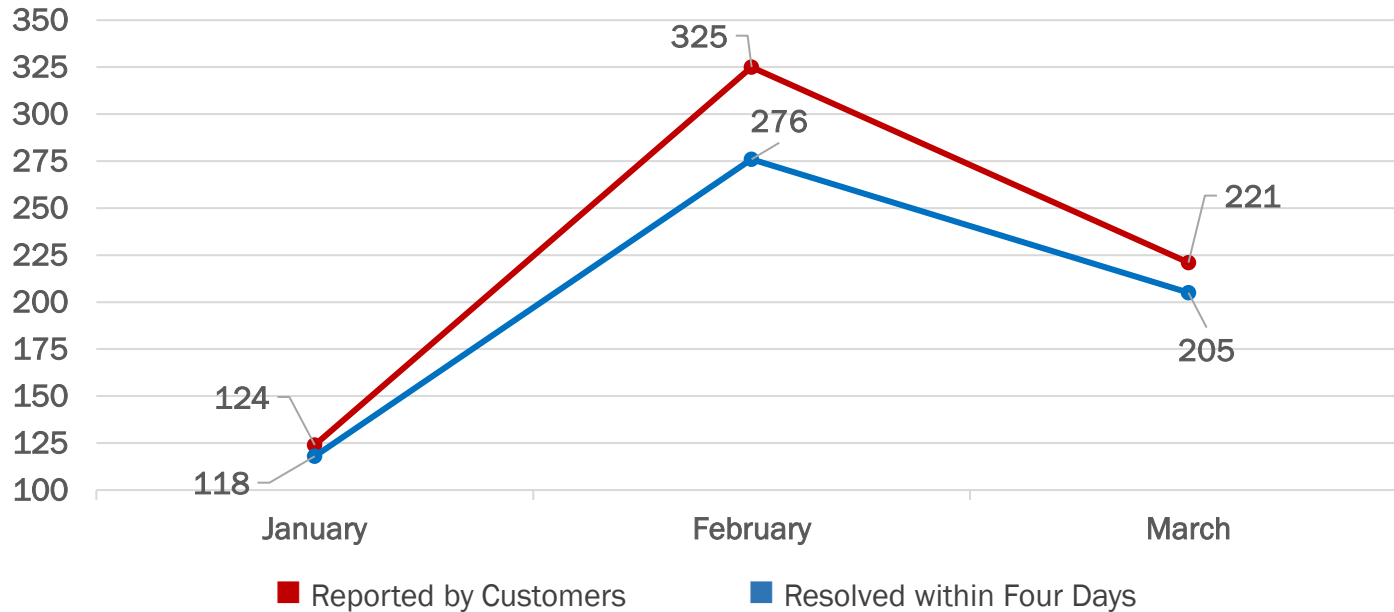


Field Services: Running Water



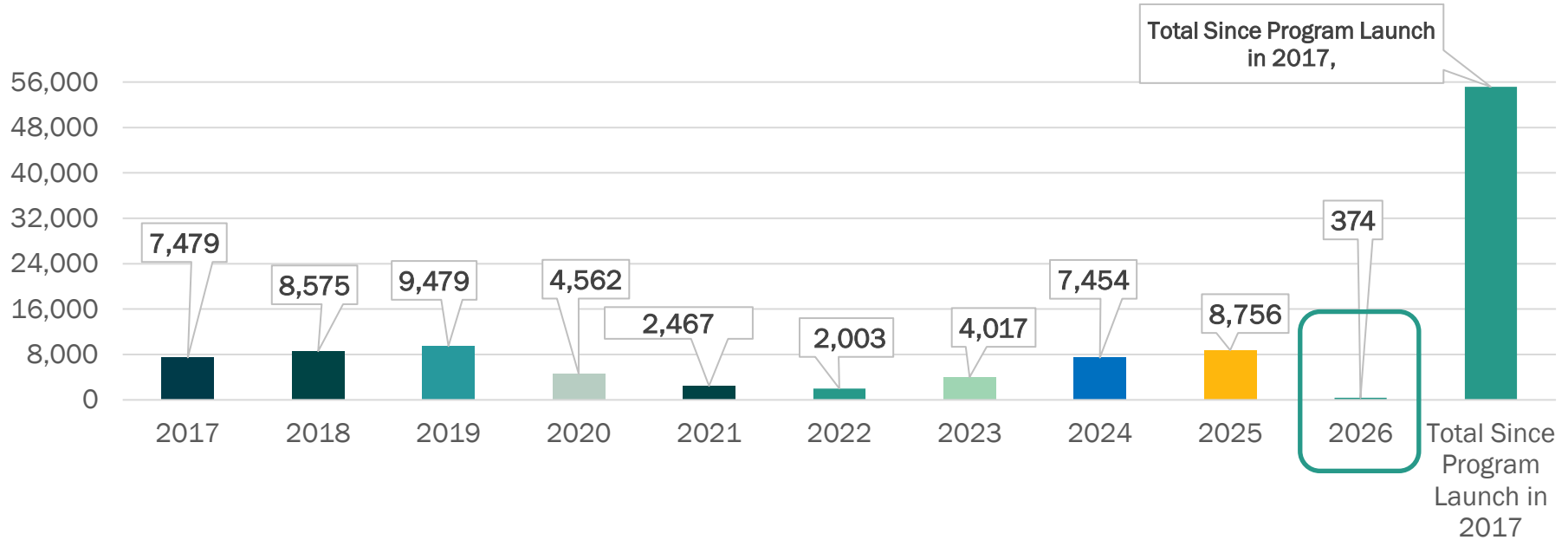
- The MARS Team within Maintenance & Repair is resolving the vast majority of service line issues within four days.

Field Services: Water Main Breaks



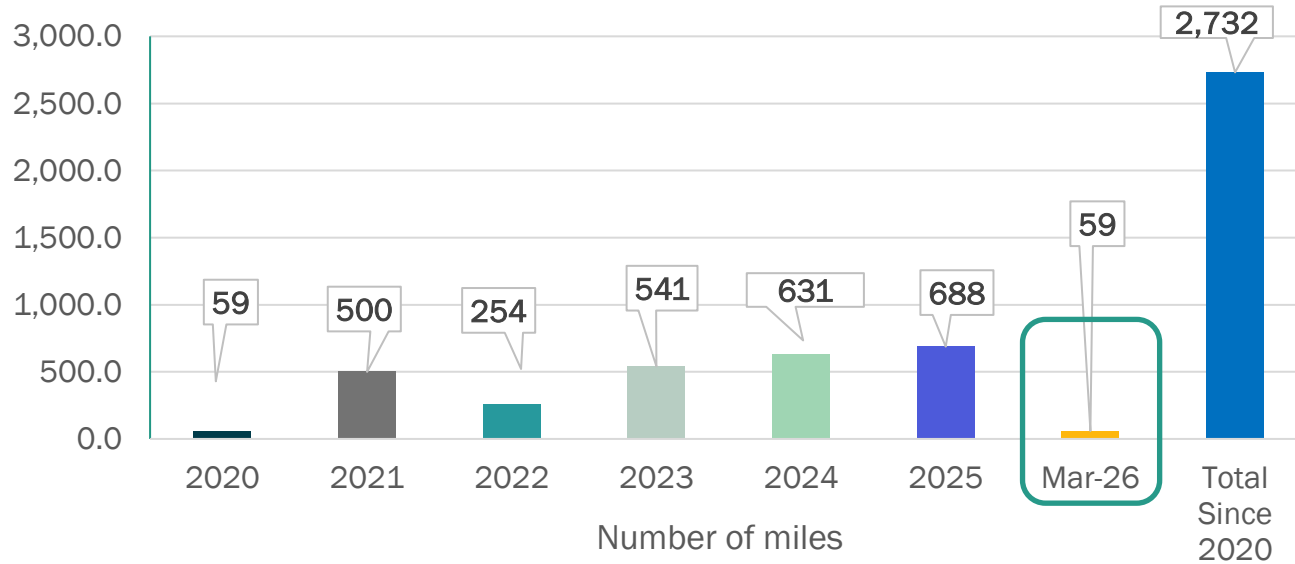
- Continued below-freezing temperatures caused an increase in water main breaks in January and February.
- Water service outages and major thoroughfares are the first priority.

Field Services: Catch Basin & Inspection Cleaning



- With warmer temperatures returning, catch basin cleaning will ramp up.
- We are thankful to the Sewer Team on their efforts to reduce flooding in our neighborhoods.

Field Services: 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

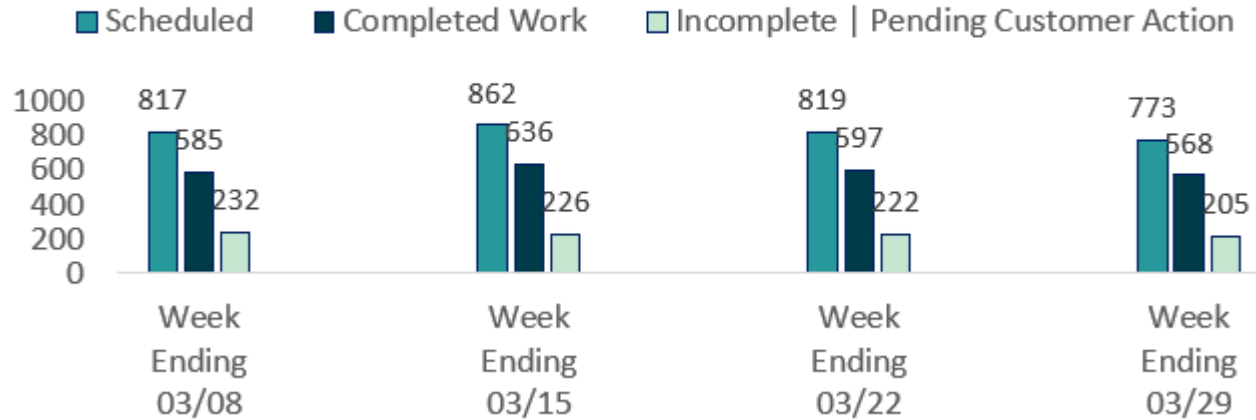
Sam Smalley, Deputy Director



Meter Operations: Scheduled Meter Work



Scheduled Work

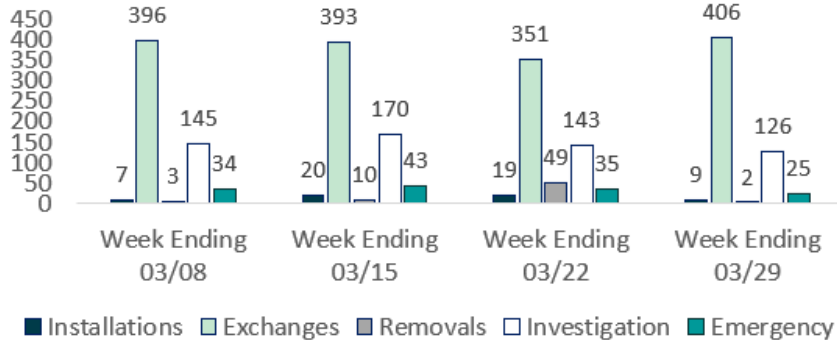


- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

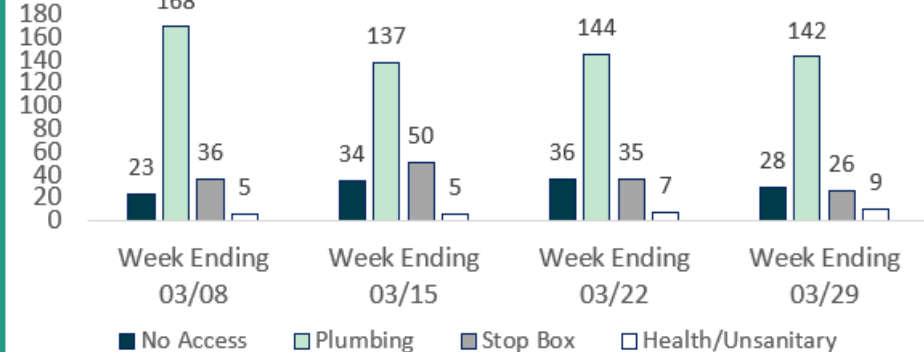
Meter Operations: Scheduled Meter Work



Success Details

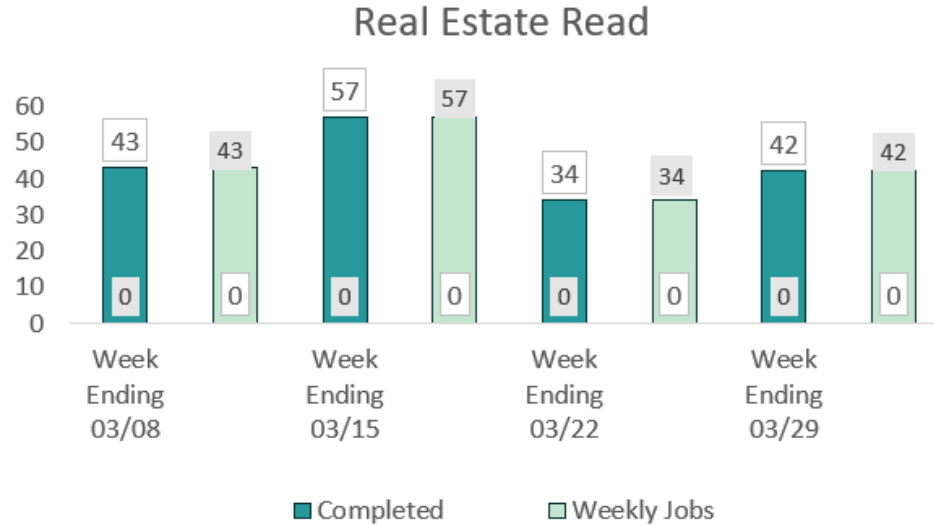


Customer Issues



- Every week, DWSD technicians install or exchange more than 200 water meters.
- An average of more than 20 new service accounts are metered weekly.
- Meter Ops installed more than 12,000 meters in 2024.

Meter Operations: Real Estate Reads



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

Investigations

Scott MacGriff, Chief General Counsel & Compliance Officer



Investigations: Results



6,484

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2025

Money Owed to DWSD identified by Investigators

\$15,877,909

Total since July 1, 2025

\$2,610,384

Back billed

\$3,521,456

Future owed in 12 months

\$10,048,427

Water loss

Revenue Identified Since Investigation Unit Began

\$67M

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

Scott MacGriff, Chief General Counsel & Compliance Officer

Legal: Cases and Collections



0

Cases resolved in March 2026

0

New cases filed by DWSD

2

New cases filed against DWSD

35

Pending cases handled in-house

Collections actions: 14

Defended cases: 21

Non-defense cases: 0

Damage Claims

178

Number of Pending Damage Claims

32

Number of Damage Claims Reviewed
in March 2026

0

Total Settlements Offered
in March 2026

\$0

Total Settlements Offered
in March 2026

Public Affairs

Bryan Peckinpough, Public Affairs Director



Public Affairs: Social Media Activity



47

New Facebook Followers

10,885

Total Followers on Facebook

13,676

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



70

New Instagram Followers

3,165

Total Followers on Instagram

6,223

Views on Instagram



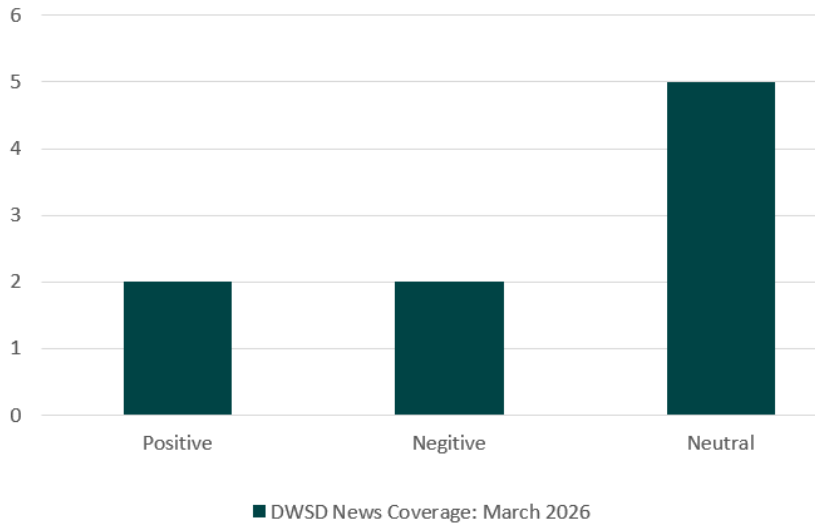
The top performing post by views for Facebook for the month of March was a photo post promoting DWSD's Lifeline H2O plan. The post had a total of 2,922 views and 41 interactions.

For Instagram, the top performing post by views for the month of March was a video reel celebrating 313 Day where employees at CSF were featured saying, "what up doe?". The post received 1,795 views, reach 1,343 and interactions 180.

Public Affairs: Positive v. Negative News Stories



DWSD News Coverage: March 2026



In March, we had a total of 9 stories this month that mentioned Detroit Water and Sewerage Department. Of all the stories DWSD were mentioned in – 2 were positive, 2 were negative and 5 stories were neutral. This month, four stories covered the transmission water main break on Jefferson, one story covered flooding on Vaughan Street, one story talked about how the department prepares for wet weather events, one story mentioned the department regarding the Carleton Elementary flooding, and two stories covered DWSD’s Lead and Copper Rule sampling results.

Customer Service



Lifeline Plan – Protected From Shut Off



| Protected From Shut Off | Total |
|--|---------------|
| Receiving Lifeline Plan benefit | 4,709* |
| Enrolled in EasyPay Plan | 49,597 |
| Total Number of Households Protected* | 54,306 |

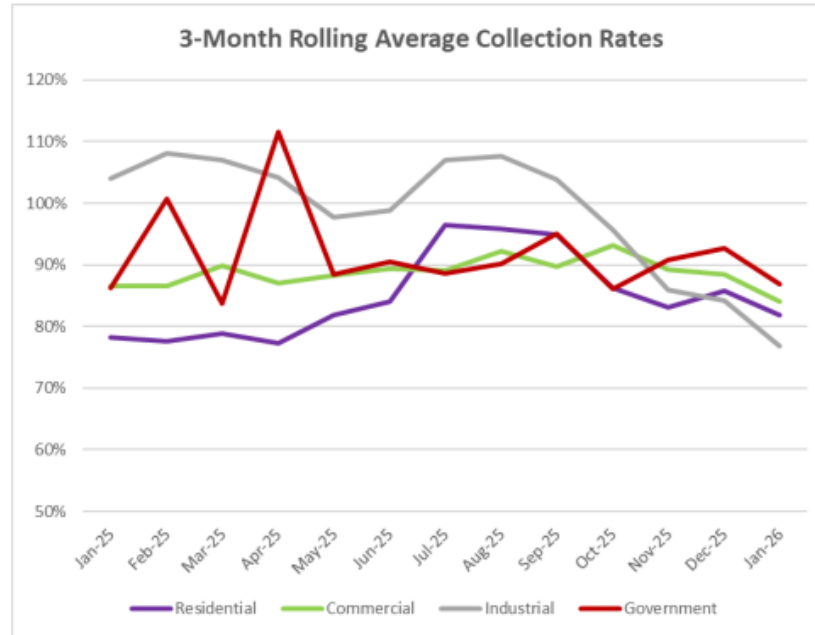
*Lifeline benefits ended on September 30, 2025. The program restarted in November 2026 as Lifeline H2O utilizing a new income verification tool and currently available funding from the Great Lakes Water Authority (GLWA) WRAP allocation for Detroit.

*Data from March 2026.

Finance

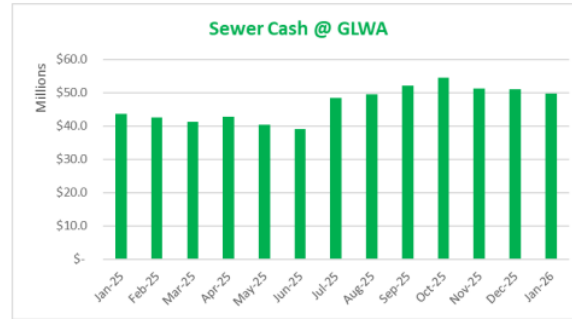
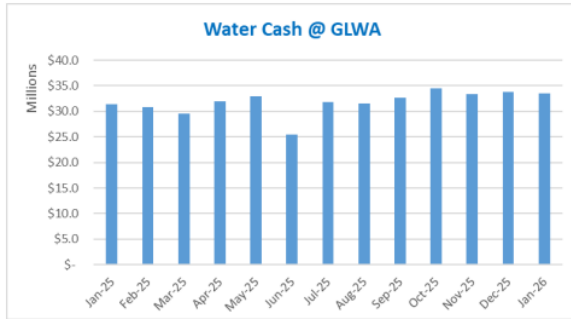
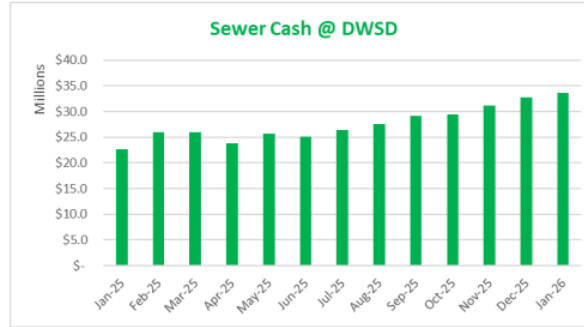
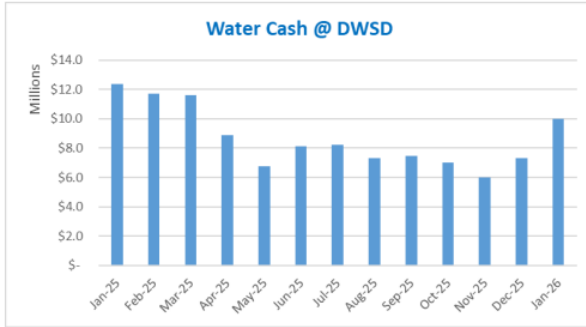


Finance: Collection Rates



- 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

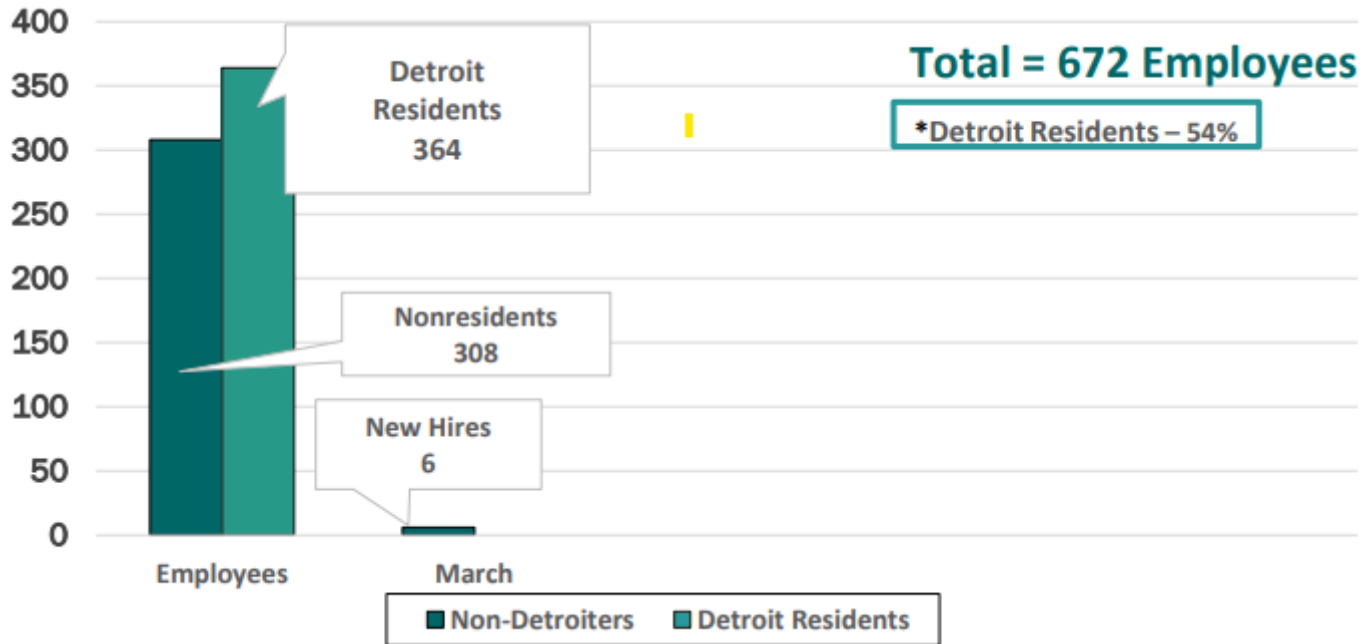


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Human Resources

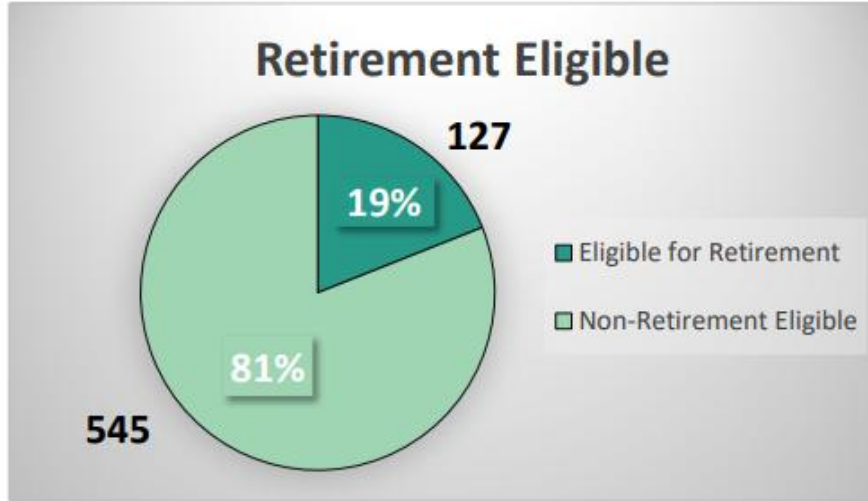


Human Resources: Detroit Residents and Hiring



Human Resources: Retirement Eligible

With a current population of **672** employees, there are **127** DWSD employees eligible for retirement



| Retirement Criteria | Total |
|------------------------------------|------------|
| 30 YOS/Any Age (Legacy and Hybrid) | 49 |
| 25 YOS/55 years old (Legacy) | 25 |
| 10 YOS/60 years old (Legacy) | 50 |
| 10 YOS/62 years old (Hybrid) | 2 |
| 8 YOS/65 years old (Legacy) | 1 |
| TOTAL | 127 |

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.