

Director's Report

September 17, 2025



Water & Sewerage
Department



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Director Gary Brown's Message To The Board

Annual Publication on Water Quality

Every June, we along with other water providers, publish a Consumer Confidence Report about the water quality in our community. We are fortunate that our source water is the nearly pristine Great Lakes basin, and both the Great Lakes Water Authority (GLWA) and the Detroit Water and Sewerage Department (DWSD) have tremendously knowledgeable and dedicated staff and resources to provide drinking water to the residents and businesses of Detroit that is best-in-class for any water utility in America.

Our 2024 Water Quality Report, published in June, outlines the facts. You can download the [PDF publication](#) or view the [flip book version](#). Every water customer is notified in the June bills of the report and how to access it or request a copy by mail, along with passing it out at community meetings and making it available at the Detroit Health Department and other City of Detroit and community facilities.

<https://detroitmi.gov/2024waterqualityreport>

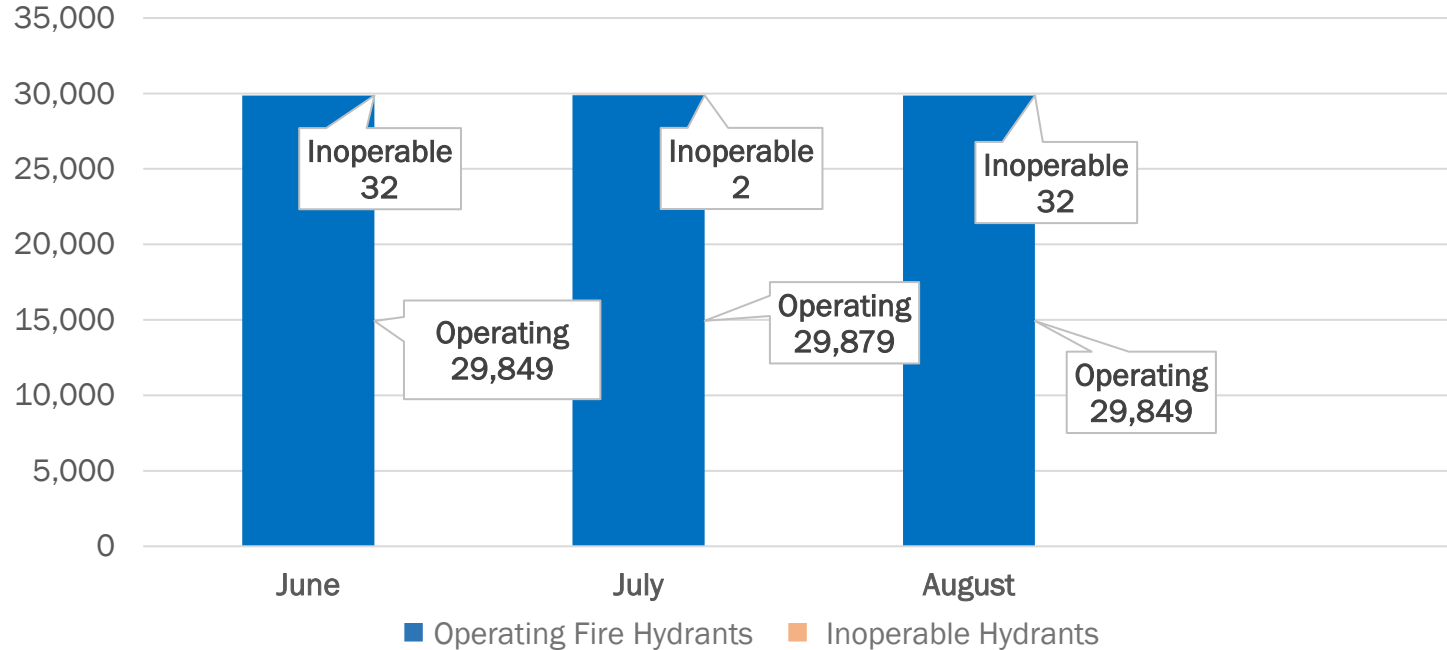


Field Services

Sam Smalley, Deputy Director



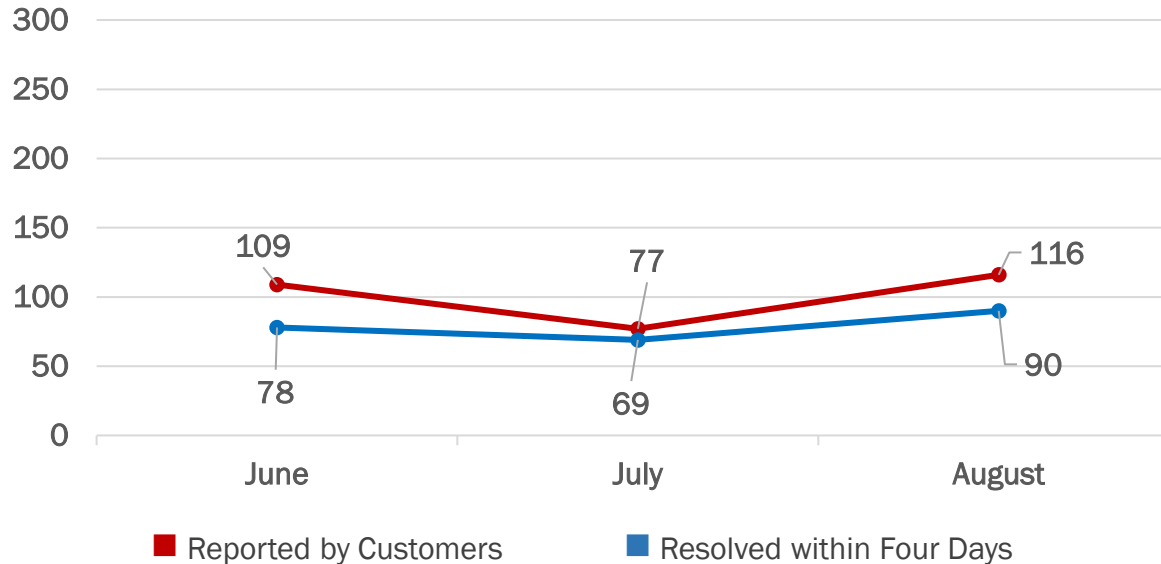
Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department's annual hydrant inspections will start next month.
- DWSD teams are keeping the number of inoperable hydrants low and following up with our own inspections to determine repairs/replacements.

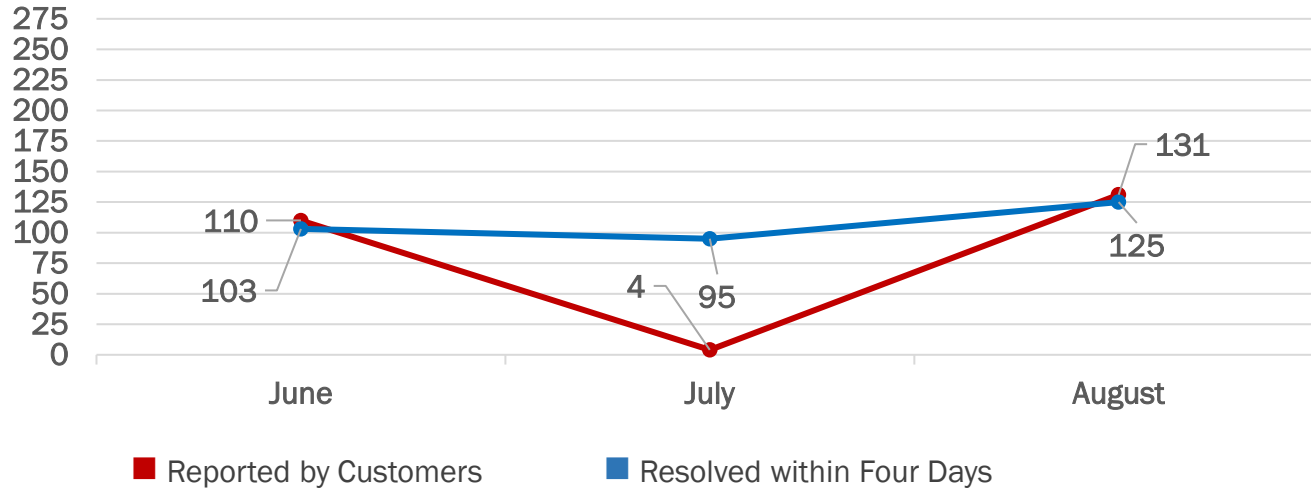


Field Services: Running Water



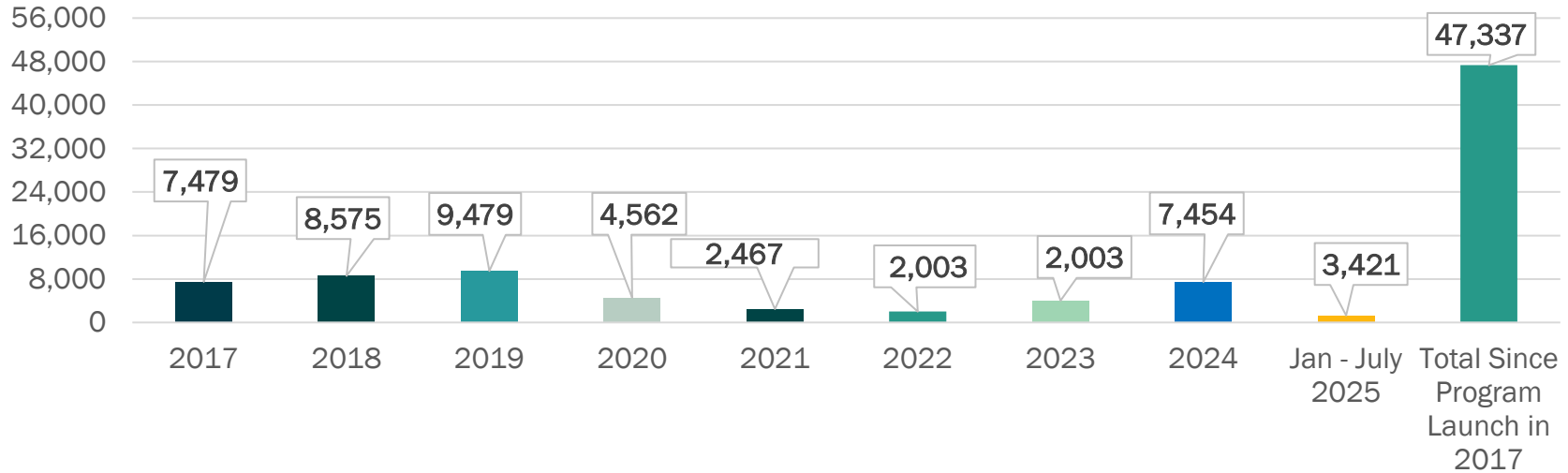
- The number of leaking water services has remained relatively consistent over the summer months.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

Field Services: Water Main Breaks



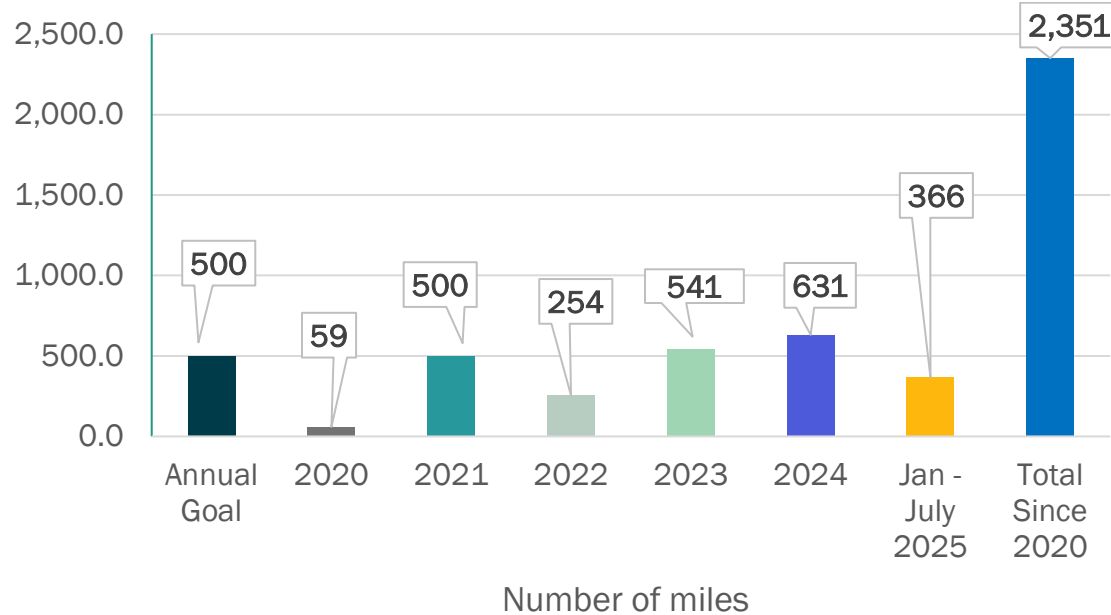
- The DWSD service level remains up to four days for repair, with water service outages and major thoroughfares prioritized.

Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins and is far exceeding the number of cleaned basins in the 2021-2023 timeframe.
- We are thankful to the Sewer Team on their efforts to reduce flooding in our neighborhoods.

Field Services: Sewer Cleaning



- The Sewer Team has committed to clean 600 miles of local sewer of 24-inches in diameter or less in calendar year 2025.
- DWSD exceeded 500 miles cleaned last year and we expect our hard working Sewer Team will exceed the goal again.

Meter Operations

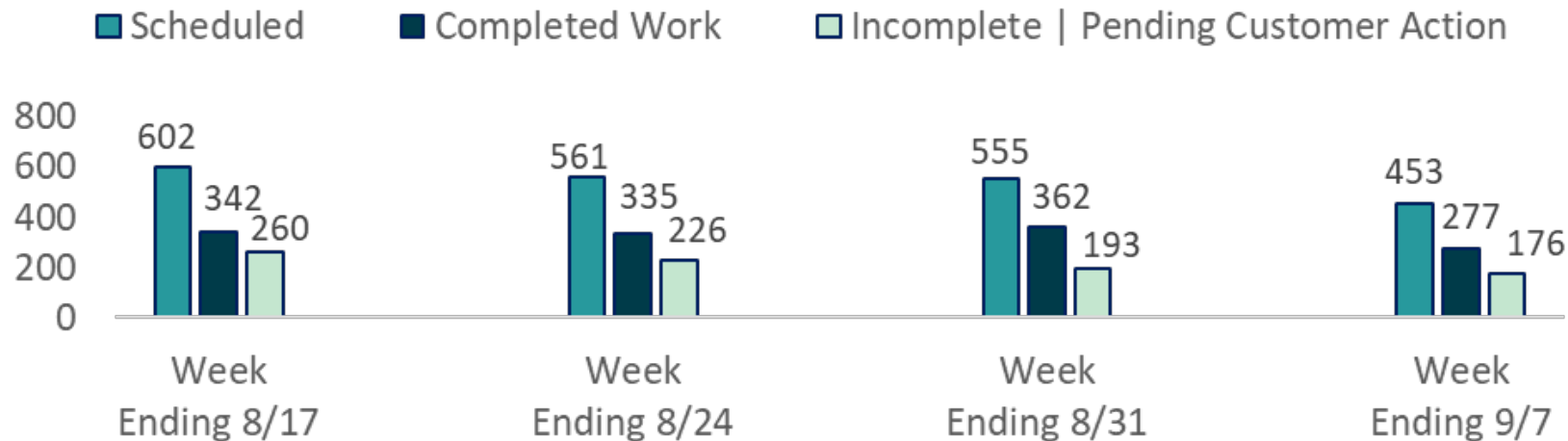
Sam Smalley, Deputy Director



Meter Operations: Scheduled Meter Work

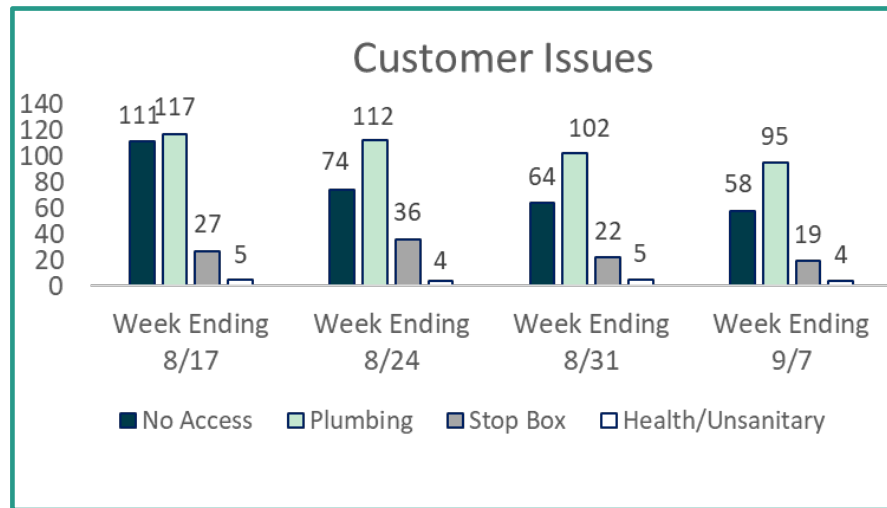
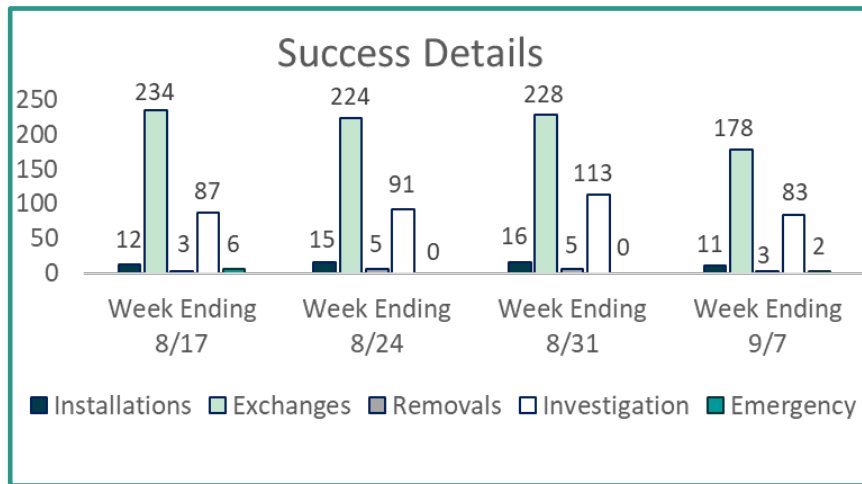


Scheduled Work



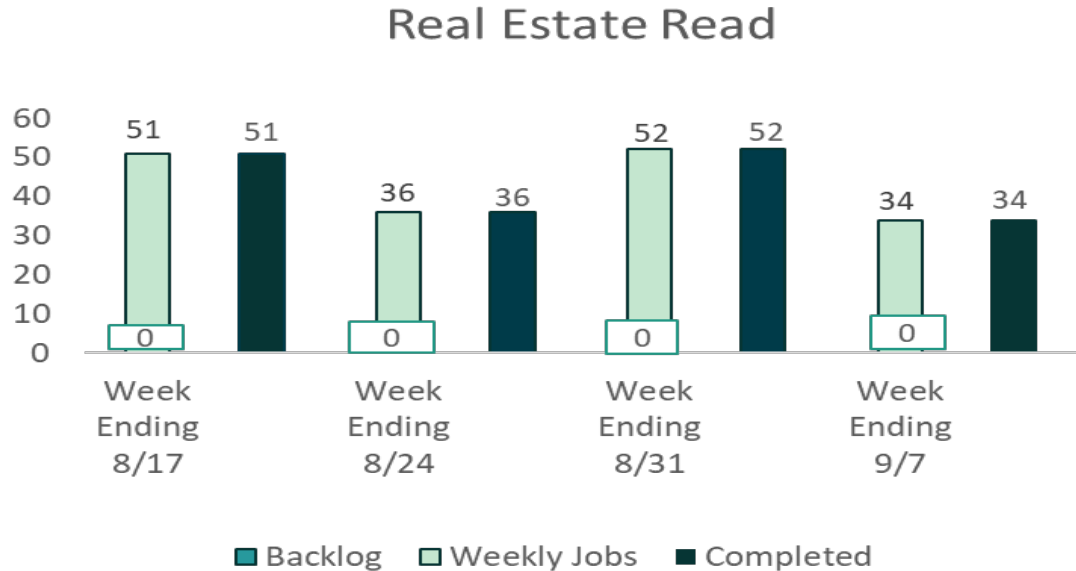
- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

Meter Operations: Scheduled Meter Work



- Every week, DWSD technicians install or exchange more than 200 water meters.
- An average of over 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

Sam Smalley, Deputy Director



Investigations: Results



1,752

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

Money Owed to DWSD
identified by Investigators

\$12,925,208

Total since July 1, 2024

\$2,037,893

Back billed

\$3,154,728

Future owed in 12 months

\$7,732,587

Water loss

Revenue Identified Since
Investigation Unit Began

\$57M

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



0

Cases resolved in June 2025

0

New cases filed by DWSD

4

New cases filed against DWSD

38

Pending cases handled in-house

Collections actions: 18

Defended cases: 20

Non-defense cases: 0

Damage Claims

192

Number of Pending Damage Claims

31

Number of Damage Claims Reviewed
in August 2025

0

Total Settlements Offered
in August 2025

\$0

Total Settlements Offered
in August 2025

Public Affairs

Bryan Peckinpagh, Public Affairs Director



Public Affairs: Social Media Activity



27

New Facebook Followers

10,616

Total Followers on Facebook

197,230

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



83

New Instagram Followers

2,940

Total Followers on Instagram

21,943

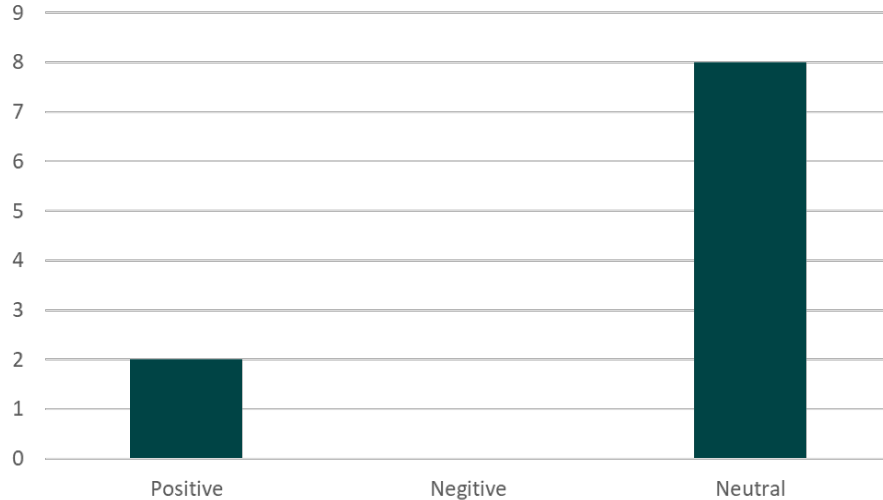
Views on Instagram



Instagram engagement continues to grow, and month-over-month exceeds the other social media platforms, while X (formerly Twitter) remains flat. The Facebook top performing post by views in August highlighted DWSD's lead service line replacement initiatives. The post had a total of 1,532 views, 11 interactions, and a reach of 1,100. For Instagram, the top performing post by views for the month of August was a reel of our new series Trash it or Flush It. DWSD collabed with the City of Detroit main social media page. The post received 5,571 views, 184 interactions and a reach of 3,907.

Public Affairs: Positive v. Negative News Stories

DWSD News Coverage: August 2025



■ DWSD News Coverage: August 2025



In August, DWSD had a total of 10 stories that mentioned the Detroit Water and Sewerage Department. Of all the stories DWSD was mentioned in – two were positive, zero were negative and eight stories were neutral. While the bulk of the stories are mentions of DWSD in interviews with mayoral candidates. One topic resulted in two positive stories on surpassing the enrollee goal for EasyPay, which was a story pitch by the Public Affairs team.

Customer Service

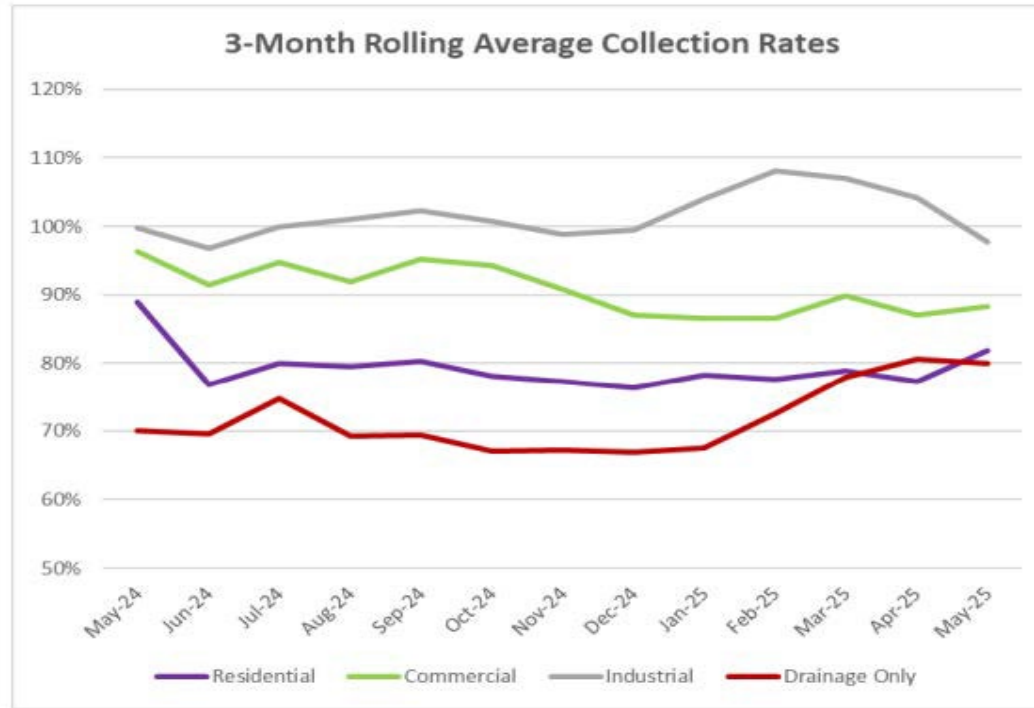
Lifeline Plan – Protected From Shut Off

Protected From Shut Off	Total
Receiving Lifeline Plan benefit	7,930
Enrolled in EasyPay Plan	35,878
Total Number of Households Protected	43,808

Finance

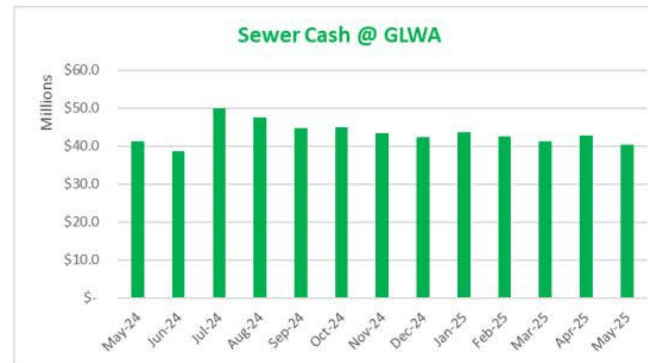
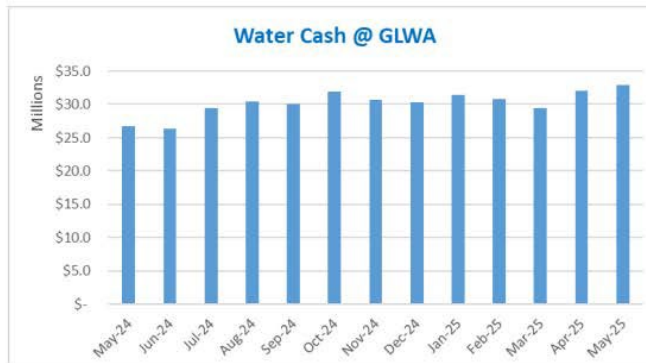
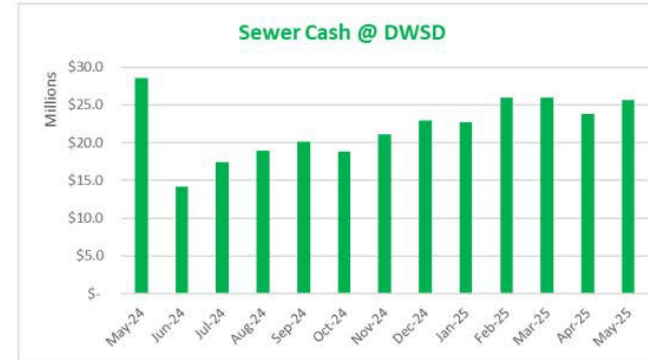


Finance: Collection Rates



- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

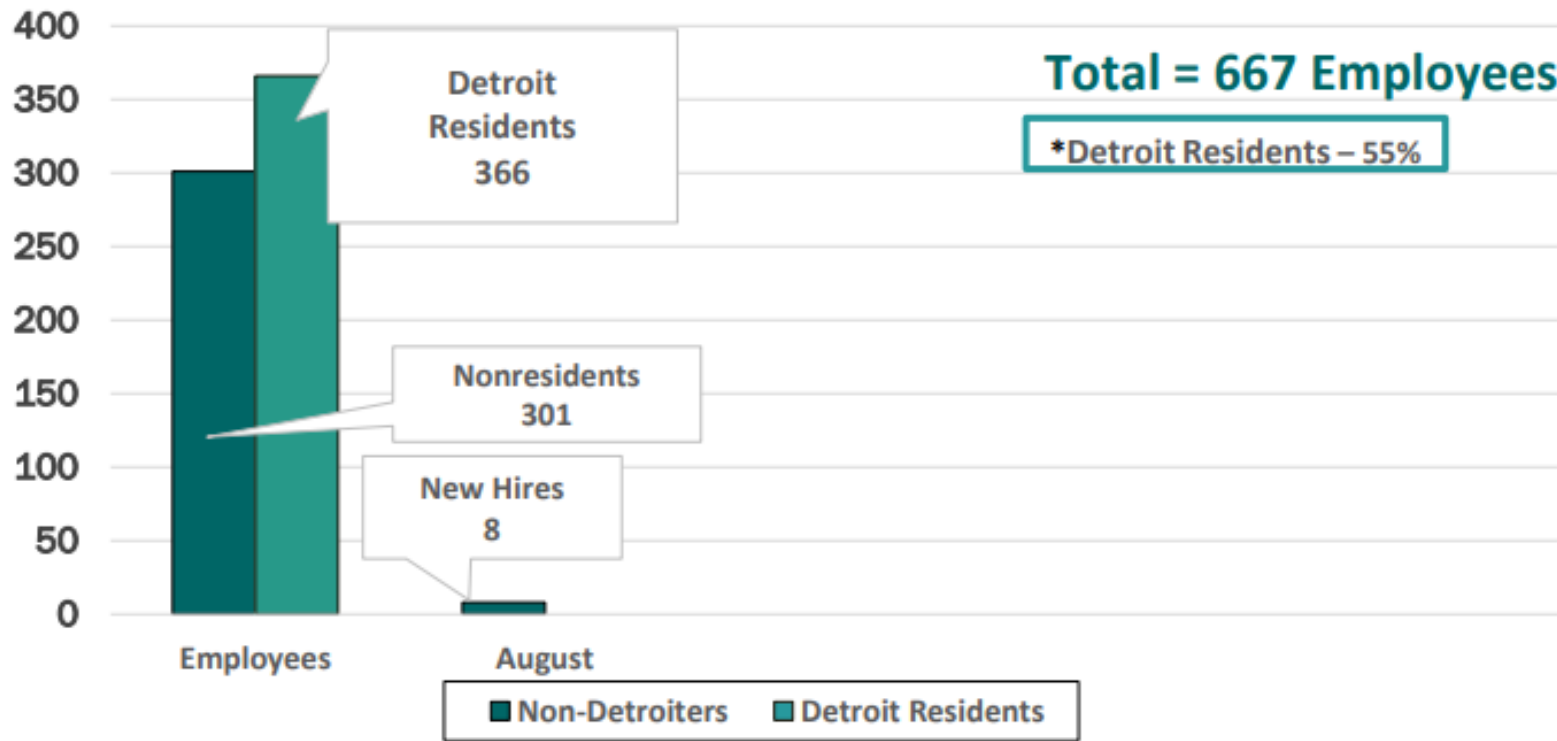
Finance: Cash Balance



- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

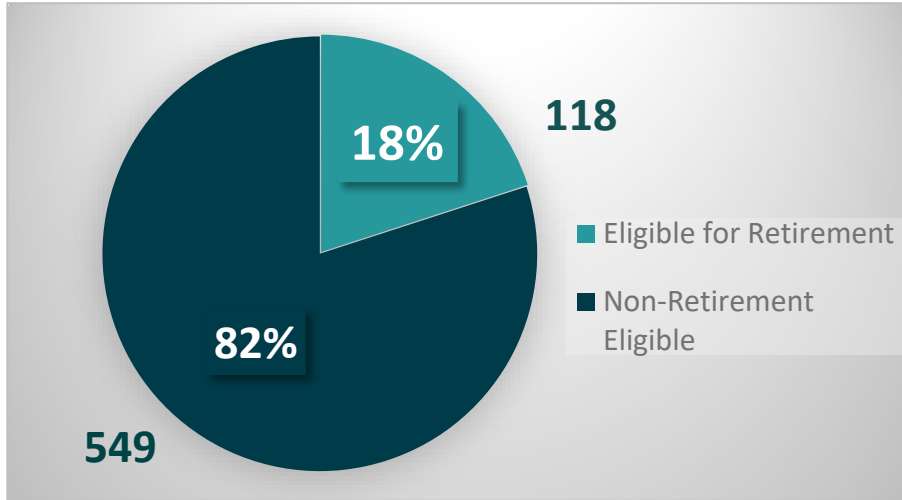
Human Resources

Human Resources: Detroit Residents and Hiring



Human Resources: Retirement Eligible

With a current population of **665** employees, there are **116** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	47
25 YOS/55 years old (Legacy)	23
10 YOS/60 years old (Legacy)	46
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	2
TOTAL	118

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1, 2014

- Eighteen percent (18%) 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 Attendees
08/21/2025	Resource/Career Fair	The Fox Theater 2211 Woodward	100