



Detroit Board Of Water Commissioners

Customer Service Committee

May 4, 2022



**Water & Sewerage
Department**

Customer Service April 2022 Highlights

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

April 2022 Highlights *as of 4/26/2022*

- 32,652 calls and responded to 4,133 email inquiries
 - 36,785 total touchpoints
 - 1,800 Calls per day = 30% increase over plan of 1,400
- 40% of calls were answered within 2 minutes
- Average Speed of Answer in 1:13(83% SL) on the Emergency Line and 5:33(35% SL) non-emergency
- Customer Satisfaction (CSAT) at 75%, First Call Resolution (FCR) at 59%

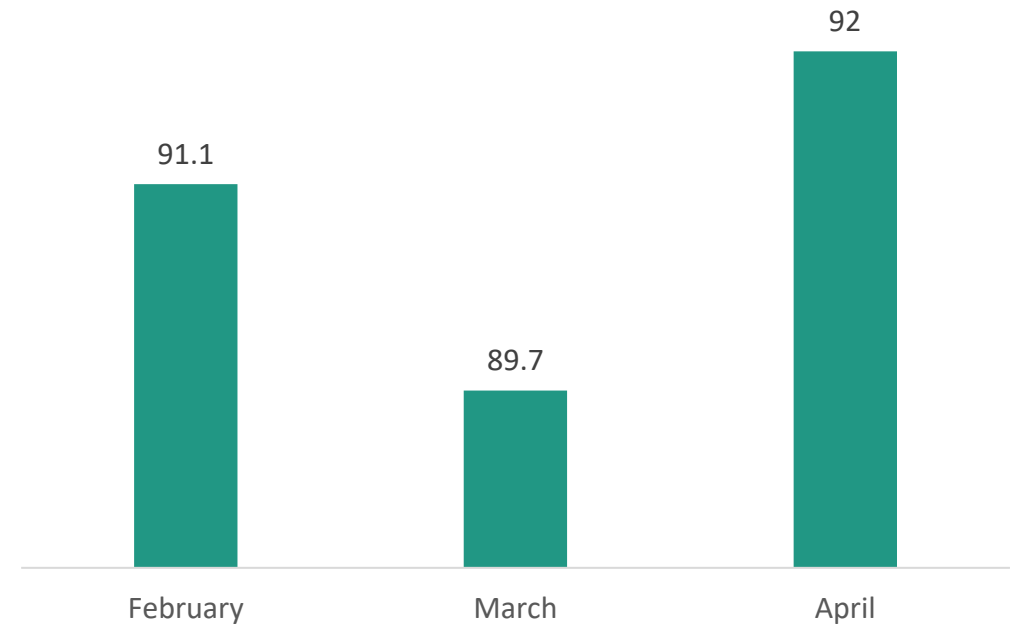
CALL CENTER DATA – April 2022 *as of 4/26/2022*

| | November | December | January | February | March | April | Key Performance Indicator |
|-----------------------------------|----------|----------|---------|----------|--------|--------|---------------------------------|
| Calls Received | 34,836 | 31,916 | 35,823 | 36,079 | 41,804 | 32,652 | <i>**1400 Calls per day Avg</i> |
| Average Speed of Answer | 6:06 | 4:57 | 4:02 | 1:52 | 3:24 | 5:00 | 2 Minutes |
| Email Interactions | | 3,448 | 3,398 | 3,654 | 4,060 | 4,133 | |
| Average Speed of Response (Email) | | | | 1d 14h | 14h | 14h | 10 days |
| Total Interactions | | 35,364 | 39,221 | 39,733 | 45,864 | 36,785 | |
| Service Level | 34% | 47% | 49% | 69% | 50% | 40% | 70% |
| Average Handle Time | 8:14 | 8:24 | 8:27 | 8:11 | 8:05 | 7:55 | 8 Minutes |
| Average Talk Time | 6:32 | 6:34 | 6:31 | 6:19 | 6:19 | 6:14 | 5 Minutes |
| Average Hold Time | 3:54 | 4:06 | 4:16 | 4:01 | 3:49 | 3:39 | 3 Minutes |
| After Call Work | 0:39 | 0:40 | 0:39 | 0:41 | 0:40 | 0:41 | 1 Minute |
| Abandoned Calls | 7% | 6% | 5% | 2% | 4% | 4% | < 5% |
| Avg. Staffing | 35 | 42 | 50 | 47 | 45 | 43 | 67 |
| First Call Resolution | 57% | 57% | 57% | 63% | 64% | 59% | 71% |
| Customer Satisfaction | 73% | 74% | 75% | 80% | 79% | 75% | 72% |

QUALITY

- **92% Quality Average**
- **46 Customer Service Specialists (CSS) evaluated**
 - Four evaluations per CSS completed
- **One on one coaching provided for scores below expectations.**

Customer Service Quality Averages





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Planning Calendar: Customer Service Portal Update

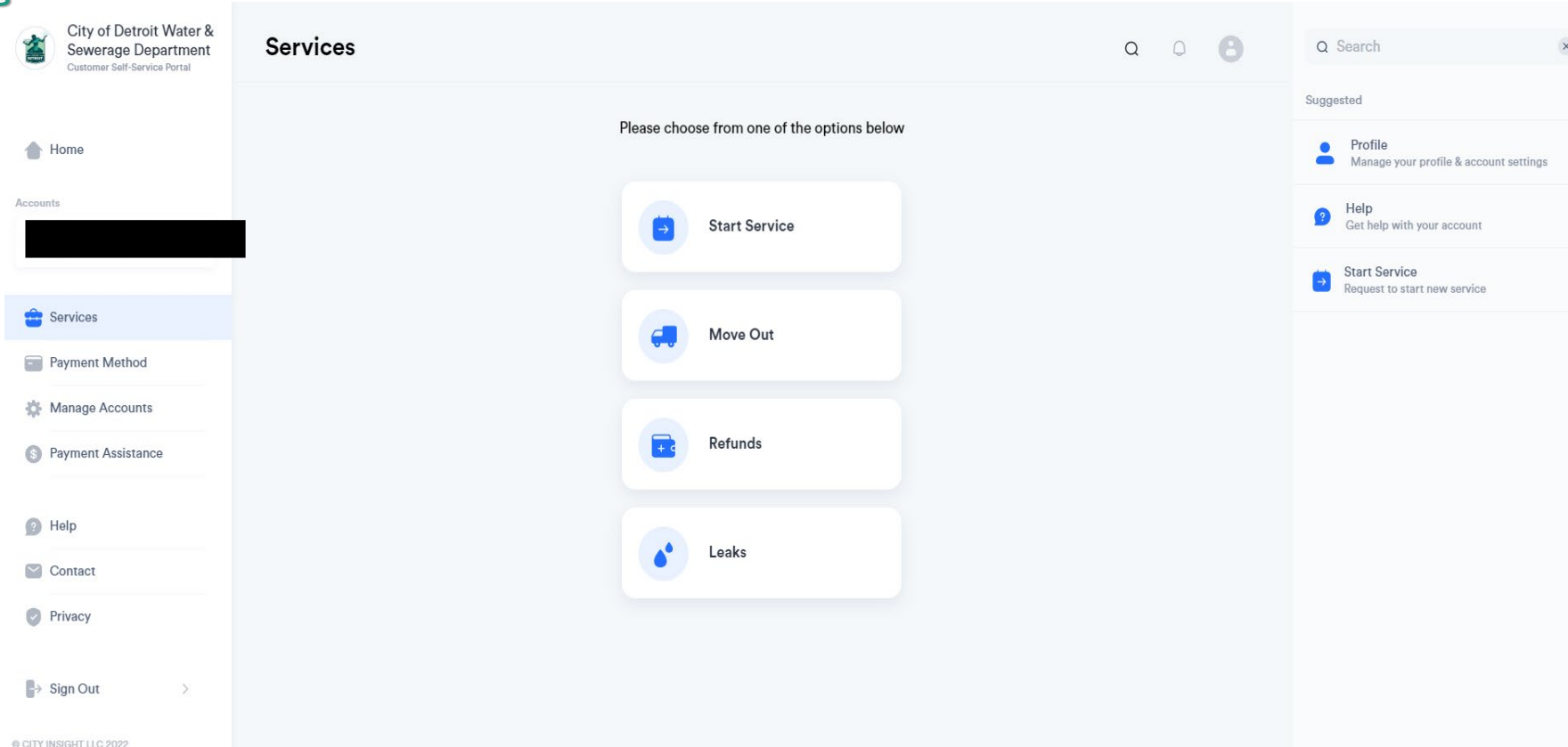
Customer Self-Service Portal – New Features Are Live

Customers can now request the following services online through the CS Portal:

- Start New Service
- Move Out / Stop Service
- Deposit Refund
- Leak Adjustment
- Establish an Online Account
- View Usage History & Balance

Coming soon:

- File a Dispute
- Real Estate Closing
- Contact Us
- Link to Improve Detroit

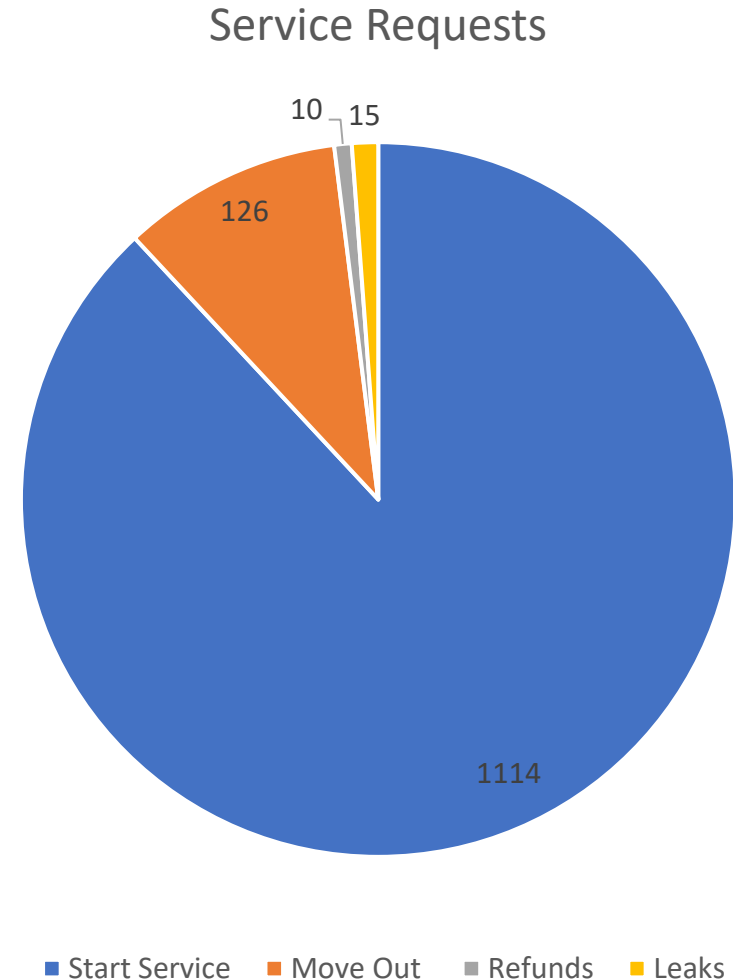


Customer Self-Service Portal – Detailed Water Usage



Customer Self-Service Portal

- Since launching the new self-services in 2022 on the portal, we have received nearly 1,300 online service requests



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

All Service Centers Remain
Closed

DIVDAT Kiosks Payments

(50+ stations located
throughout the city)

Dwsdkiosk.com



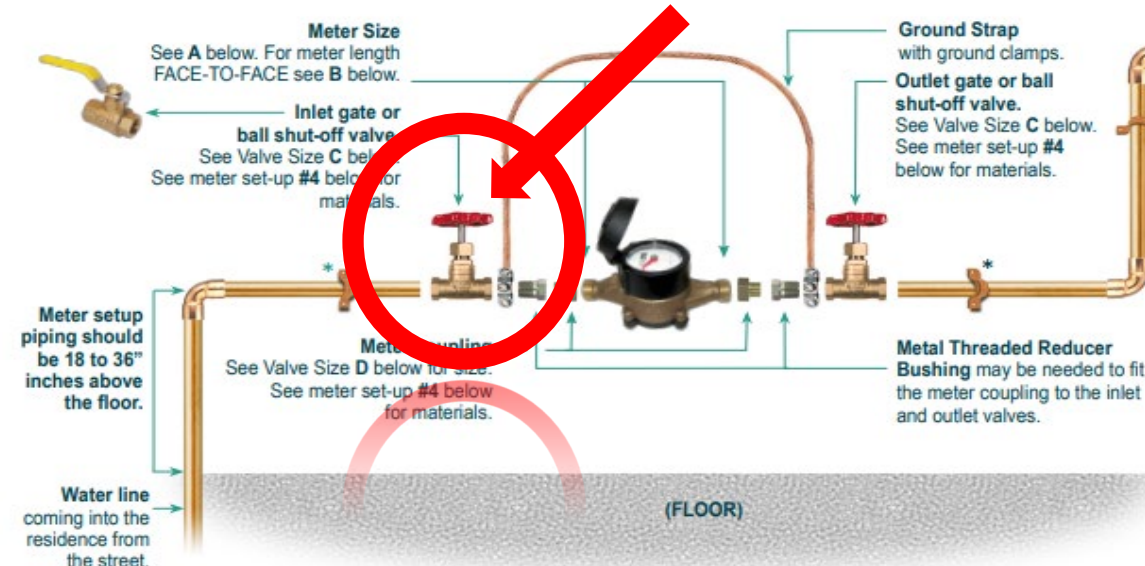
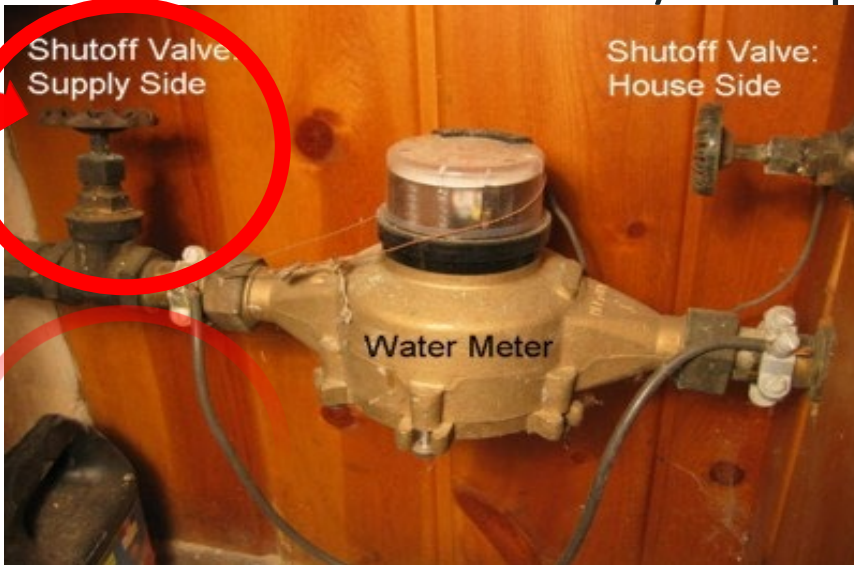
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In The Flow, Did You Know

Water Shut Off Tips

Shut Off Valve:

- Know where your meter is located within your home
- When properly installed, all homes have two shut off valves located inline with their water meter, one before and one after the meter
- Close your inlet or supply valve if:
 - You are going to be away from your property for an extended time
 - Have no heat – Prevent frozen/burst pipes

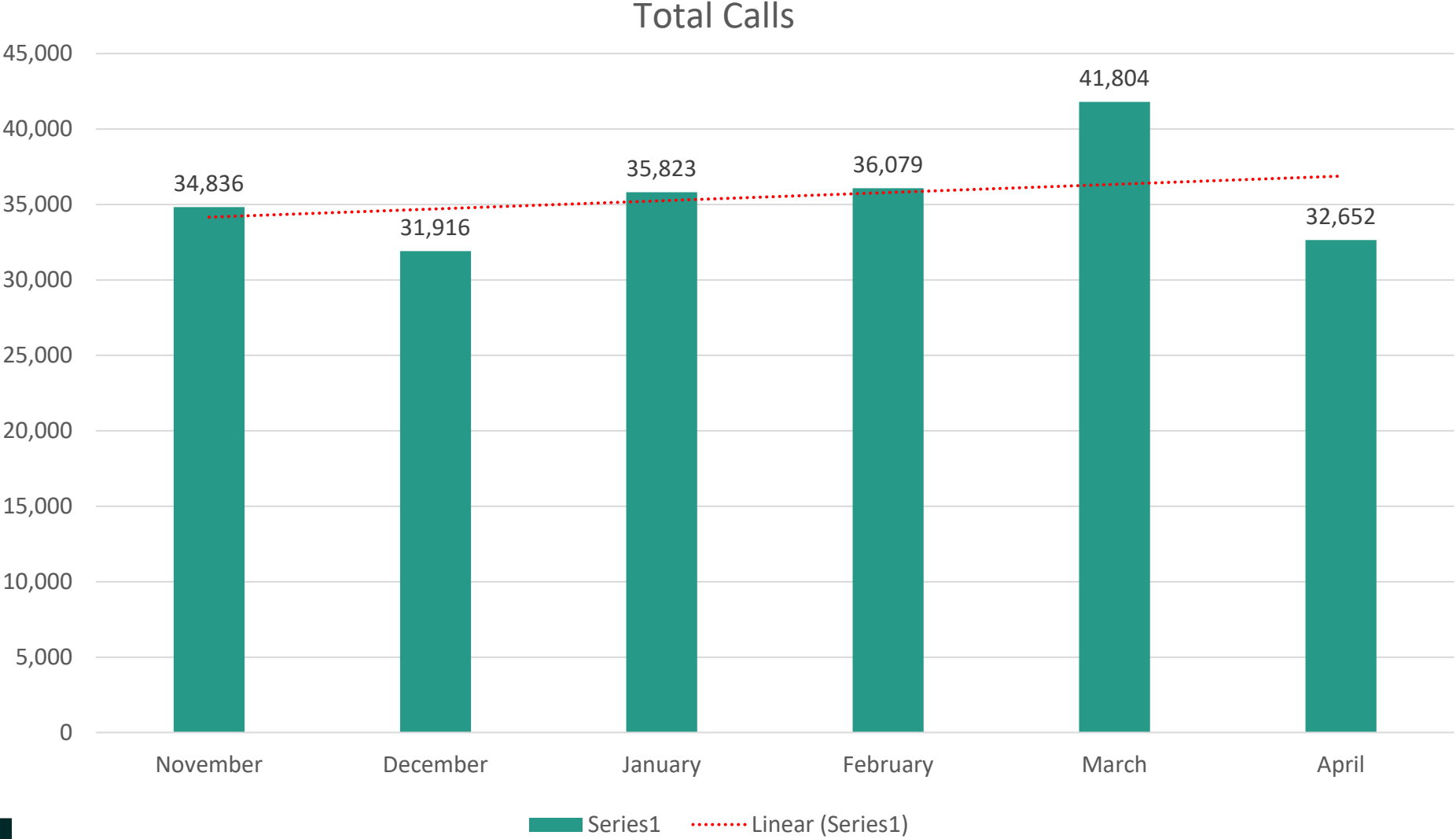




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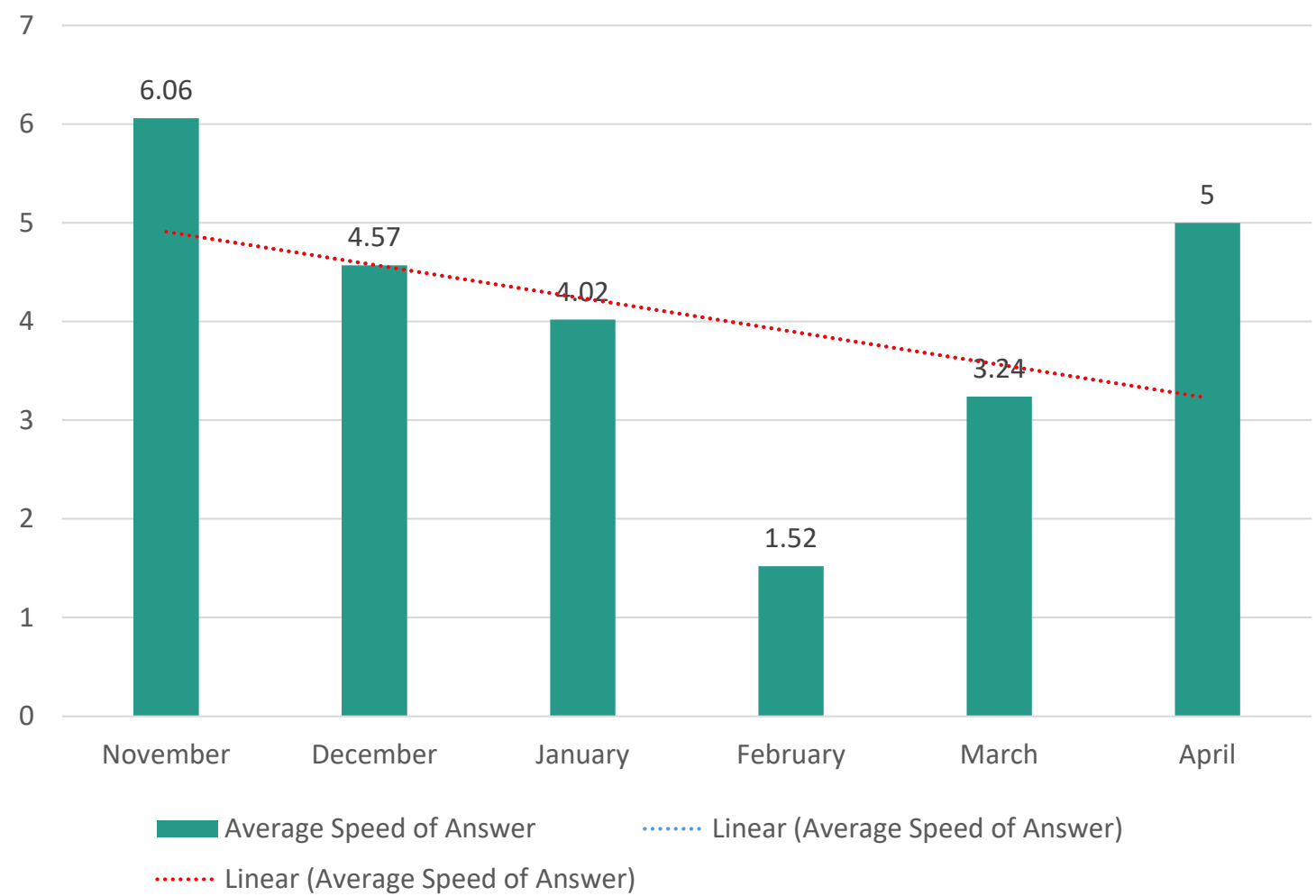
Customer Service Data

TOTAL CALLS

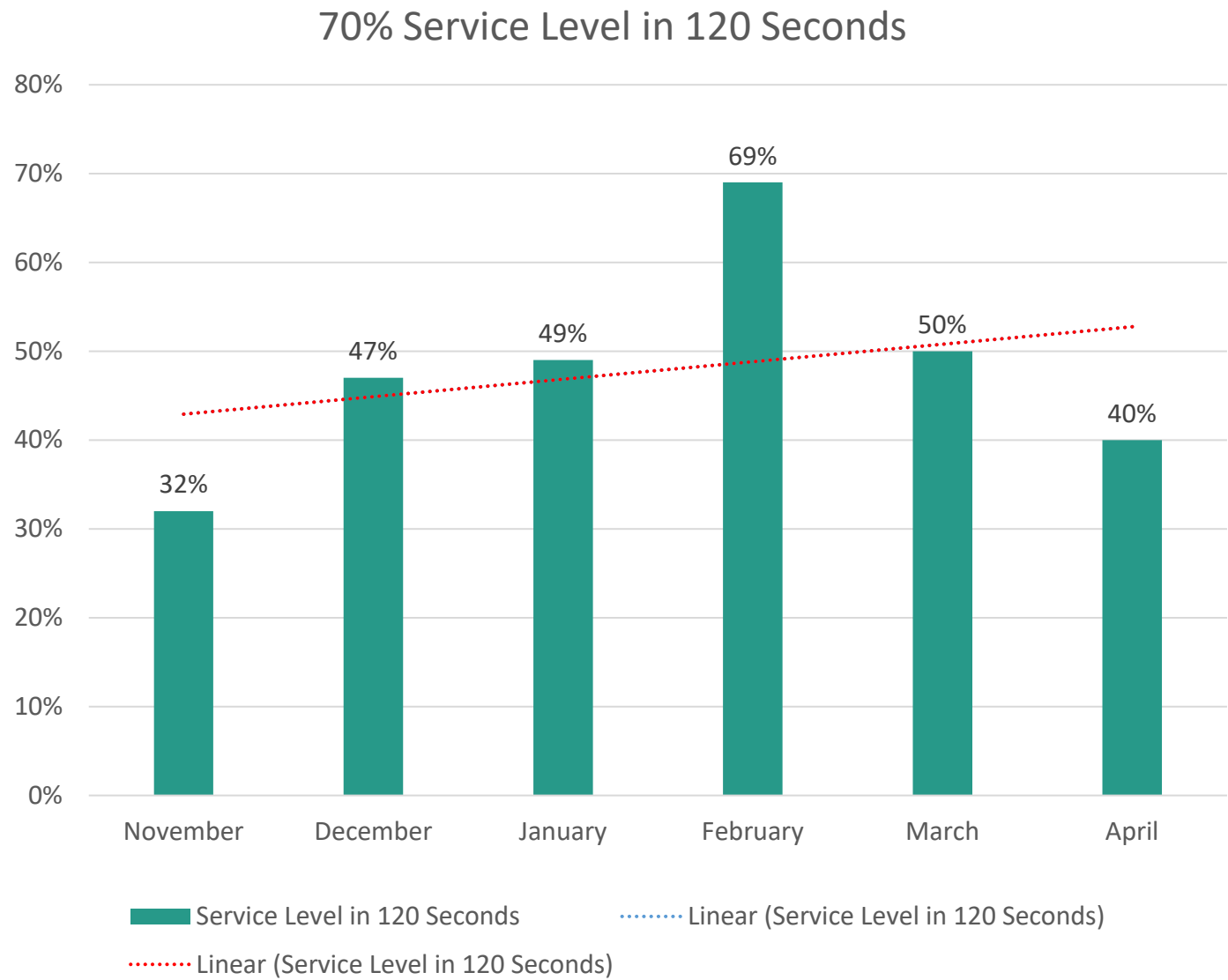


AVERAGE SPEED TO ANSWER

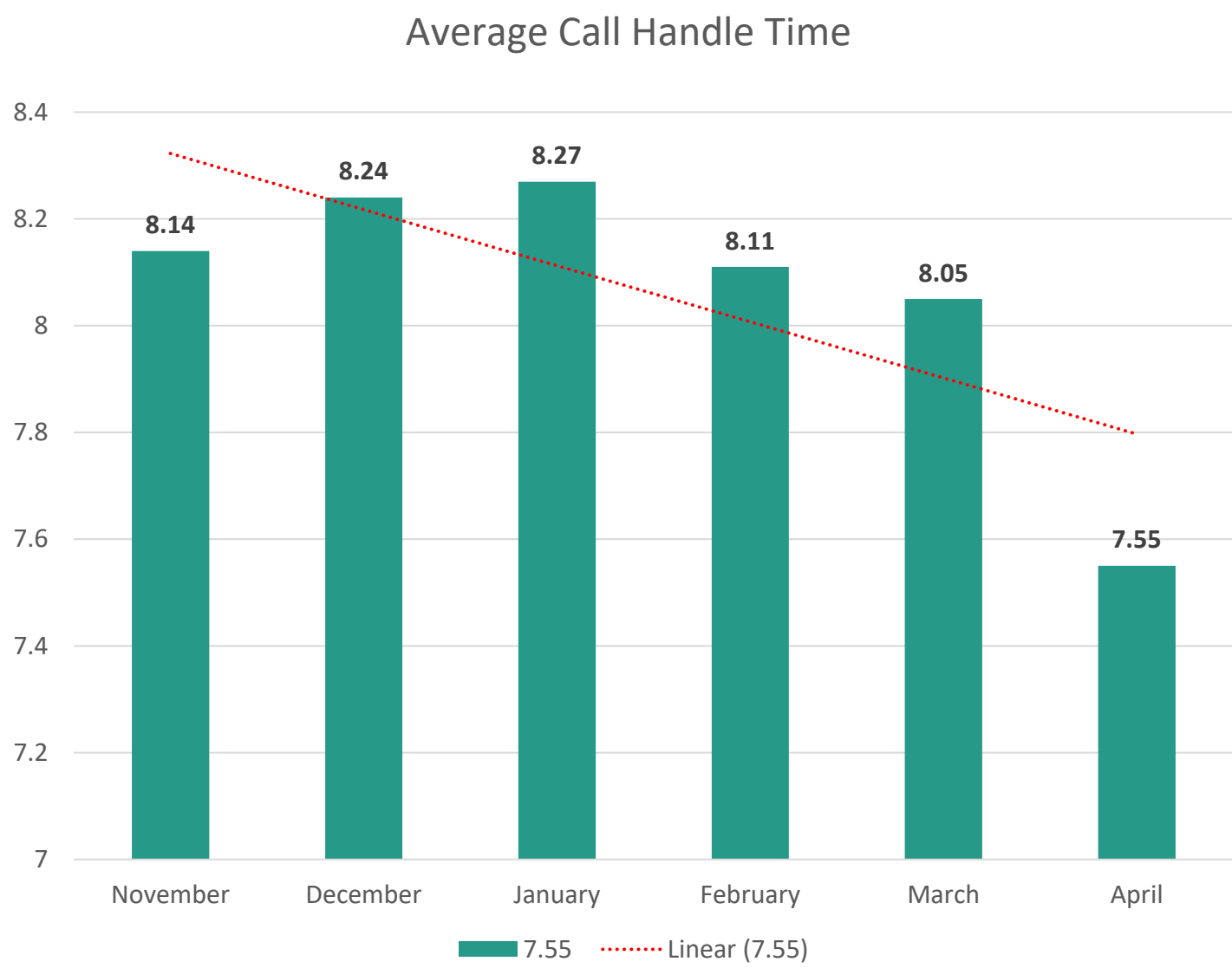
Average Speed to Answer (Less than 2 minutes)



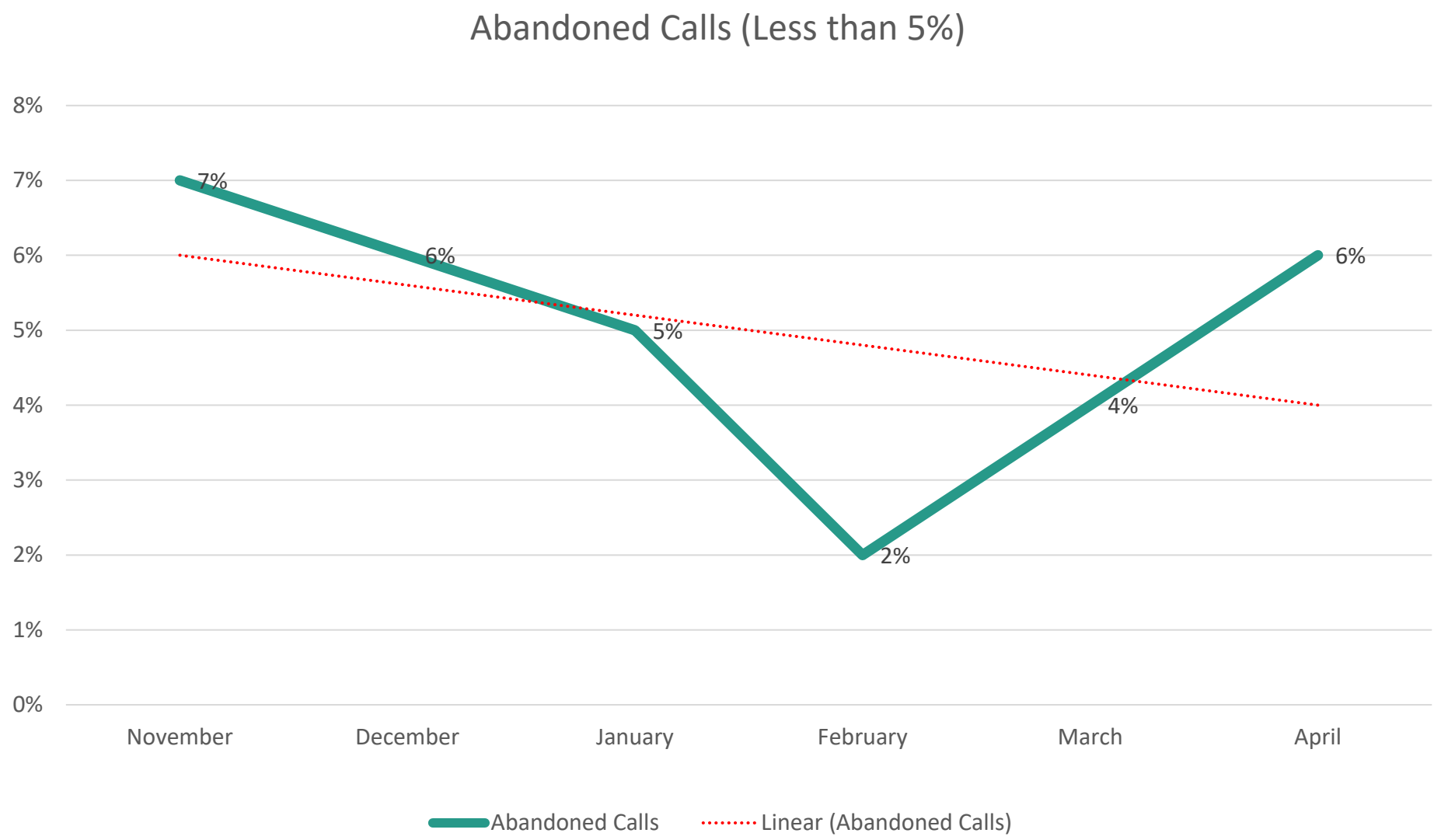
SERVICE LEVEL



AVERAGE CALL HANDLE TIME



ABANDONED CALLS





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THANK YOU!

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

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