

Director's Report

May 20, 2026



Water & Sewerage
Department



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Director Gary Brown's Message to the Board

Construction season is in full swing!

Prime construction season is April through October, allowing DWSD and our contractors to take advantage of the warmer weather and longer days to complete planned projects such as water main replacements, lead service line replacement, sewer rehabilitation, catch basin cleaning, install stormwater projects and condition assessments.

In 2025, DWSD completed:

- **13.8 miles** of water main replaced
- **4,004** lead service lines replaced
- **10.49 miles** of sewer replaced or lined
- **688 miles** of sewer cleaned
- **8,756** catch basins cleaned
- Substantially completed the West Chicago Stormwater Improvement Project

Along with Maintenance and Repair work, DWSD invests more than \$220M annually for water and sewer upgrades through the Capital Improvement Program.

Construction season can be disruptive and impactful to residents, we ask for their patience while we complete these important, necessary projects to maintain and upgrade our water and sewer systems.



Investigations

Scott MacGriff, Chief General Counsel & Compliance Officer

Investigations: Results



7,832

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

Money Owed to DWSD identified by Investigators

\$16,097,202

Total since July 1, 2025

\$2,615,600

Back billed

\$3,539,635

Future owed in 12 months

\$10,244,325

Water loss

Revenue Identified Since Investigation Unit Began

\$68M

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



1

Cases resolved in April 2026

0

New cases filed by DWSD

1

New cases filed against DWSD

34

Pending cases handled in-house
Collections actions: 14
Defended cases: 20
Non-defense cases: 0

Damage Claims

195

Number of Pending Damage Claims

21

Number of Damage Claims Reviewed
in April 2026

0

Total Settlements Offered
in April 2026

\$0

Total Settlements Offered
in April 2026

Public Affairs

Sonali Patel, Public Affairs Director



Public Affairs: Social Media Activity



36

New Facebook Followers

10,910

Total Followers on Facebook

8,825

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



40

New Instagram Followers

3,182

Total Followers on Instagram

13,896

Views on Instagram



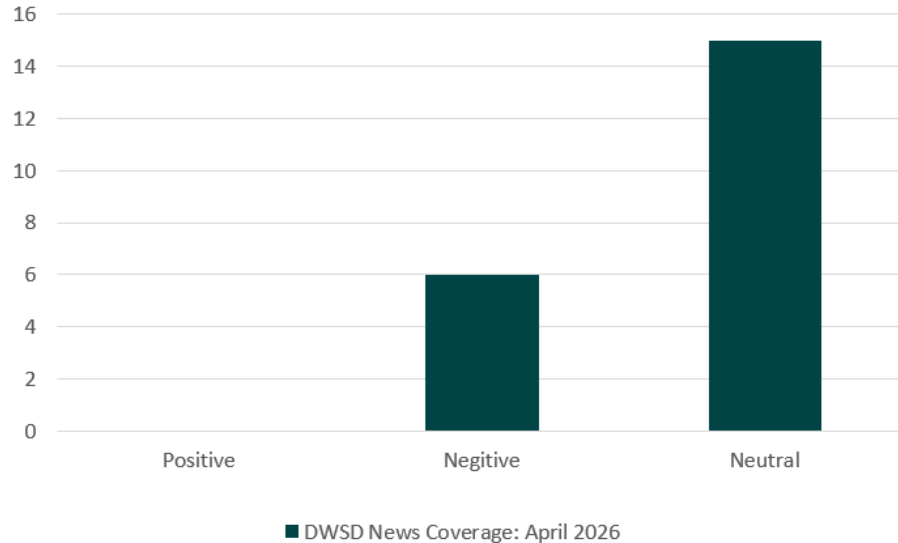
The top performing post by views for Facebook for the month of April was a catch basin cleaning reel encouraging residents to keep debris clear of basins. The post had a total of 1,452 views, 1,286 reach and 20 interactions.

For Instagram, the top performing post by views for the month of April was a collaboration reel with the Detroit Fire Department addressing the fire hydrant theft. The post received 10,560 views.

Public Affairs: Positive v. Negative News Stories



DWSD News Coverage: April 2026



In April, we had a total of 21 stories this month that mentioned Detroit Water and Sewerage Department. Of all the stories DWSD were mentioned in – 0 were positive, 6 were negative and 15 stories were neutral. Out of the 21 stories, two covered the City Council budget hearing, one covered the proposed Michigan Senate’s budget that includes funding for water affordability, two covered a resident’s basement backup issues, one mentioned DWSD and data centers, five stories covered flood preparation, one was about basement flooding, four provided updates on water affordability/Lifeline H2O, and three stories were about hydrant theft.

Customer Service



Lifeline Plan – Protected From Shut Off



Protected From Shut Off	Total
Receiving Lifeline Plan benefit	4,710*
Enrolled in EasyPay Plan	51,693
Total Number of Households Protected*	56,403

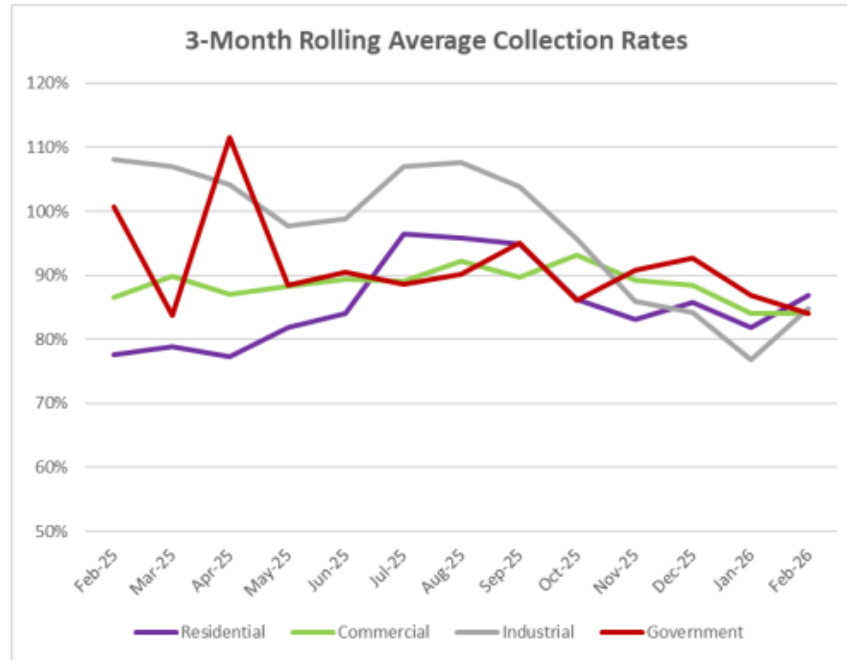
*Lifeline benefits ended on September 30, 2025. The program restarted in November 2026 as Lifeline H2O utilizing a new income verification tool and currently available funding from the Great Lakes Water Authority (GLWA) WRAP allocation for Detroit.

*Data from April 2026.

Finance

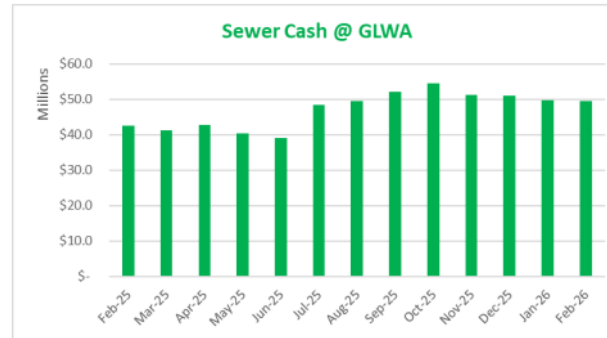
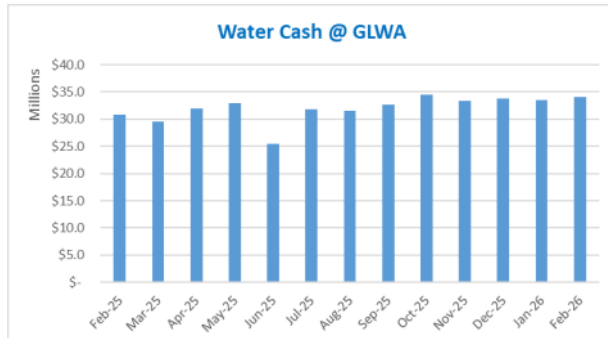
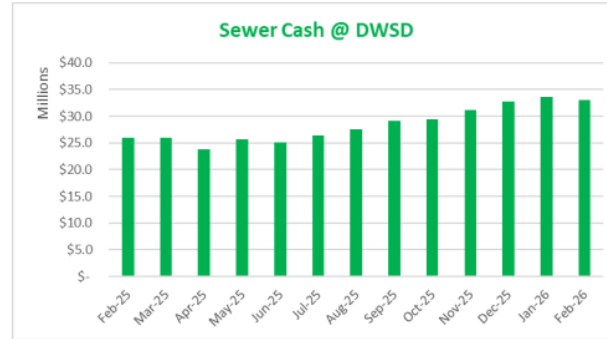
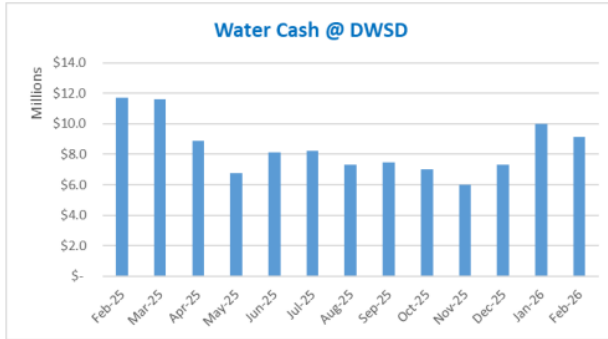


Finance: Collection Rates



- 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

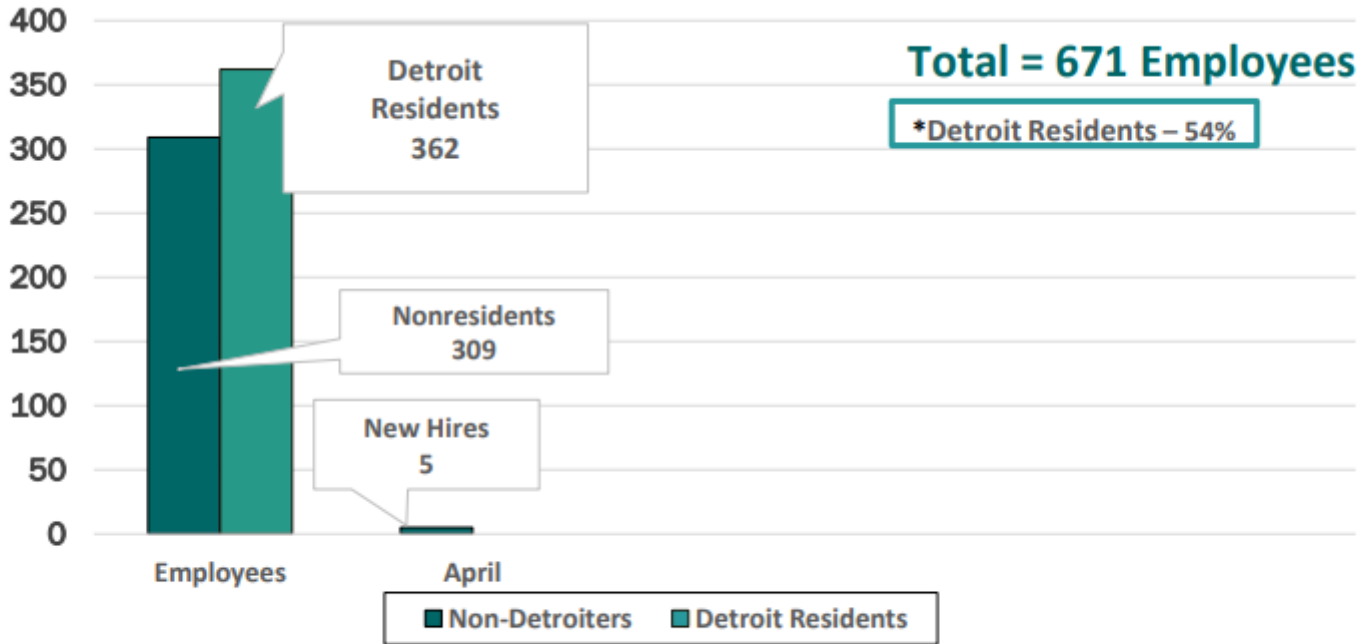


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Human Resources



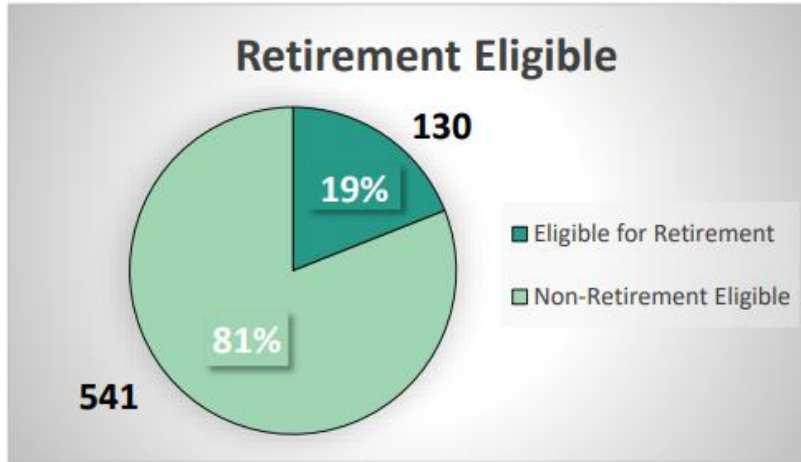
Human Resources: Detroit Residents and Hiring



***DWSD and the City of Detroit does not require residency for employment.**

Human Resources: Retirement Eligible

With a current population of **671** employees, there are **130** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	52
25 YOS/55 years old (Legacy)	24
10 YOS/60 years old (Legacy)	51
10 YOS/62 years old (Hybrid)	2
8 YOS/65 years old (Legacy)	1
TOTAL	130

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.

Human Resources: Recruitment Efforts



Date of Event	Type of Event	Location	Number of Candidates Seen	Number of Candidates Interviewed/Hired (List DWSD Division)
3/25/2026	DWSD FST Interview Fair	CSF 6425 Huber	24	24 Interviewed; 10 Hired; 7 Waitlisted
4/15/2026	City of Detroit Construction and Demolition Career and Resource Fair	Northwest Activities Center 18100 Meyers Rd	50	N/A
4/15/2026	Detroit At Work Career and Resource Fair	Durfee Innovation Center 2470 Collingwood St	70	N/A