



Detroit Board Of Water Commissioners

Customer Service Committee

September 3, 2025



Customer Service August 2025

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

August 2025 a/o 8/26/25

- 38,555 calls and responded to 5,837 email inquiries
 - **44,392** total customer touchpoints
 - 2,466 contacts per day vs 1,400 budgeted
 - 109,777 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: **76%** over forecast per day
- 20% of calls were answered within 2 minutes

August 2025 a/o 8/26/25

- Average Speed of Answer: 11:26
 - 5:00 on the emergency line
 - 16:12 non-emergency line
- Customer Satisfaction (CSAT) at **82%**, First Call Resolution (FCR) at **72%**.
- Customer Satisfaction exceeded goal for **24** straight months.
- First Call Resolution goal exceeded goal for **4** straight months

CALL CENTER DATA – August 2025 a/o 8/26/25

	March	April	May	June	July	August	Key Performance Indicator
Calls Received	59,701	55,882	51,293	55,817	52,295	38,555	29,400/mo or 1400 per day
Average Speed of Answer	21:36	20:54	24:44	19:09	23:16	11:26	15 Minutes
Email Interactions	6,649	6,542	6,418	6,801	7,033	5,837	
Average Speed of Response (Email)	10d 1h	13d 1h	11d 13h	13d 5h	12d 5h	8d 4h	
Total Interactions	66,350	62,424	57,711	62,618	59,328	59,328	76% over forecast
Average Handle Time	10:32	9:29	10:46	10:53	10:40	10:47	8 Minutes
Average Talk Time	6:44	6:07	7:07	7:02	6:57	7:01	7 Minutes
Average Hold Time	6:37	7:02	6:42	6:58	6:56	7:08	3 Minutes
After Call Work	1:51	1:39	1:49	1:53	1:50	1:52	1 Minute
Abandoned Calls	16%	17%	18%	6%	8%	4.33%	< 5%
Avg. Staffing	44	43	60	58	58	58	11 in training
First Call Resolution	68%	70%	73%	72%	72%	72%	71%
Customer Satisfaction	81%	80%	82%	82%	81%	82%	72%

2025 Lifeline (7/31/2025)

Lifeline	Total Households	Results
Receiving Lifeline Benefit	7,969	Benefits Provided since 10/1/2024: \$7M in GAP \$1M in Arrears
Made a Payment (Partial or in Full)	4,585	58%
Did Not Make a Payment	3,384	42%

- Wayne Metro indicated on 3/31/2025 funds have been exhausted.

2025 EasyPay (8/26/2025)

EasyPay	Total Households	Results
EasyPay	35,545	Arrearage Installment Payments Received: \$11.1M

20,850 accounts are current and 3,137 have completed their agreement (67%)



Planning Calendar: Lifeline H2O Resolution

Presented by: Matthew Phillips

August 2025

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



DWSD Lifeline Key Results

July 2025

2025 Lifeline Enrollment Dashboard

July 2025

Performance Metric			%
Receiving Lifeline Benefit		7,969	
Enrolled Tier 1*	\$18	7,134	89.5%
Enrolled Tier 2*	\$43	282	3.5%
Enrolled Tier 3*	\$56	553	7%
Plumbing Audits		1,476	6%

Benefit Received by Tier – *July 2025 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$58.04	\$1,256.69
Enrolled in Tier 2	\$43	\$31.70	\$1,157.68
Enrolled in Tier 3	\$56	\$23.71	\$1,230.75
<i>Average</i>		<i>\$54.73</i>	<i>\$1,251.39</i>

Lifeline Tier Groups: Enrollments and Usage

Based on Household Size

July 2025 billing cycle

Group	HH Members	Base Allocated Gallons per month using Water Conservation Techniques	Average Usage (June)	% Enrolled
Group A	0-4	4,500 or 6ccf	6.05 ccf	92.9%
Group B	5-6	6,750 or 9ccf	10.01 ccf	6.0%
Group C	7-8	9,000 or 12ccf	9.56 ccf	1.0%
Group D	9-10	11,250 or 15ccf	14.38 ccf	.1%
Group E	11-12+	13,500 or 18ccf	8.00 ccf	.01%

- Water usage was determined at 1,125 gallons per month per household member. (Stantec report)
 - Monthly water usage based on inside water use only, using conservation efforts, Detroit region
- For each group, 2 household members are added, water usage is increased by 1,125 gallons per member over the base of 4.
- \$10.032 is based on \$4.492 per 1CCF Water and \$5.54 per 1CCF Sewerage up to 12ccf for sewerage (Based on FY2023 rates)



**Water & Sewerage
Department**

THANK YOU!

Matthew Phillips

Detroit Water & Sewerage Department

Email: Matthew.phillips@detroitmi.gov

Phone: 313.964-9020

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

FOLLOW US!



Facebook.com/DWSDDetroit



@DetroitWaterDep



@detroitwatersewerage

