



Water & Sewerage  
Department

# **Detroit Board Of Water Commissioners**

## **Customer Service Committee**

September 4, 2024



**Water & Sewerage  
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# **Customer Service August 2024**

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

# August 2024

- 55,490 calls and responded to 7,804 email inquiries
  - 63,294 total customer touchpoints
    - 2,877 contacts per day vs 1,400 forecasted
    - 151,524 contacts: Customer Service Calls, Email and Self Service
- Customer contact volume: **106%** over forecast per day
- 22% of calls were answered within 2 minutes
  - **Require 110 FTE** answering calls to reach goal of 70% of calls answered in 2 minutes.

# August 2024

- Average Speed of Answer:
  - 8:12 (29% SL) on the emergency line
  - 25:00 (4% SL) non-emergency line
- Customer Satisfaction (CSAT) at **74%**, First Call Resolution (FCR) at 63%
- Customer Satisfaction exceeded goal for **11** straight months.

# CALL CENTER DATA – August 2024

	March	April	May	June	July	August	Key Performance Indicator
Calls Received	46,085	44,328	44,430	50,892	57,739	55,490	<i>29,400/mo or 1400 per day</i>
Average Speed of Answer	13:49	6:50	6:05	<b>16:15</b>	<b>21:57</b>	<b>17:53</b>	2 Minutes
Email Interactions	7,252	6,741	7,902	6,761	7,329	7,804	
Average Speed of Response (Email)	2d 23h	2d 16h	1d 11h	5d 7h	7d 5h	8d 10h	24 Hours
Total Interactions	53,337	51,069	52,323	57,653	64,068	53,294	<i>98% over forecast</i>
Service Level	21%	35%	43%	9%	21%	22%	70%/120 seconds
Average Handle Time	9:13	8:59	8:20	8:35	9:39	9:24	8 Minutes
Average Talk Time	6:30	6:23	6:02	6:14	6:50	6:37	7 Minutes
Average Hold Time	5:54	6:23	5:51	6:12	6:32	6:34	3 Minutes
After Call Work	0:42	0:37	0:38	0:38	0:40	0:39	1 Minute
Abandoned Calls	15%	10%	8%	14%	17%	14%	< 5%
Avg. Staffing	39	39	39	39	52	51	<b>117</b>
First Call Resolution	71%	75%	76%	62%	64%	63%	71%
Customer Satisfaction	81%	86%	82%	76%	77%	74%	72%

**→ 106% over forecast (Daily)**

**Required staff to answer calls within Service Level**





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# DWSD Key Results Lifeline Affordability Program

August 2024

# 2024 Lifeline – Protected From Shut Off – 37,091

<b>Protected From Shut Off</b>	<b>Total Households</b>
Receiving Lifeline Benefit	25,649
EasyPay	4,379
10/30/50 Payment Plan Enrolled	2,161
Pending Eligibility by WM	4,902
	<b>37,091</b>



# Lifeline Financial Dashboard

Lifeline Financials	August 2022- August 2024
Gap Difference	\$18,767,007
Arrears	\$43,226,519
Total Gap + Arrears	<i>\$61,993,526</i>
Total Funds Received for Lifeline*	\$22,877,594
Balance Remaining	-\$39,115,678



\*Local(WRAP), State and Federal(LIHWAP) funding



# 2024 Lifeline Enrollment Dashboard

Performance Metric		%
Applied for Lifeline		
Receiving Lifeline Benefit		
Enrolled Tier 1*	\$18	85%
Enrolled Tier 2*	\$43	5%
Enrolled Tier 3*	\$56	10%
Plumbing Audits		6%



# Benefit Received by Tier – August 2024 Billing Cycle

		Average Gap Payment	Average Arrearage
<b>Enrolled in Tier 1</b>	<b>\$18</b>	\$54.45	\$1,532
<b>Enrolled in Tier 2</b>	<b>\$43</b>	\$30.90	\$1,402
<b>Enrolled in Tier 3</b>	<b>\$56</b>	\$20.58	\$1,691
<i>Average</i>		<i>\$49.96</i>	<i>\$1,543</i>

# Lifeline Tier Groups: Enrollments and Usage Based on Household Size

August 2024 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	6.25 ccf	91.0%
Group B	5-6	6,750 or 9ccf	9.6 ccf	7.3%
Group C	7-8	9,000 or 12ccf	11.9 ccf	1.5%
Group D	9-10	11,250 or 15ccf	10.8 ccf	0.17%
Group E	11-12+	13,500 or 18ccf	10.7 ccf	0.03%

- 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)





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# **Planning Calendar: Promise Pay**

Presented by:  
Matthew Phillips – COS and CCSO





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# Promise Pay and EasyPay Integration

# OVERVIEW

- Promise Pay will handle enrollment for DWSD EasyPay -- **transfer all “EasyPay” calls** coming to DWSD 313-267-8000 customer line to Promise Pay by end of 2024
- Enrolled customers will have an **EasyPay account through Promise Pay**, and their separate, current monthly DWSD bill
- Like DWSD Customer Service, the Promise Pay call center involves staff working remotely and residing in the USA

# PROMISE PAY BENEFITS TO THE CUSTOMER

- **FLEXIBILITY:** Ability for customer to **pick their payment due date**, separate from their DWSD bill
- **Communication is robust and frequent**, providing reminders for both the EasyPay bill and the current DWSD bill reminders via phone, email and text with links to the payment portal
- A **link to the payment portal** is included in their text messages to customers
- Additional payment options including **Venmo, ApplePay and Cash App**
- **Reduced call wait time** in terms of customer accounts

# PROMISE PAY BENEFITS TO DWSD

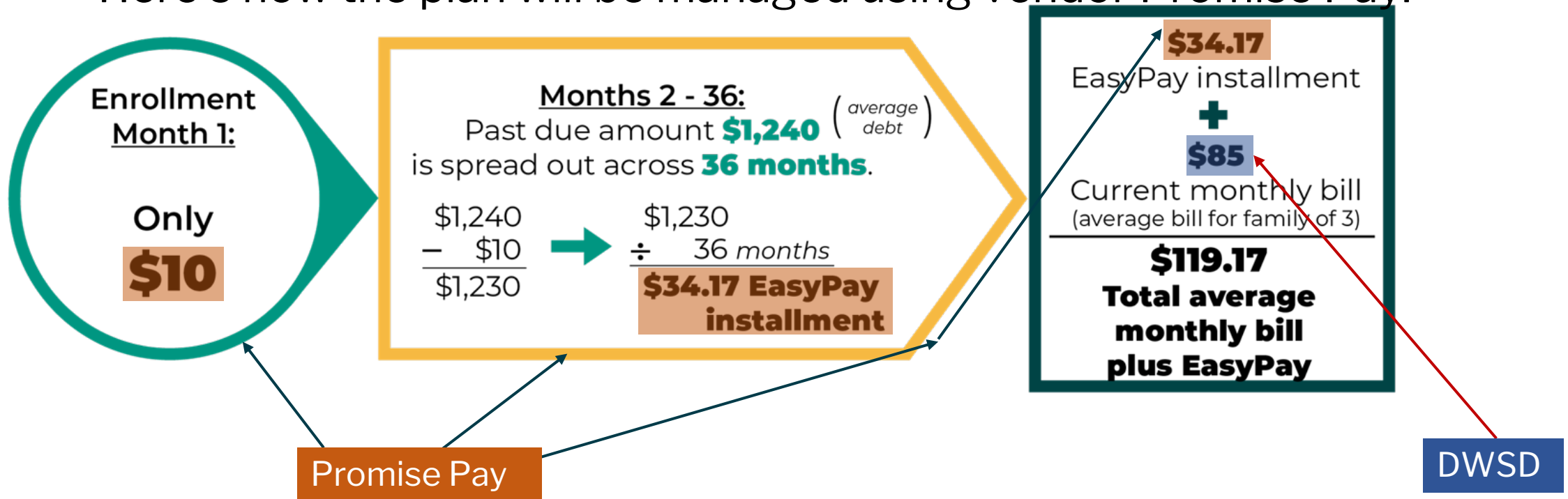
- **Outreach** to each EasyPay customer and those currently with past due balances and not enrolled
- **Manage enrolled customer account for EasyPay** and manage all related communication
- **Provide relief to Customer Service** and the need for additional hires



# HOW IT WILL WORK – EasyPay Plan Managed by Promise Pay

The customer makes a \$10.00 down payment. The past due balance is divided across 36-months, plus the current monthly water, sewer and drainage bill.

Here's how the plan will be managed using vendor Promise Pay.



# How To Access Our Services

## Online Self-Service Portal

[Detroitmi.gov/paymywaterbill](http://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](mailto: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

### DIVDAT Kiosks Payments

(50+ stations located  
throughout the city)  
[Dwsdkiosk.com](http://Dwsdkiosk.com)



# Planning Calendar

Customer Service Committee Annual Planning Calendar			
January	February	March	April
Customer Communication <ul style="list-style-type: none"> <li>• Methods of Communication</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> <li>• Protect your pipes</li> </ul>	Training Strategy <ul style="list-style-type: none"> <li>• Successes</li> <li>• Outcomes</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> <li>• Catch Basins</li> </ul>
May	June	July	August
Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> </ul>	Customer Service <ul style="list-style-type: none"> <li>• Day in a life of Customer Service</li> </ul>	Requesting New Water Service <ul style="list-style-type: none"> <li>• Ways to apply</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> </ul>
September	October	November	December
Customer Service PSA <ul style="list-style-type: none"> <li>• Customer Service Portal</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> </ul>	Day In the Life of Customer Service <ul style="list-style-type: none"> <li>• Interviews with Front Line Staff Members</li> </ul>	Customer Service PSA <ul style="list-style-type: none"> <li>• TBD</li> </ul>

Updated: 1/2024





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**THANK YOU!**

# Matthew Phillips

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For more information visit: [www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

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