



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

July 8, 2024



**Water & Sewerage
Department**

Customer Service June 2024

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

June 2024

- 50,892 calls and responded to 6,761 email inquiries
 - 57,653 total customer touchpoints
 - 3,034 contacts per day vs 1,400 forecasted
 - 128,642 contacts: Customer Service Calls, Email and Self Service
- Customer contact volume: 117% over forecast per day
- 9% of calls were answered within 2 minutes

June 2024

- Average Speed of Answer:
 - 5:50 (36% SL) on the emergency line
 - 21:57 (2% SL) non-emergency line
- Customer Satisfaction (CSAT) at **76%**, First Call Resolution (FCR) at 62%
- Customer Satisfaction exceeded goal for 8 straight months.

CALL CENTER DATA – June 2024

| | January | February | March | April | May | June | Key Performance Indicator |
|-----------------------------------|---------|----------|--------|--------|--------|--------------|----------------------------------|
| Calls Received | 45,545 | 47,367 | 46,085 | 44,328 | 44,430 | 50,892 | <i>29,400/mo or 1400 per day</i> |
| Average Speed of Answer | 7:01 | 12:48 | 13:49 | 6:50 | 6:05 | 16:15 | 2 Minutes |
| Email Interactions | 6,465 | 6,558 | 7,252 | 6,741 | 7,902 | 6,761 | |
| Average Speed of Response (Email) | 2d 5h | 2d 9h | 2d 23h | 2d 16h | 1d 11h | 5d 7h | 24 Hours |
| Total Interactions | 52,010 | 54,195 | 53,337 | 51,069 | 52,323 | 57,653 | <i>96% over forecast</i> |
| Service Level | 40% | 27% | 21% | 35% | 43% | 9% | 70%/120 seconds |
| Average Handle Time | 8:26 | 8:59 | 9:13 | 8:59 | 8:20 | 8:35 | 8 Minutes |
| Average Talk Time | 6:14 | 6:21 | 6:30 | 6:23 | 6:02 | 6:14 | 7 Minutes |
| Average Hold Time | 5:16 | 5:44 | 5:54 | 6:23 | 5:51 | 6:12 | 3 Minutes |
| After Call Work | 0:42 | 0:41 | 0:42 | 0:37 | 0:38 | 0:38 | 1 Minute |
| Abandoned Calls | 9% | 14% | 15% | 10% | 8% | 14% | < 5% |
| Avg. Staffing | 33 | 32 | 39 | 39 | 39 | 39 | 104 |
| First Call Resolution | 68% | 70% | 71% | 75% | 76% | 62% | 71% |
| Customer Satisfaction | 82% | 81% | 81% | 86% | 82% | 76% | 72% |

→ 117% over forecast (Daily)

Required staff to answer calls within Service Level





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DWSD Key Results Lifeline Affordability Program

May 2024

2024 Lifeline – Protected From Shut Off – 30,098

| Protected From Shut Off | Total Households |
|--------------------------------|-------------------------|
| Receiving Lifeline Benefit | 24,227 |
| 10/30/50 Payment Plan Enrolled | 3,712 |
| Pending Eligibility by WM | 2,159 |
| | 30,098 |



Lifeline Financial Dashboard

| Performance Metric | PTD August 2022- May 2024 |
|--------------------|------------------------------|
| Gap + Arrears | \$54,372,596 |



*PTD: Program To Date (Since program inception)

2024 Lifeline Enrollment Dashboard

| Performance Metric | | YTD | % |
|----------------------------|------|--------|-----|
| Applied for Lifeline | | 32,862 | |
| Receiving Lifeline Benefit | | 24,226 | |
| Enrolled Tier 1* | \$18 | 20,684 | 85% |
| Enrolled Tier 2* | \$43 | 1,084 | 5% |
| Enrolled Tier 3* | \$56 | 2,458 | 10% |
| Plumbing Audits | | 1,476 | 6% |



Benefit Received by Tier – May 2023 Billing Cycle

| | | Average Gap Payment | Average Arrearage |
|---------------------------|-------------|---------------------|-------------------|
| Enrolled in Tier 1 | \$18 | \$52.43 | \$1,498 |
| Enrolled in Tier 2 | \$43 | \$31.79 | \$1,407 |
| Enrolled in Tier 3 | \$56 | \$22.96 | \$1,689 |
| <i>Average</i> | | <i>\$49.38</i> | <i>\$1,510</i> |

Lifeline Tier Groups: Enrollments and Usage Based on Household Size

May 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 | 5.4 ccf | 91.07% |
| Group B | 5-6 | 6,750 or 9ccf | 8.3 ccf | 7.24% |
| Group C | 7-8 | 9,000 or 12ccf | 10.0 ccf | 1.46% |
| Group D | 9-10 | 11,250 or 15ccf | 12.5 ccf | 0.19% |
| Group E | 11-12+ | 13,500 or 18ccf | 7.5 ccf | 0.04% |

- 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)



Estimated Lifeline Costs: December 2023 – November 2024



Total Gap and Arrears
Payments:

\$26.5M*

- \$16.8M Gap
- \$9.7M Arrears

Total Repair and Water
Audits:

\$18M**

- \$14M Repairs
- \$4M Water Audits

*Based on 28K total enrollments, 23k existing from prior grant year + 5,000 FY24

**10K repairs @ \$1400 per HH and 10,000 audits @\$400 per HH

Gap Payments: \$50 per month x 28,000HH x 12 months

Arrears Payments: \$1,475 x 550HH x 12 Months

Lifeline Funding Sources FY24



\$3.5M
WRAP
(GLWA)

\$7M
SOMWAG
(WMCAA)

\$7M MDHHS
Local Water
Utility
Affordability
Program Grant

Current Funding Status:

\$17.5M Total for FY2024

1. \$3.5M WRAP (July 2024)
2. \$7M Michigan Water Affordability Grant (October 2023) WMCAA
3. \$7M MDHHS Local Water Utility Affordability Grant (April 2024) WMCAA

DWSD Lifeline Plan



**Water & Sewerage
Department**

Planning Calendar: NEUAC

Presented by:
Matthew Phillips – COS and CCSO

How to Start a Statewide Water Affordability Program

- ❑ DWSD and Wayne Metro partnered to present “How to start a statewide water affordability program” at the annual National Energy Utility Affordability Coalition conference in Chicago
- ❑ Nearly 900 Community Action Agencies, Utilities, Federal and State agencies were in attendance at the conference
- ❑ The intent was to equip participants with the knowledge and strategies for developing and implementing a comprehensive water affordability program in their community
- ❑ We led the audience on a journey on how Detroit became the epicenter of water affordability with the introduction and development of the Lifeline Program

National Energy and Utility Affordability Coalition NEUAC Annual Conference



National Energy and Utility Affordability Coalition NEUAC Annual Conference



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

DIVDAT Kiosks Payments

(50+ stations located
throughout the city)
Dwsdkiosk.com

Planning Calendar

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

Updated: 1/2024





**Water & Sewerage
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THANK YOU!

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

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