



DETROIT WATER SEWERAGE DEPT BI-ANNUAL BOARD REVIEW



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ONCOURSE HOME SOLUTIONS (OHS) PRESENTERS



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AGENDA

- Program scope and reminders
- Customer Experience
- Customer Usage & Growth
- OHS's commitment to Detroit



PROGRAM SCOPE

AWR WATER LINE AND SEWER LINE PROTECTION PROGRAM PROVIDES AN AFFORDABLE MEANS OF PROTECTION



DWSD identified a need to provide better home protection for Detroit homeowners



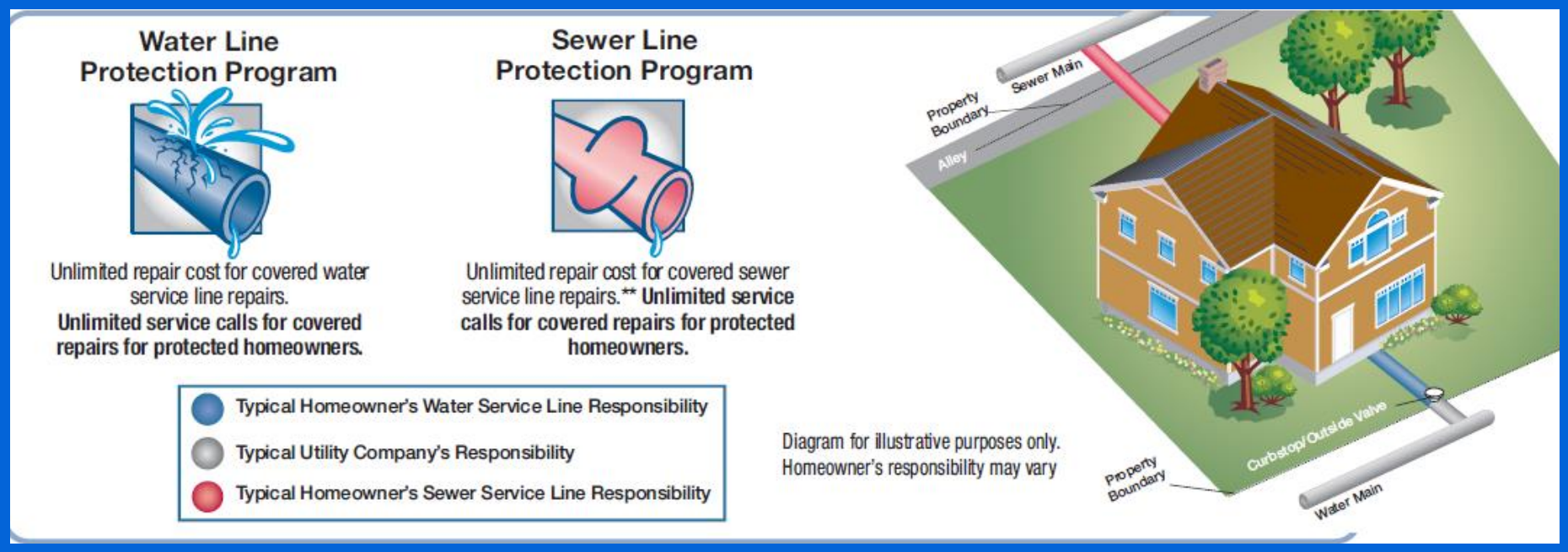
DWSD selected AWR to offer protection plans to help residents defer costly repairs



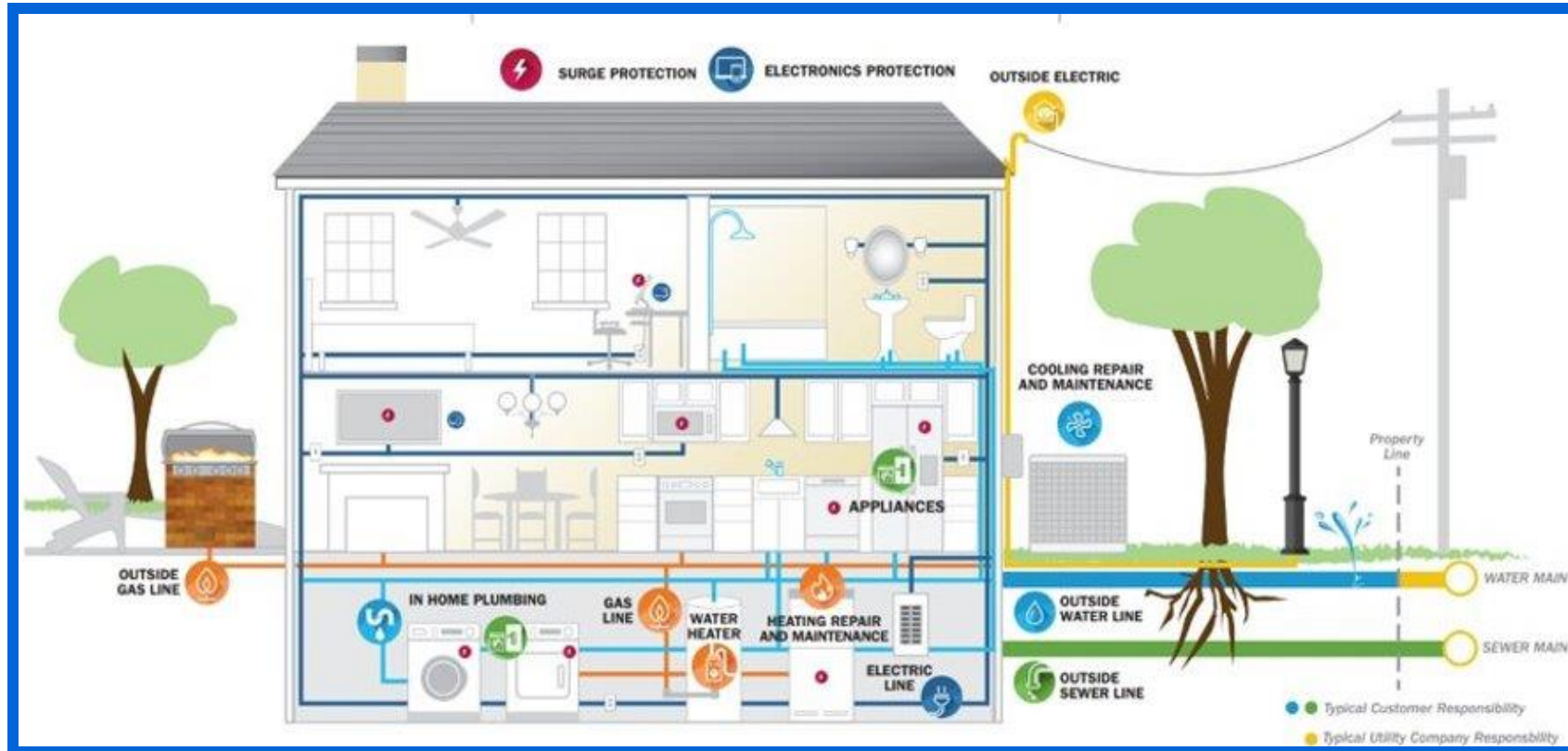
DWSD x AWR partnership launched in May 2022



To date, AWR has assisted almost 6k customers with covering the cost of water and sewer line repairs



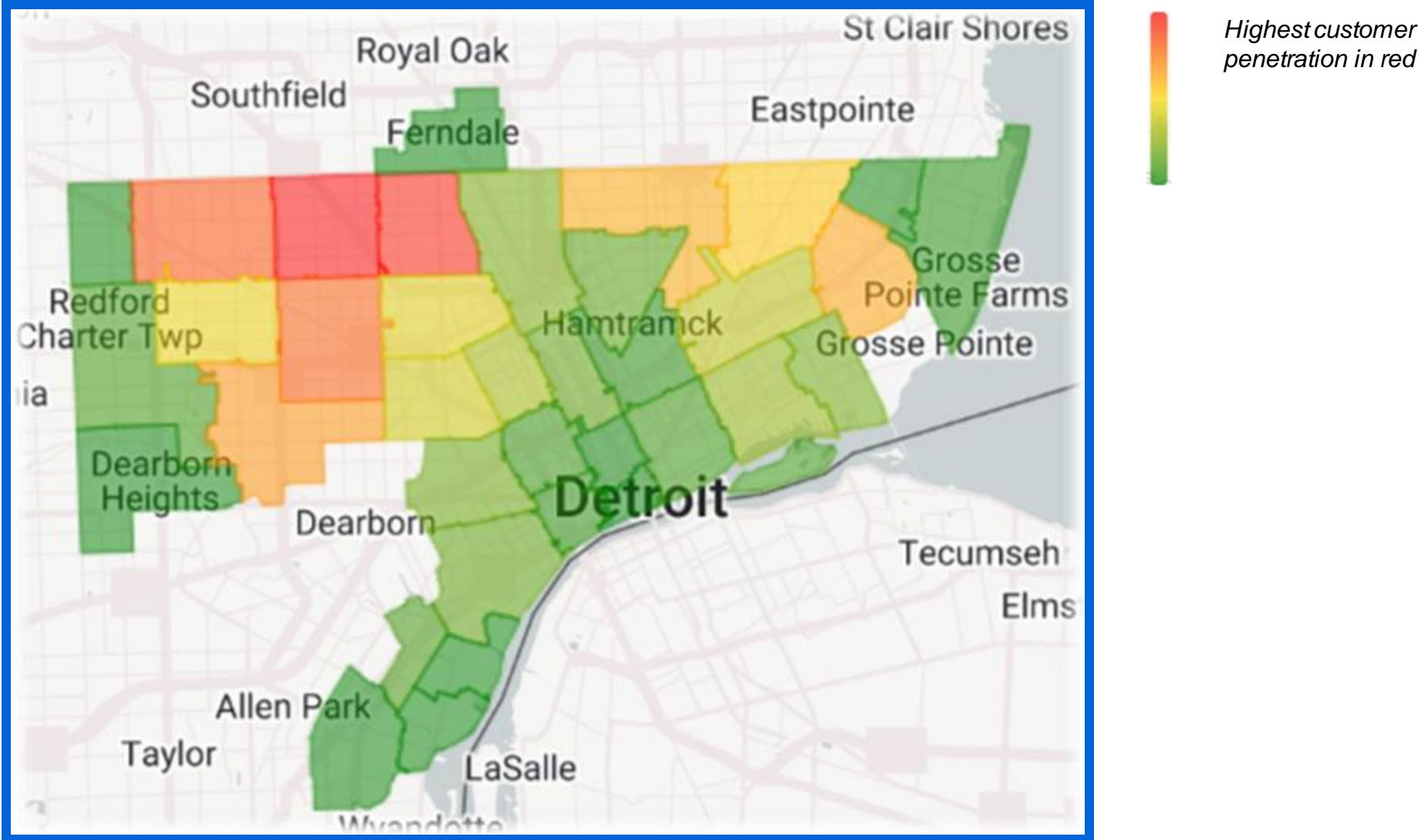
IN ADDITION, AWR OFFERS VARIOUS PROTECTION PLANS TO MEET CUSTOMERS' INDIVIDUAL NEEDS



Offering a new selection of optional protection plans and bundles to allow customers to select programs to meet their needs.

- Plumbing
- Appliance Repair / Replacement
- HVAC Repair & Maintenance
- Electronics
- Whole Home
- *Many more convenient programs and bundles..*

WAYNE COUNTY, BAGLEY, WARREN AVE COMMUNITY HAVE THE HIGHEST CUSTOMER ENROLLMENTS



PROGRAM IMPACT TO DATE

Since the program began in May of 2022, we have helped customers cover the expenses associated to repairs and replacements caused by normal wear and tear of their water and sewer lines.

2022 Claims Paid \$644k

2023 Claims Paid \$1.454M




2024 YTD Claims Paid \$957k

Total Partnership Claims Paid \$3M



CUSTOMER EXPERIENCE

WE PROVIDE TOP-TIER CUSTOMER EXPERIENCE TO DETROIT CUSTOMERS

	2023	2024 Jan - April
 <p>Customer satisfaction</p>	93%	98%
 <p>Calls handled</p>	<p>4,542 Calls</p> <p>98% Answered</p>	<p>2,354 Average Calls</p> <p>96% Answered</p>
 <p>Homes Served Claim Approval Rate</p>	<p>3,427</p> <p>89%</p> <p><i>(Rainwater Impact early in year)</i></p>	<p>2,063 Homes</p> <p>93%</p>

CUSTOMERS HAVE RATED OUR SERVICES AS EXCEPTIONAL WITH A 98% RATING

Excellent service and it didn't take long for the service!

Jeanetta B.

I'm overwhelmed with the service provided by Hartmann and Sons. Jacob is a **diligent and highly professional service** man. I cannot overstate the **timely and efficient service ethic** he displays. I will recommend Jacob and Hartmann & Sons! I am **totally and happily appreciative** to have had your service during this recent sewer problem that distressed me so!

Gail M.

Darius was **extremely courteously, professional** and efficient. His performance was **exceptional and timely**. He deserves a big "Thank You" from me. There was **no cost** due to my policy.

Billie P.

The company resolved the issue I was having. **Very prompt** with their response..

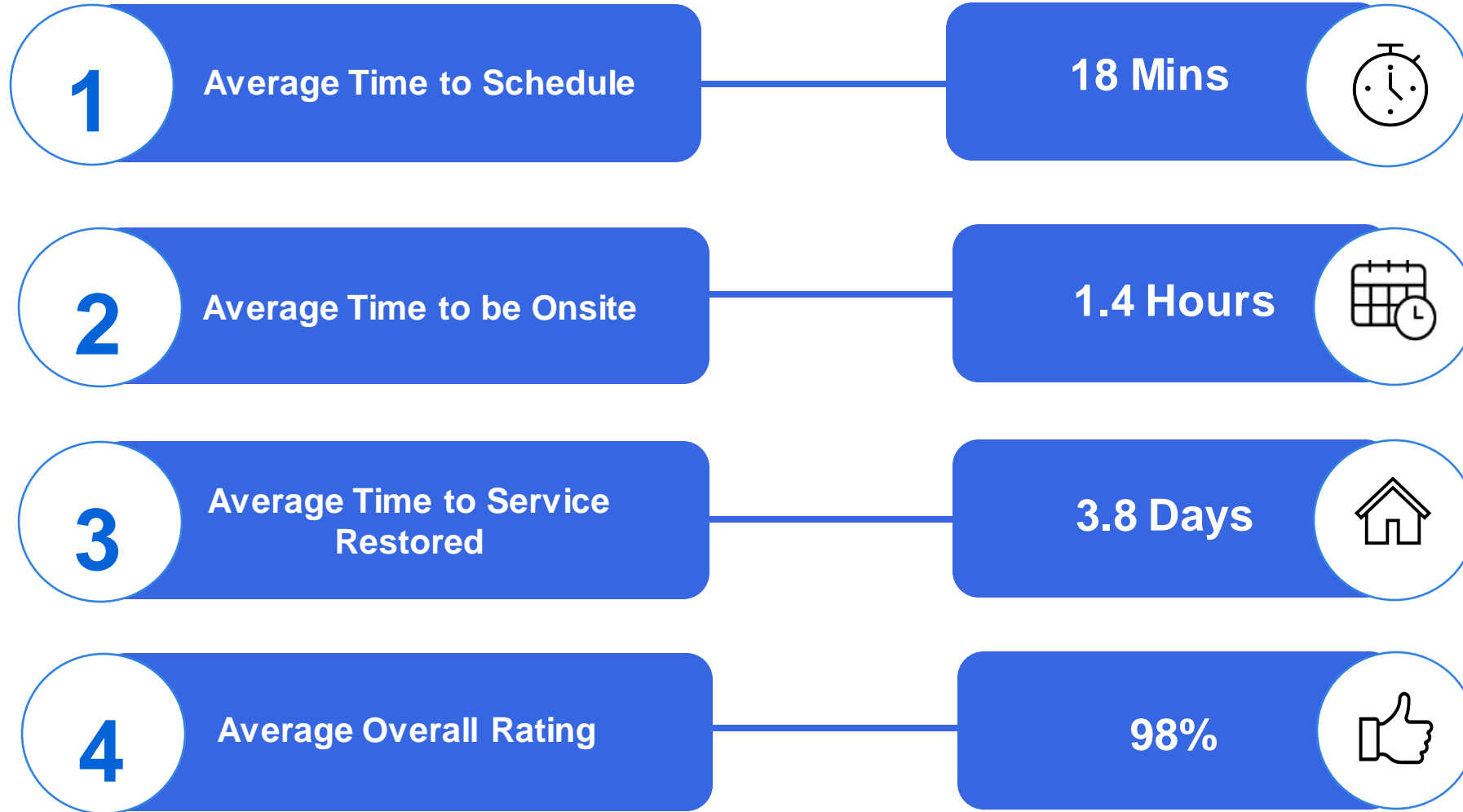
Elizabeth A. .

I don't know how you could do better. Thanks for **GREAT service!**

Cletus H.



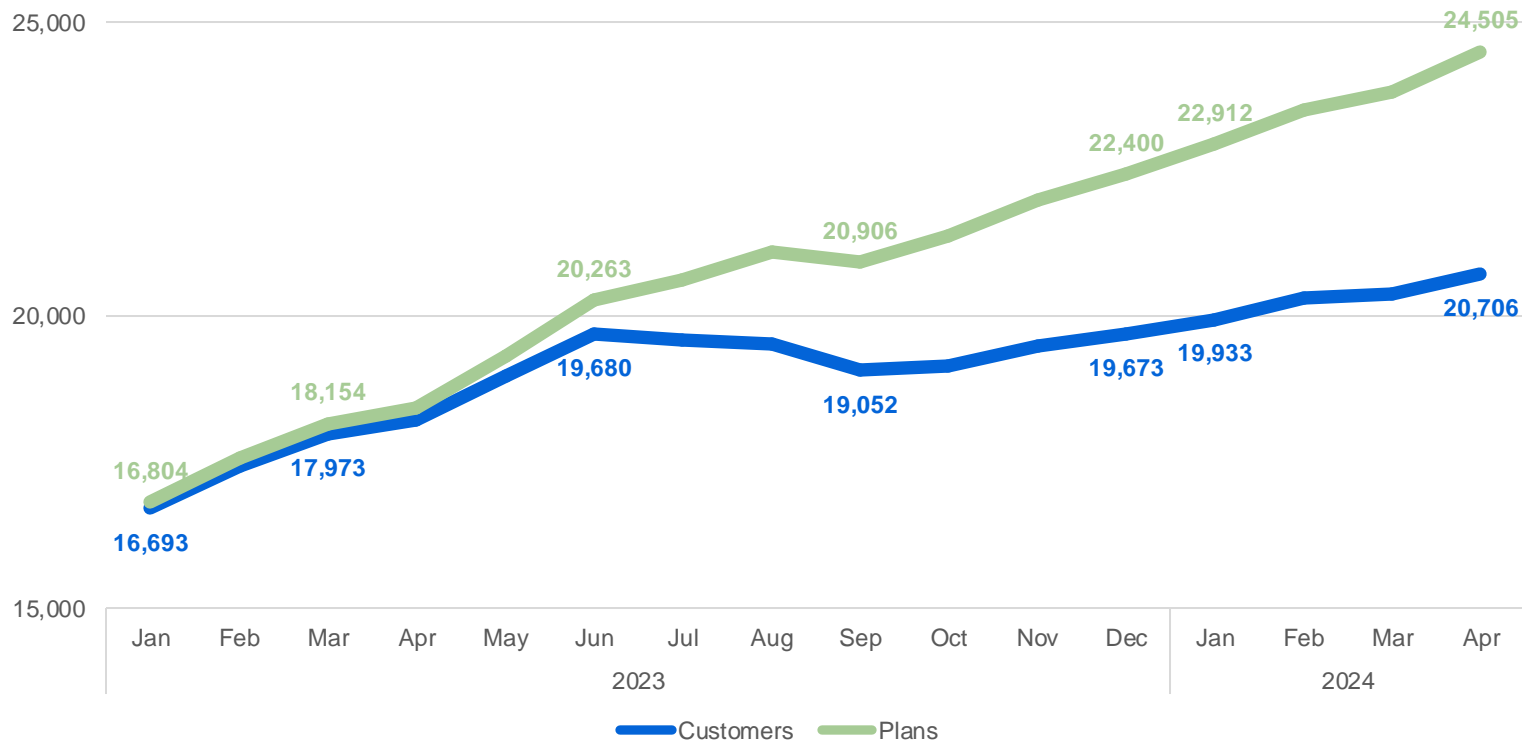
CUSTOMER ISSUES ARE ADDRESSED IN A TIMELY AND HIGH-QUALITY MANNER



CUSTOMER USAGE & GROWTH

WE ARE EXPANDING OUR CUSTOMER BASE AND PROVIDING EVEN MORE COVERAGE FOR EACH CUSTOMER

Customer & Plan Counts



Key Takeaways

2023 Year End

19,673 Customers

22,400 Plans

1.09 Plans per customers
19% Customer Growth YoY

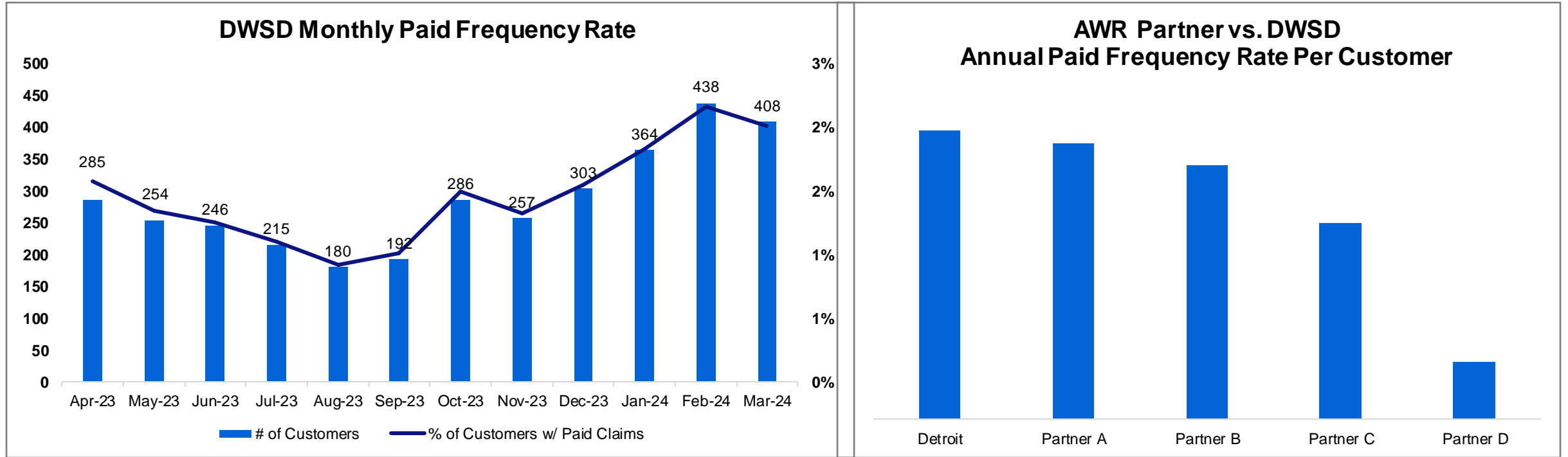
2024 Through April

20,706 Customers

24,502 Plans

1.18 Plans per customers
(Plumbing, Electric Line Coverage and HVAC)
5% Customer Growth YTD

DETROIT CUSTOMERS HAVE THE HIGHEST PROGRAM USAGE IN THE COUNTRY



Key Takeaways

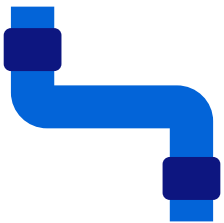
- 77% of claims were from customers enrolled in WL/SL combo or Sewer line programs (2024 YTD)
- 18% of the customers had a paid claim associated in the last 12 months
- Detroit has the highest claim paid frequency across all AWR partnerships

CONTINUING TO EXPAND PLANS - IN HOME PLUMBING OFFER WILL BE MAILED TO EXISTING CUSTOMERS IN SEPTEMBER

What's Covered

- ✓ Broken water pipe hidden behind walls and ceilings
- ✓ Blocked or slow shower drains
- ✓ Clogged laundry drain line
- ✓ Leaking water supply line
- ✓ Leaking washing machine valve
- ✓ Burst water pipe joint
- ✓ Clogged sink
- ✓ Blocked or overflowing toilet
- ✓ Leaking water shut off valve

**Existing
customers can
enroll for \$4.99
per month**



Below is a link to the full Terms & Conditions for the In-Home Plumbing Program
[AWR In Home Plumbing Program Terms & Conditions](#)

OHS'S COMMITMENT

INITIATIVES & INVESTMENTS

Commitment to Detroit

- ✓ 5 contact center agents based in Detroit
- ✓ 4 Detroit based contractors

Expanding in Michigan

- ✓ OHS Acquisition of ASP from Consumer Energy
- ✓ 2 Local Field Supervisors

Marketing Improvements

- ✓ In Home Plumbing web enrollments open
- ✓ New AWR Website Launched June
- ✓ Process and data improvements to drive growth in key partners

Customer Experience Improvements

- ✓ Customer Happy Check Calls
- ✓ Claim Denial Explanation Calls
- ✓ Moving to world class CRM system

