



Water & Sewerage  
Department

# **Detroit Board Of Water Commissioners**

## **Customer Service Committee**

May 6, 2026



**Water & Sewerage  
Department**

# **Customer Service April 2026**

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

# April 2026

- 54,165 calls and received 6,627 email inquiries
- **60,792** total customer touchpoints
  - 2,579 contacts per day vs 1,400 budgeted
  - 144,974 contacts: Customer Service Calls, Email and Self-Service Interactions

# April 2026

- Average Speed of Answer(ASA): **17:23**
  - **6:46** on the emergency line
  - **23.29** non-emergency line
- Customer Satisfaction (CSAT) at **82%** (Exceeded goal for 32 months straight)
- First Call Resolution (FCR) at **72%**.

# CALL CENTER DATA – April 2026

	November	December	January	February	March	April	Key Performance Indicator
Calls Received	44,440	45,242	45,877	45,949	58,952	54,165	<i>Budget: 29,400 per month</i>
Average Speed of Answer	<b>11:51</b>	<b>7:17</b>	<b>8:13</b>	<b>9:14</b>	<b>19:27</b>	<b>17:23</b>	15 Minutes
Email Interactions	6,120	5,902	5,860	5,776	7,849	6,627	
Average Speed of Response (Email)	7d 9h	8d 18h	8d 11h	5d 16h	8d 16h	10d 1h	
Total Interactions	50,560	51,144	51,737	51,725	66,801	60,792	
Average Handle Time	10:43	10:41	10:37	10:54	11:19	11:05	10 Minutes
Average Talk Time	6:54	6:50	6:52	6:55	7:10	7:01	7 Minutes
Average Hold Time	6:54	6:57	6:52	7:07	6:55	6:50	7 Minutes
After Call Work	2:00	2:03	1:59	2:05	2:04	2:04	2 Minute
Abandoned Calls	3.75%	8.75%	3.36%	3.62%	5.85%	5.15%	< 5%
Avg. Staffing	53	52	52	52	48	48	
First Call Resolution	70%	74%	71%	71%	69%	72%	71%
Customer Satisfaction	80%	84%	81%	84%	82%	82%	75%





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# Lifeline H2O, EasyPay

**Presented by: Matthew Phillips**

April 2026

# Lifeline H2O and EasyPay FACTS



**4,710** FY2026 GOAL ACHIEVED

Households approved and receiving \$34 monthly bill



**15 Hours**

Average decision time



**85%**

Applicants qualified as they receive another benefit(SNAP)

**15%**

*provide actual household income*

**4,710 Households are receiving a \$34 monthly bill for water, sewerage and drainage. Any past due balance is frozen while actively enrolled in Lifeline H2O and the household is protected from service interruption.**



**51,693** FY2026 GOAL ACHIEVED

Households enrolled in EasyPay since launch



**32,264**

Households current or completed agreement



**62%** Success Rate **4,284** Settled



**\$23.3M**

EasyPay installments received

**\$105.7M**

in total payments received (EasyPay + Regular monthly bill)

EasyPay offers a **36-month** repayment term with **ZERO** interest of a past due balance

# Lifeline H2O Fast Facts

- Lifeline **H2O** is currently closed as funding has been exhausted
- We expect to **reopen** the program in late summer 2026
- The capacity will be based on **funding** and the number of households who recertify
- All active H2O enrollees also have their **past due balance frozen** to prevent any service interruptions
- Customers who are not enrolled in Lifeline H2O, but require assistance, can opt into **EasyPay**, an interest and penalty free payment plan
- Active EasyPay participants also receive **shut off protection** as long as they make their monthly payment



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# Planning Calendar: Quality Assurance

**Presented by: Kim Crowell**

April 2026

# Quality Assurance

## What is Quality Assurance?

Quality is our commitment to delivering consistent, accurate, and customer-focused experiences. It ensures our service meets company standards while supporting a positive and seamless customer journey.

## At its core, Quality is about:



Driving customer satisfaction and trust



Ensuring accuracy and compliance



Creating consistency across all touchpoints



Supporting continuous improvement

## The Team

**Team Leader:**  
Cierra Johnson

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**Quality Assurance Analyst:**  
Shawntral Brown  
Jasmaine Price  
A 3<sup>rd</sup> coming soon!

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# Quality Assurance

## What Does Quality Do? (Our Purpose)

Quality partners with the business to measure performance, identify opportunities, and drive continuous improvement.

## We do this by:

- Monitoring calls through structured evaluations. One random call is pulled each week. Chats and email monitoring coming soon.
- Scoring performance based on defined standards and expectations. An 85% is required to pass.
- Identifying trends that impact customer experience and business outcomes.
- Providing actionable feedback to support growth and development through monthly coaching sessions.
- Highlighting wins and opportunities to reinforce best practices.

## The goal:

To improve the overall customer experience while empowering individuals to perform at their best.

## SCORECARD

1. Consistency:	100
2. Disposition:	100
3. Soft Skills:	100
4. Accuracy:	100
5. Call Resolution:	100
6. Verification:	100
7. Notation:	100
8. Auto Fail:	0
9. Account Number:	0



**Water & Sewerage  
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**THANK YOU!**

# Matthew Phillips

**Detroit Water & Sewerage Department**

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

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# 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 & Appointments

Payment Drop Box and Appointments

735 Randolph St. –  
Bates St. Entrance

DIVDAT Kiosks  
Payments

(50+ stations located  
throughout the city)

[Dwsdkiosk.com](http://Dwsdkiosk.com)

# Planning Calendar 2026

Customer Service Committee Annual Planning Calendar 2026			
January	February	March	April
Customer Communication <ul style="list-style-type: none"> <li>Lifeline H2O and EasyPay</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>Water and Sewer Service Line Warranty Program</li> </ul>	Customer Communication <ul style="list-style-type: none"> <li>Public Affairs</li> </ul>	Customer Communication <ul style="list-style-type: none"> <li>Lifeline H2O and EasyPay</li> </ul>
May	June	July	August
Customer Communication <ul style="list-style-type: none"> <li>Business Opportunity</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>Water and Sewer Service Line Warranty Program</li> </ul>	Customer Communication <ul style="list-style-type: none"> <li>Lifeline H2O and EasyPay</li> </ul>	Customer Communication <ul style="list-style-type: none"> <li>Public Affairs</li> </ul>
September	October	November	December
Customer Education <ul style="list-style-type: none"> <li>Water and Sewer Service Line Warranty Program</li> </ul>	Customer Communication <ul style="list-style-type: none"> <li>Public Affairs</li> </ul>	Customer Communication <ul style="list-style-type: none"> <li>Business Opportunity</li> </ul>	Customer Communication <ul style="list-style-type: none"> <li>Water and Sewer Service Line Warranty Program</li> </ul>