



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

July 8, 2026



**Water & Sewerage
Department**

Customer Service June 2026

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

June 2026

- 59,518 calls and received 6,284 email inquiries
- **65,802** total customer touchpoints
 - 3,133 contacts per day vs 1,400 budgeted
 - 156,831 contacts: Customer Service Calls, Email and Self-Service Interactions

June 2026

- Average Speed of Answer(ASA): **31:29**
 - **12:26** on the emergency line
 - **40:41** non-emergency line
- Customer Satisfaction (CSAT) at **82%** (Exceeded goal for 34 months straight)
- First Call Resolution (FCR) at **74%**.

CALL CENTER DATA – June 2026

	January	February	March	April	May	June	Key Performance Indicator
Calls Received	45,877	45,949	58,952	54,165	57,498	59,518	<i>Budget: 29,400 per month</i>
Average Speed of Answer	8:13	9:14	19:27	17:23	32:33	31:29	15 Minutes
Email Interactions	5,860	5,776	7,849	6,627	6,404	6,284	
Average Speed of Response (Email)	8d 11h	5d 16h	8d 16h	10d 1h	10d 22h	10d 22h	
Total Interactions	51,737	51,725	66,801	60,792	63,902	65,802	
Average Handle Time	10:37	10:54	11:19	11:05	11:35	11:51	10 Minutes
Average Talk Time	6:52	6:55	7:10	7:01	7:17	7:21	7 Minutes
Average Hold Time	6:52	7:07	6:55	6:50	6:57	7:18	7 Minutes
After Call Work	1:59	2:05	2:04	2:04	2:03	2:05	2 Minute
Abandoned Calls	3.36%	3.62%	5.85%	5.15%	7.13%	7.12%	< 5%
Avg. Staffing	52	52	48	48	51	51	
First Call Resolution	71%	71%	69%	72%	76%	74%	71%
Customer Satisfaction	81%	84%	82%	82%	84%	82%	75%





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Lifeline H2O, EasyPay

Presented by: Kimberly Crowell

July 8, 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.



56,971 FY2026 GOAL ACHIEVED

Households enrolled in EasyPay since launch



36,522

Households current or completed agreement



65% Success Rate **4,592** Settled



\$27.6M

EasyPay installments received

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

Lifeline H2O Fast Facts

- Current Lifeline H2O enrollees, have been notified their enrollment has been **extended** through June 30, 2027.
 - Current enrollees **do not** need to re-certify for Lifeline H2O at this time.
 - Notification has been sent via Email, Text and Phone
- 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:

Ways To Pay Your Bill

Presented by: Kim Crowell

July 8, 2026

DWSD Ways To Pay

DWSD WAYS TO PAY



17%

MAIL



57%

ONLINE



13%

KIOSK



13%

PHONE

*January 2026-June 2026



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THANK YOU!

Kimberly Crowell

Detroit Water & Sewerage Department

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

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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

Planning Calendar 2026

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"> • Protect your pipes 	Customer Communication <ul style="list-style-type: none"> • Lifeline 	Customer Communication <ul style="list-style-type: none"> • EasyPay
May	June	July	August
Customer Communication <ul style="list-style-type: none"> • Business Opportunity 	Customer Service <ul style="list-style-type: none"> • Service Metrics 	Customer Communication <ul style="list-style-type: none"> • Ways to pay your bill 	Customer Communication <ul style="list-style-type: none"> • Public Affairs
September	October	November	December
Customer Communication <ul style="list-style-type: none"> • Customer Service Portal 	Customer Education <ul style="list-style-type: none"> • Public Affairs 	Customer Communication <ul style="list-style-type: none"> • Business Opportunity 	Customer Communication <ul style="list-style-type: none"> • Lifeline

