

Director's Report

October 16, 2024



Water & Sewerage
Department



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Director Gary Brown's Message To The Board

Reaction to the Environmental Protection Agency (EPA) Lead & Copper Rule (LCR) Improvements Announced on October 8, 2024

"I was privileged to co-chair the EPA Local Government Advisory Council LCR Committee that made recommendations to EPA Administrator Michael Regan and Water Chief Bruno Pigott on the LCR improvements, and I am pleased to see our recommendations have been incorporated into the rule. Here in Detroit, our focus is providing safe, affordable drinking water. We have accelerated the pace of our lead service line replacement as both the right step to take for our customers and to comply with the anticipated revised LCR. Collaboration with the community for outreach and education, expanding contractor capacity and adding employee crews to replace lines, and receiving \$90M in funding thanks to the EPA through the Michigan Department of Environment, Great Lakes & Energy (EGLE) have all been critical to replacing 8,000 lines by the end of 2024 and every year until we're done. We're focused on getting the lead out first among our most vulnerable populations.

The next important goal for the federal government should be implementation of a permanent, national Low-Income Household Water Affordability Program (LIHWAP) with a dedicated funding source. We must provide low-income customers with a bill they can afford to pay and use LIHWAP funding to cover the gap between that discounted monthly bill and the true cost of service to ensure water providers have funding to help pay for lead line replacements, job creation and upgrades to water and sewerage systems. Our income-based water affordability program, the DWSD Lifeline Plan which is becoming a model for other cities, was launched with the pilot LIHWAP funding in 2022 and now 25,000-plus households are benefiting. We need a nationwide, sustained funding source for water affordability."



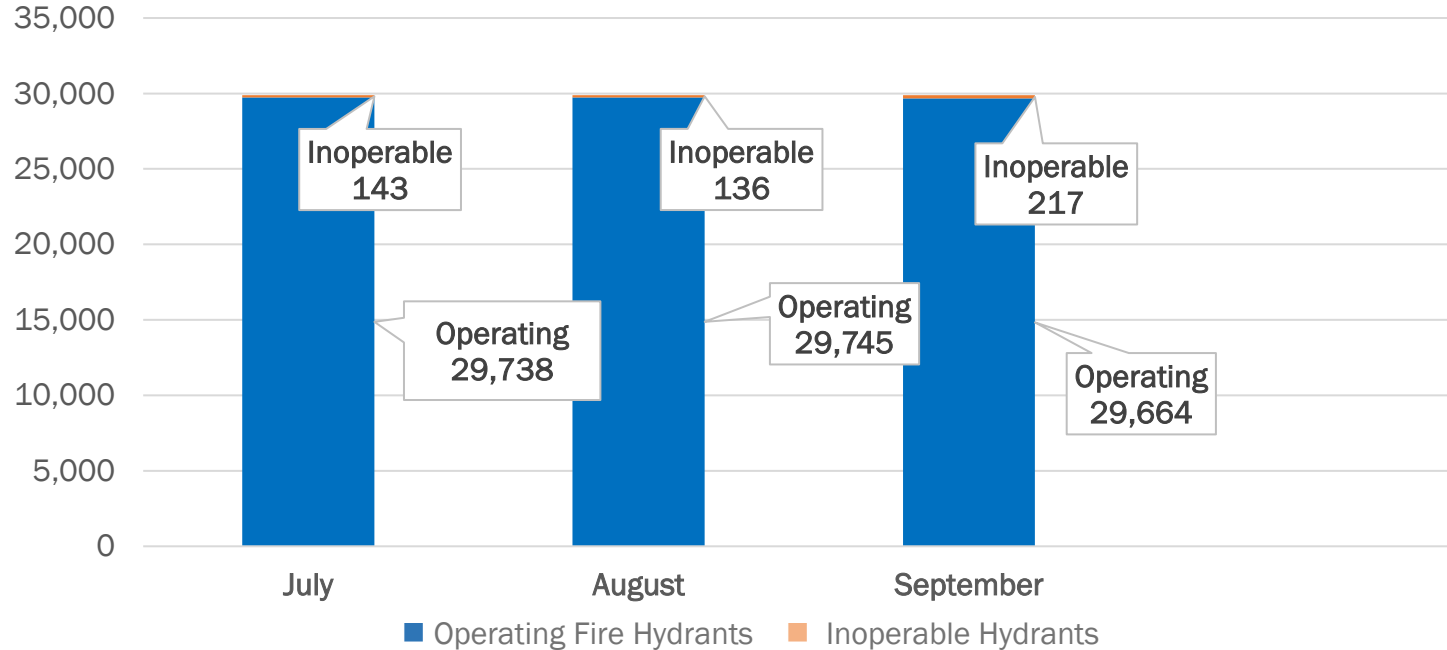
See [The White House Fact Sheet](#) on the LCR improvements.

Field Services

Sam Smalley, Deputy Director



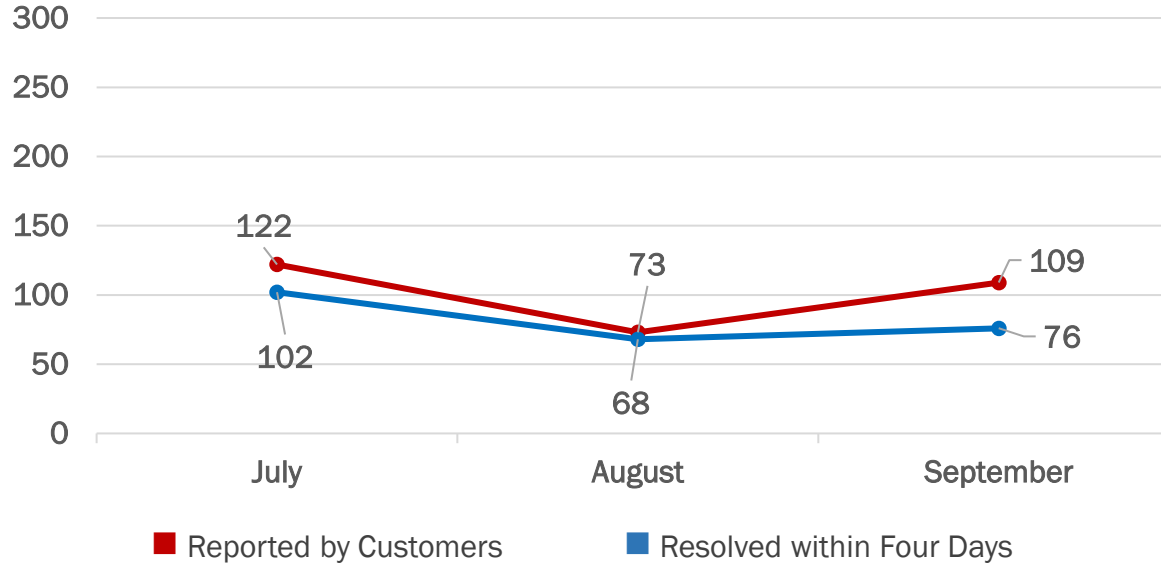
Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department will start hydrant inspections in October.
- We are keeping the number of inoperable hydrants low and following up with our own inspections to determine repairs/replacements.

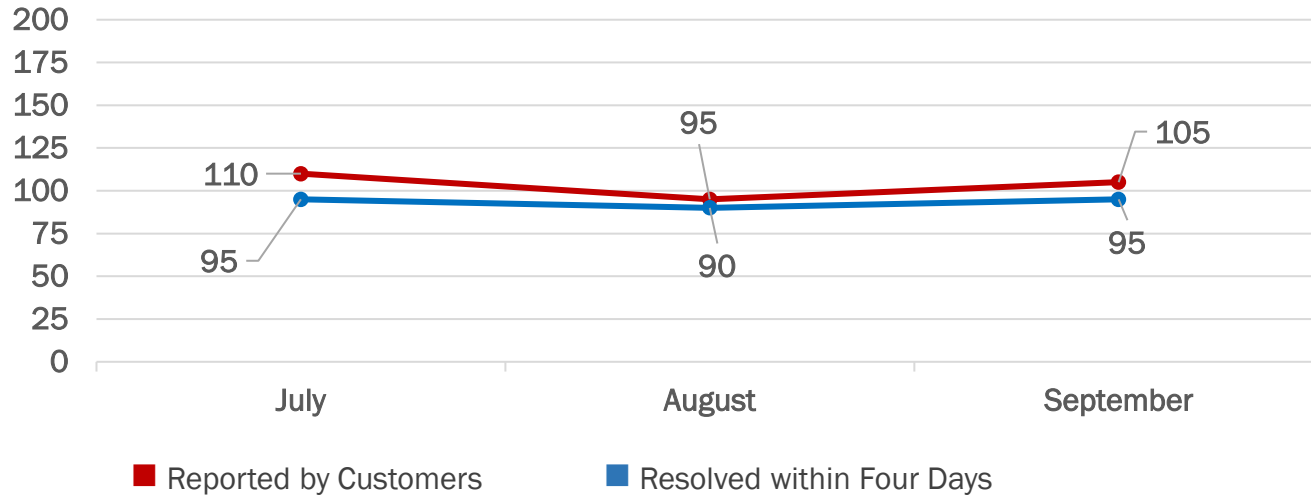


Field Services: Running Water



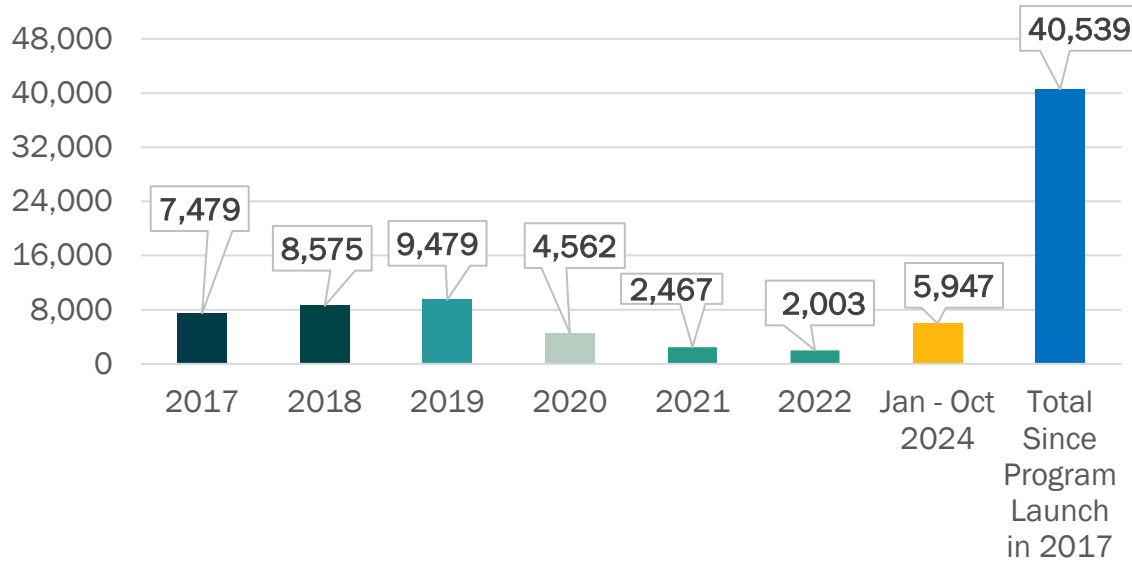
- The number of leaking water services has remained relatively consistent the past three months.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

Field Services: Water Main Breaks



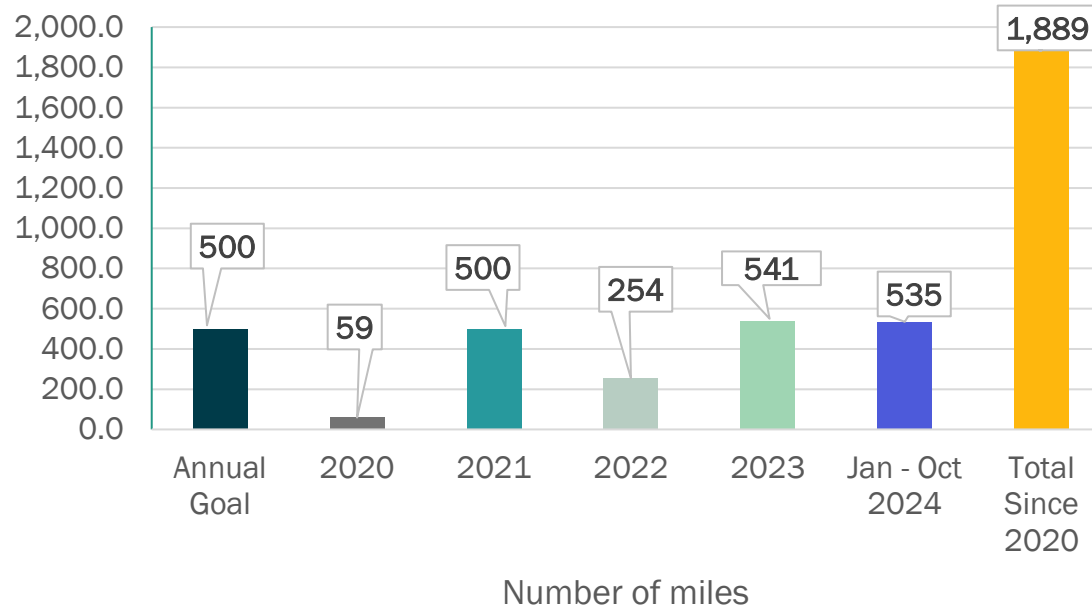
- Water main breaks were on the rise in June and July due to the extreme temperature changes and have remained consistent since mid-summer.
- The winter months were historically low compared with previous years due to both Capital Improvement Program interventions and unseasonably warmer weather.

Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins at a rapid pace and is exceeding the number of cleaned basins the prior two years combined.

Field Services: Sewer Cleaning



- DWSD exceeded 500 miles cleaned last year and is on pace to do the same this year.
- The Sewer Team has committed to clean 600 miles of local sewer of 24-inches in diameter or less in calendar year 2024.

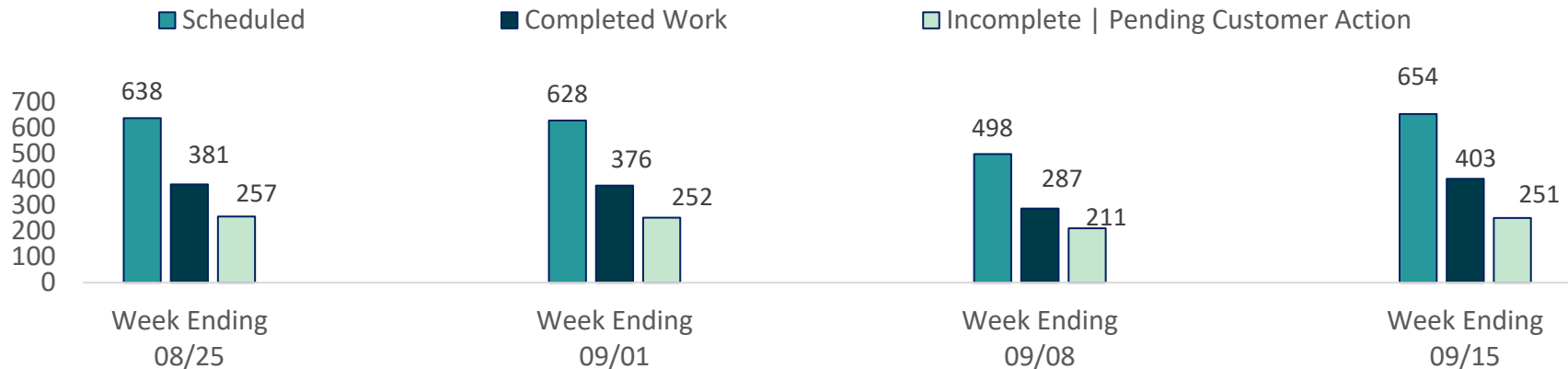
Meter Operations

Sam Smalley, Deputy Director

Meter Operations: Scheduled Meter Work



Scheduled Work

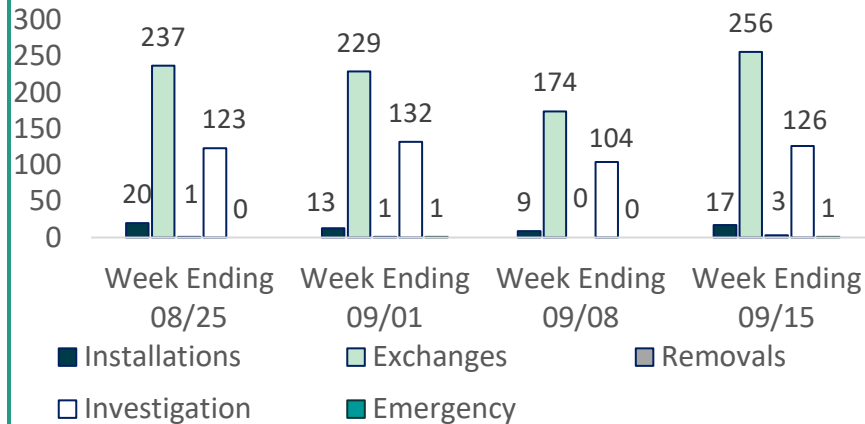


- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

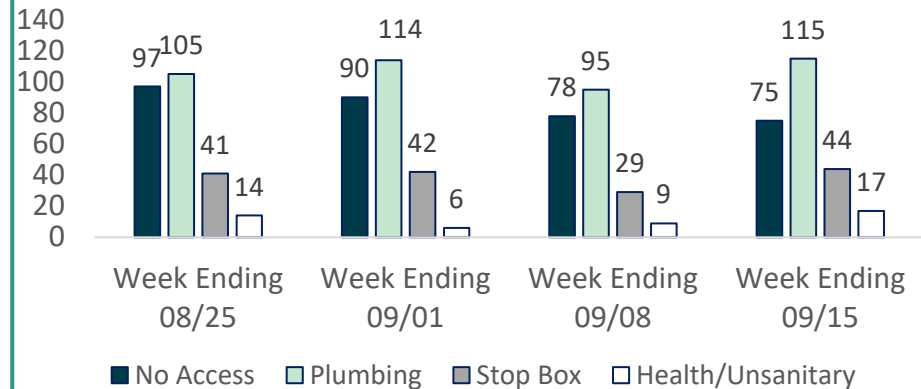
Meter Operations: Scheduled Meter Work



Completed Work



Customer Issues

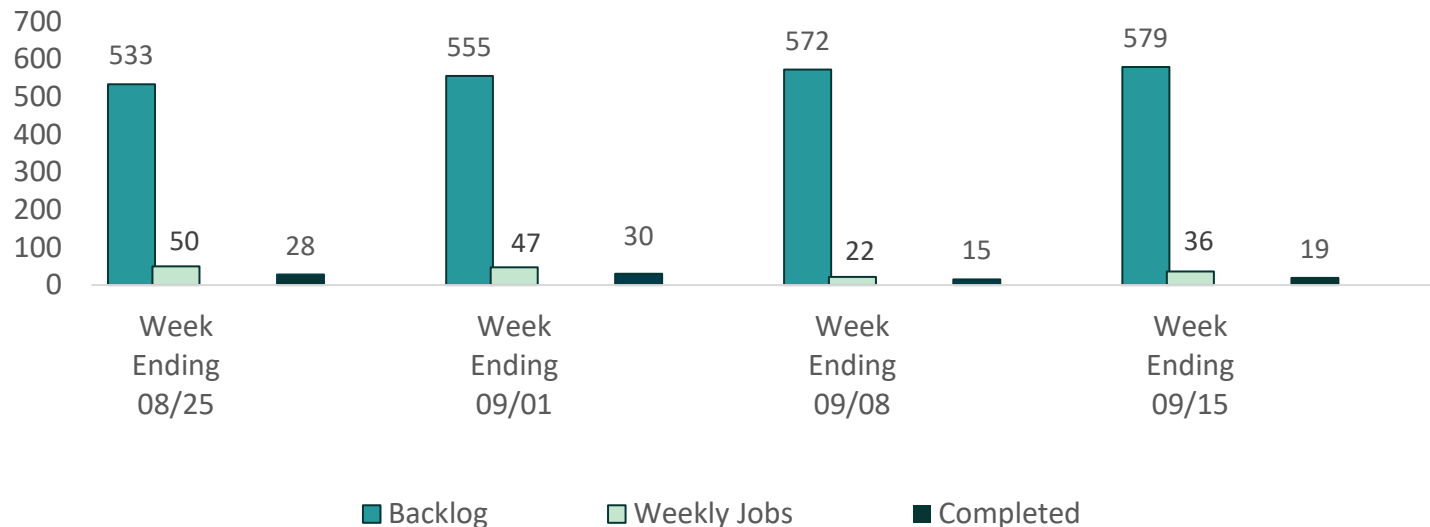


- Every week we install or exchange more than 230 water meters.
- An average of over 20 new service accounts are metered weekly.
- Meter Ops goal is to install or replace more than 12,000 meters in 2024.

Meter Operations: Real Estate Reads



Real Estate Read



- We are working to increase the number of real estate work orders completed by making this work type a scheduled appointment.
- We have been able to keep the wait for a meter appointment down to an average of 7 days or less.

Investigations

Sam Smalley, Deputy Director



Investigations: Results



372

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2024

Money Owed to DWSD identified by Investigators

\$2,895,384

Total since July 1, 2024

\$552,371

Back billed

\$1,419,021

Future owed in 12 months

\$923,992

Water loss

Revenue Identified Since Investigation Unit Began

\$47M

Total since August 14, 2017

- In addition to helping resolve past due balances, the Revenue Protection Unit has helped greatly with a variety of investigations that are especially important.

Legal Services

Nikkiya Branch-Penson, Deputy Chief General Counsel

Legal: Cases and Collections



2

Cases resolved in Sept. 2024

0

New cases filed by DWSD

1

New cases filed against DWSD

23

Pending cases handled in-house
Collections actions: 10
Defended cases: 13
Non-defense cases: 0

Damage Claims

226

Number of Pending Damage Claims

20

Number of Damage Claims Reviewed
in September 2024

0

Total Settlements Offered
in September 2024

\$0

Total Settlements Offered
in September 2024

- In the month of September, the OGC collected \$140,217.30 from long time delinquent commercial customers.

Public Affairs

Bryan Peckinpagh, Public Affairs Director

Public Affairs: Social Media Activity



30

New Facebook Followers

10,364

Total Followers on Facebook

4,106

Engagement on Facebook



27

New X Followers

1,905

Total Followers on X

10

Engagement on X



66

New Instagram Followers

2,418

Total Followers on Instagram

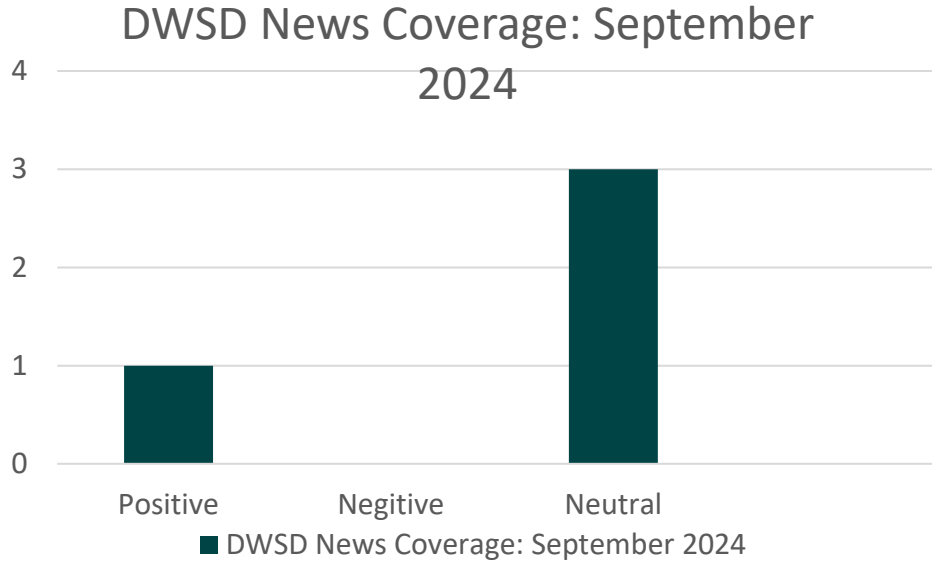
118

Engagement on Instagram



The top performing post for Facebook for September 2024 celebrated National Security Officer Appreciation Week. The post had a total of 33 engagements, 715 impressions and a reach of 676. For Instagram, the top performing post was an Instagram Reel of Director Gary Brown explaining how a backwater valve functions. The post received 72 engagements, 656 impressions and a reach of 647.

Public Affairs: Positive v. Negative News Stories



DWSD had a total of four new stories that included DWSD in the month of September. One story is positive, and the remainder are neutral. The stories covered a variety of topics including two articles discussing Lifeline recertification, capital improvement contracts, and a mention within an article about American Water Resources (AWR), a warranty provider, replacing a resident's water service line.

Information Technology

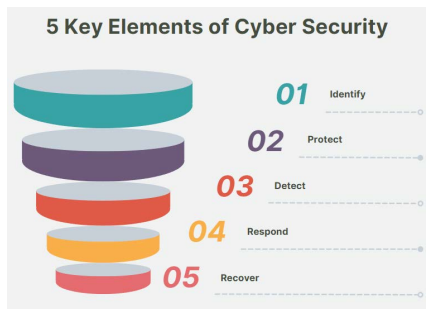
Anil Gosine, Chief Strategy & Process Improvement Officer

Things to Know

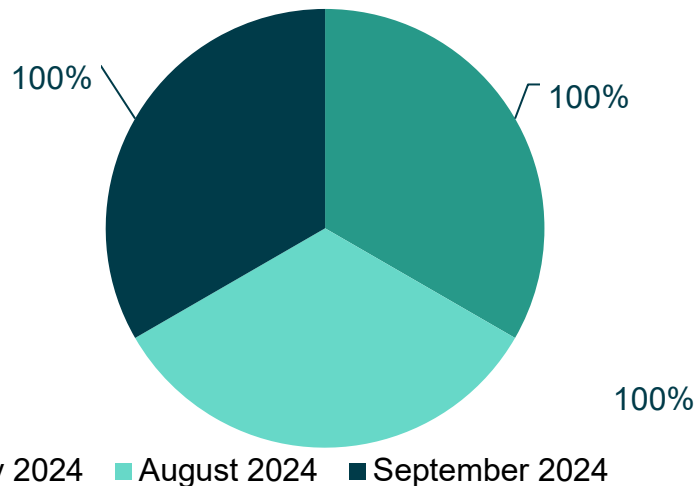
- Vulnerability is a potential weakness in the system
- Patching applies an update by security developer to address the vulnerability

Ongoing improvements of Cyber Systems to create a more secure environment and build a system centered around transparency and maximum visibility

- Reduction of system downtime with real-time monitoring
- Automating routine IT tasks to minimize errors
- Security measures to respond to threats proactively
- Scalability for the system to grow anticipating future uses



Critical Servers Vulnerabilities/Patching

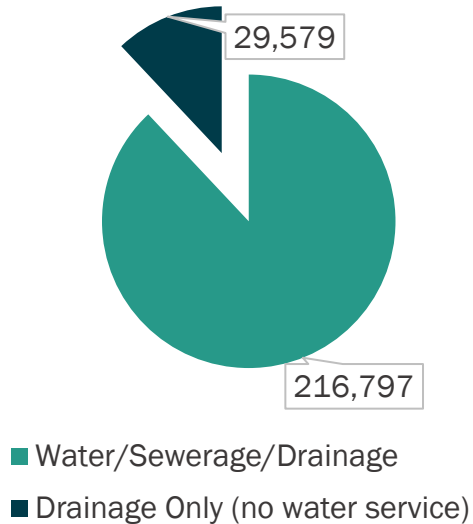


DWSD continues to perform analysis and implement measures that strengthens our resiliency

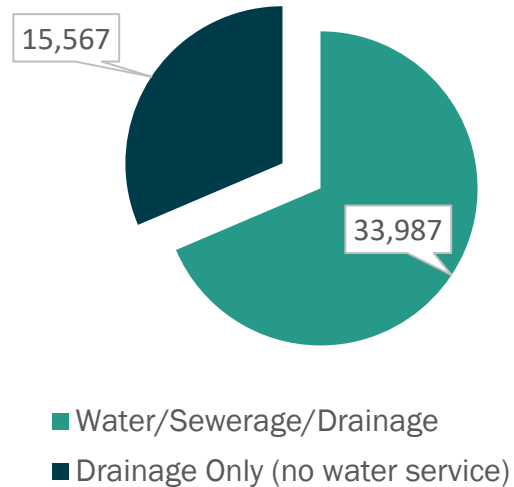
Customer Service

Customer Service: Number of Active Accounts

Active Residential Accounts



Active Non-Residential Accounts



Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

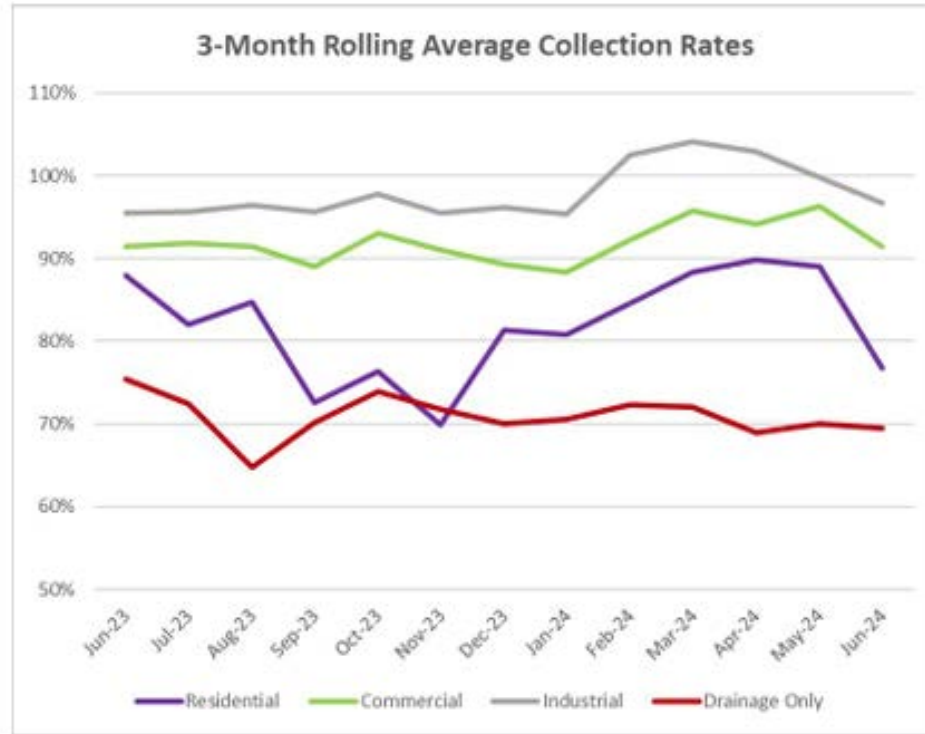
Lifeline Plan – Protected From Shut Off

Protected From Shut Off	Total
Receiving Lifeline Plan benefit	24,649
Enrolled in EasyPay Plan	6,105
10/30/50 Plan enrolled accounts	2,161
Applications for Lifeline Plan Pending Approval	5,777
Pending Lifeline Re-certification	4,992
Total Number of Households Protected	44,684

Finance

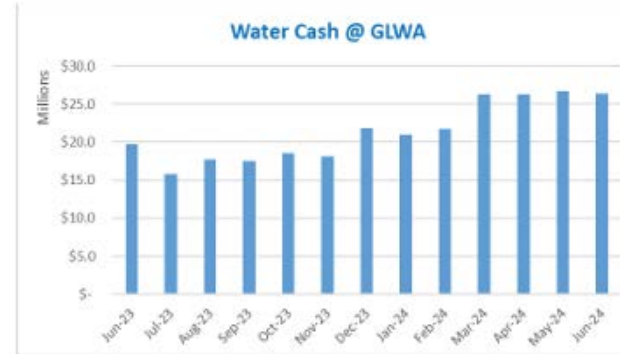


Finance: Collection Rates



- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

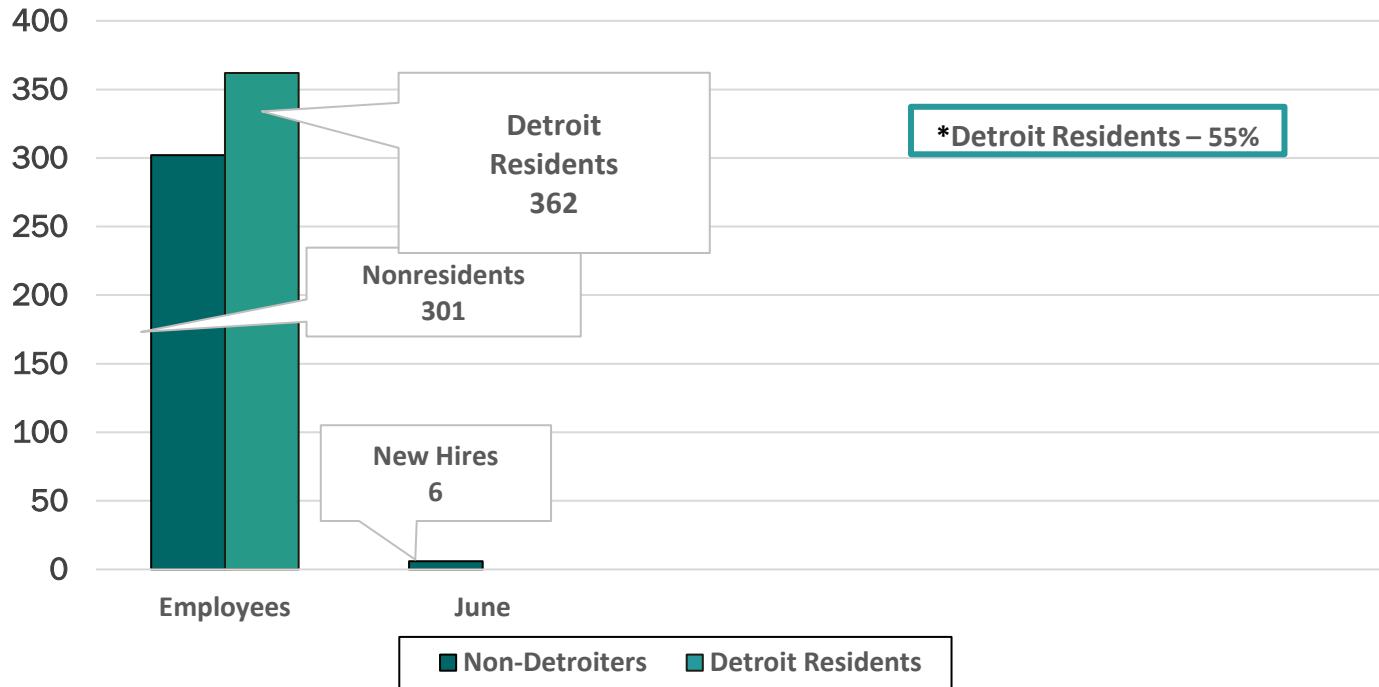
Finance: Cash Balance



- The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

Human Resources

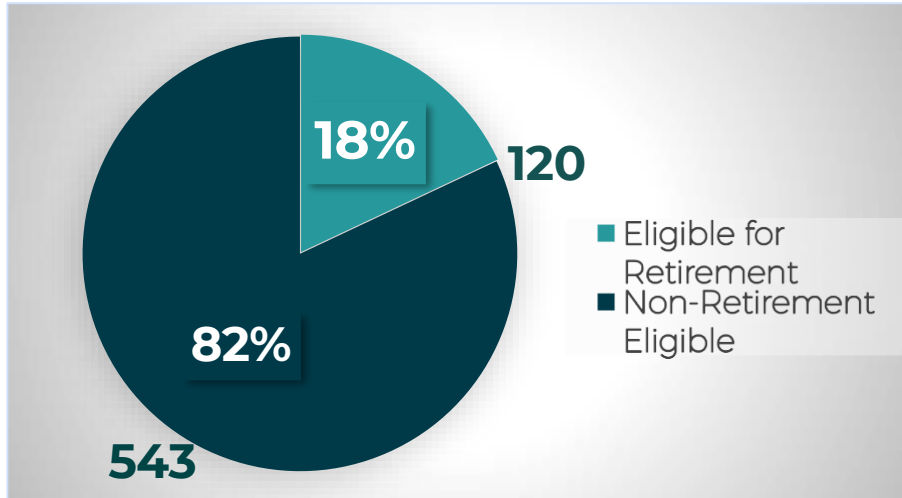
Human Resources: Detroit Residents and Hiring



Human Resources: Retirement Eligible



With a current population of 663 employees, there are 120 DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	47
25 YOS/55 years old (Legacy)	21
10 YOS/60 years old (Legacy)	52
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
TOTAL	120

LEGACY = HIRED BEFORE 2014

HYBRID = HIRED AFTER JANUARY 1, 2014

- Seventeen percent (17%) of DWSD's workforce is retirement eligible
- Succession plans have been developed for retirement eligible employees and those employees who have a skill that is critical to the business.

Human Resources: Recruitment Efforts



Date of Event	Type of Event	Location	Number of Candidates Seen	Number of Candidates Interviewed/Hired (List DWSD Division)
09/04/2024	Career Resource Fair	Detroit At Work Durfee Innovation Center	150	N/A
09/25/2024	Career Fair	Detroit At Work 7 Mile and Gratiot	50	N/A