

# Director's Report

June 18, 2025



Water & Sewerage  
Department



## Contents\*

### Metrics by Function:

• Director's Message	3
• Field Services	4
• Capital Improvement	10
• Meter Operations	12
• Investigations	16
• Legal Services	18
• Public Affairs	20
• Information Technology	23
• Customer Service	25
• Finance	27
• Human Resources	30





# Director Gary Brown's Message To The Board

## Warm weather means peak construction season!

Warmer weather has arrived and we have officially entered construction season. Although our team at DWSD is working hard for residents 365 days a year, we're able to ramp up some efforts during the spring and summer months.

Since construction continues for most projects in the winter, such as lead service line replacement and water and sewer replacements, we have a backlog of restoration to complete starting in the spring when the weather breaks. We ask customers for patience until we can come back to complete the restoration April through October. We prioritize impacts areas from oldest to newest, so construction from November and December that was temporarily restored is scheduled for permanent restoration in April and May. Impacted areas from January through March will follow.

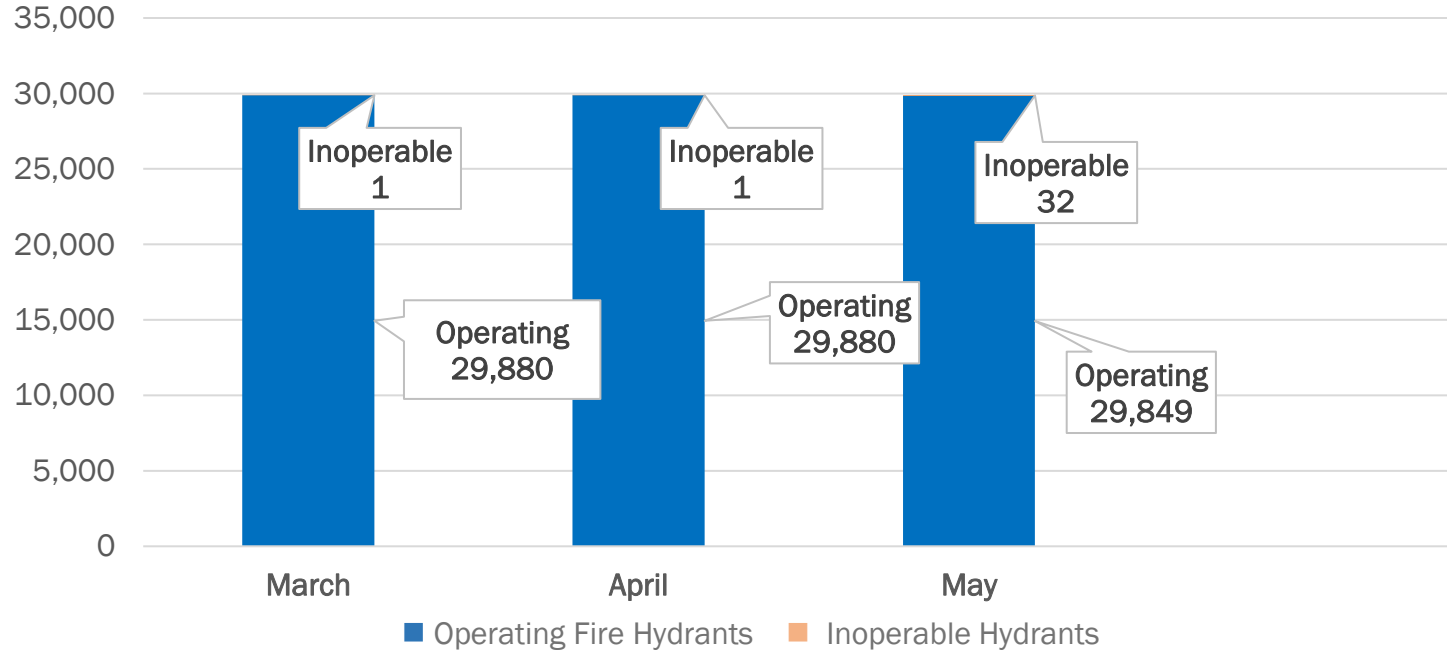
Property disturbed during construction will be restored including seeding of grass and sidewalk and roadway repair.



# Field Services

Sam Smalley, Deputy Director

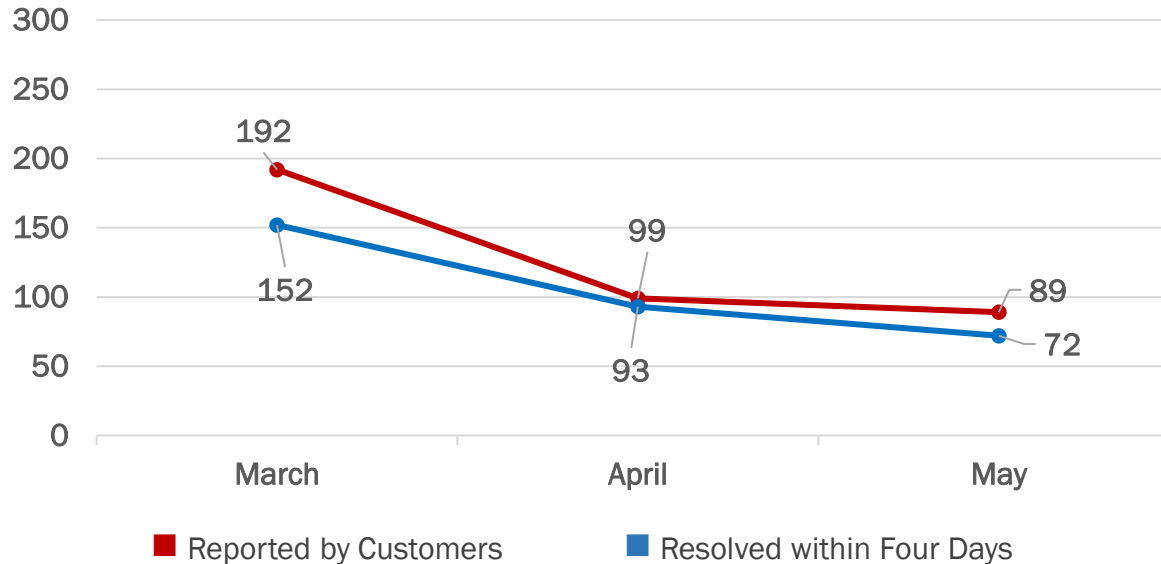
# Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department hydrant inspections were October through February.
- DWSD teams are keeping the number of inoperable hydrants low and following up with our own inspections to determine repairs/replacements.

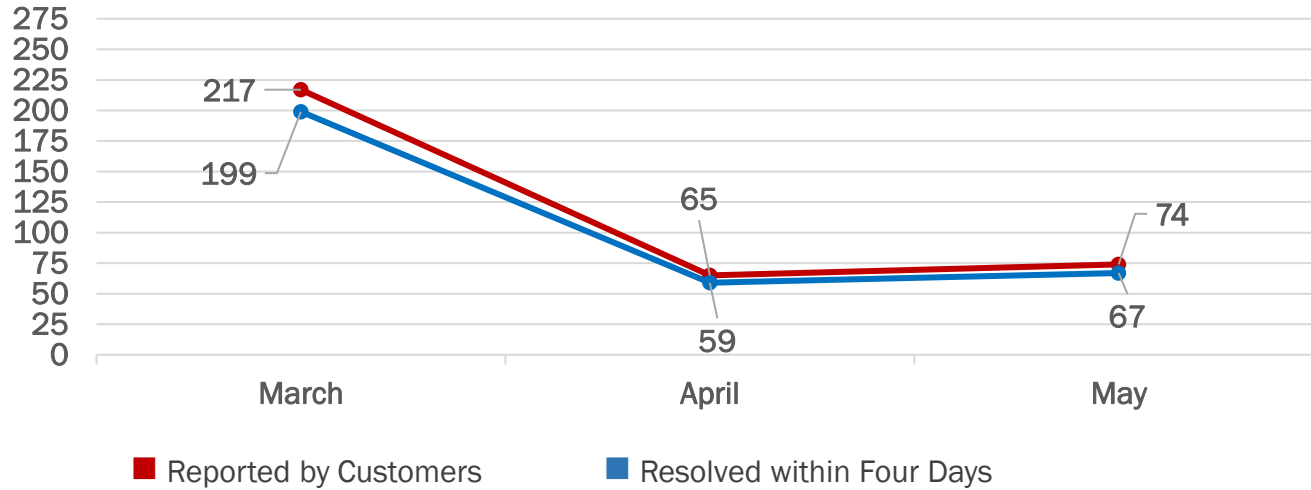


# Field Services: Running Water



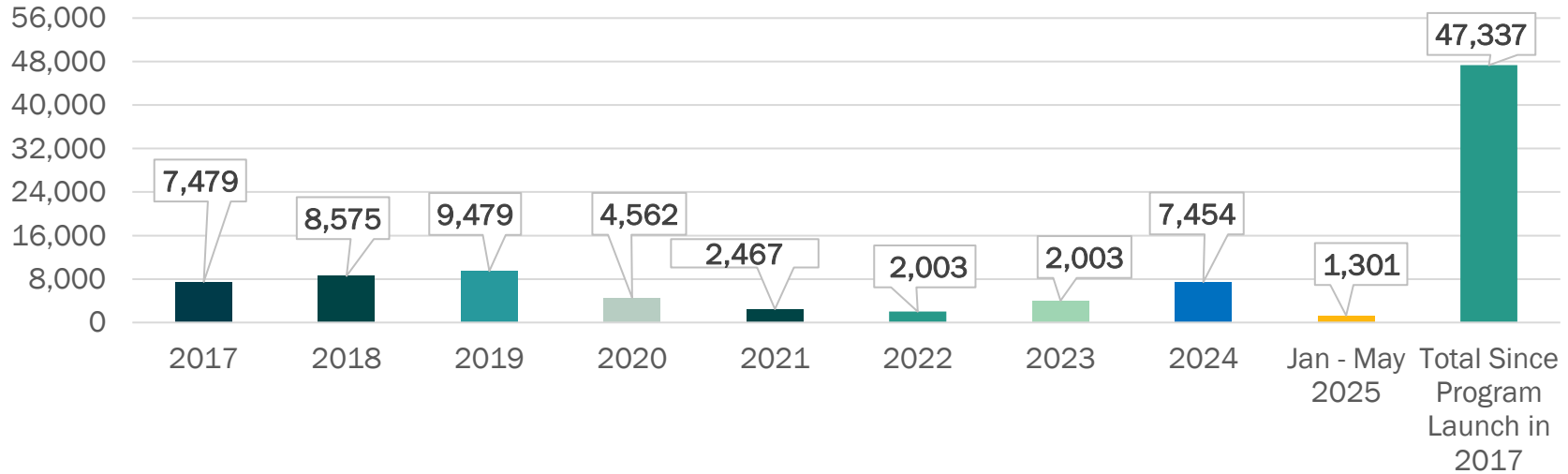
- The number of leaking water services has dropped dramatically with the warming spring temperatures.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

# Field Services: Water Main Breaks



- Water main breaks have also decreased significantly since the beginning of Spring.
- The DWSD service level remains up to four days for repair, with water service outages and major thoroughfares prioritized.

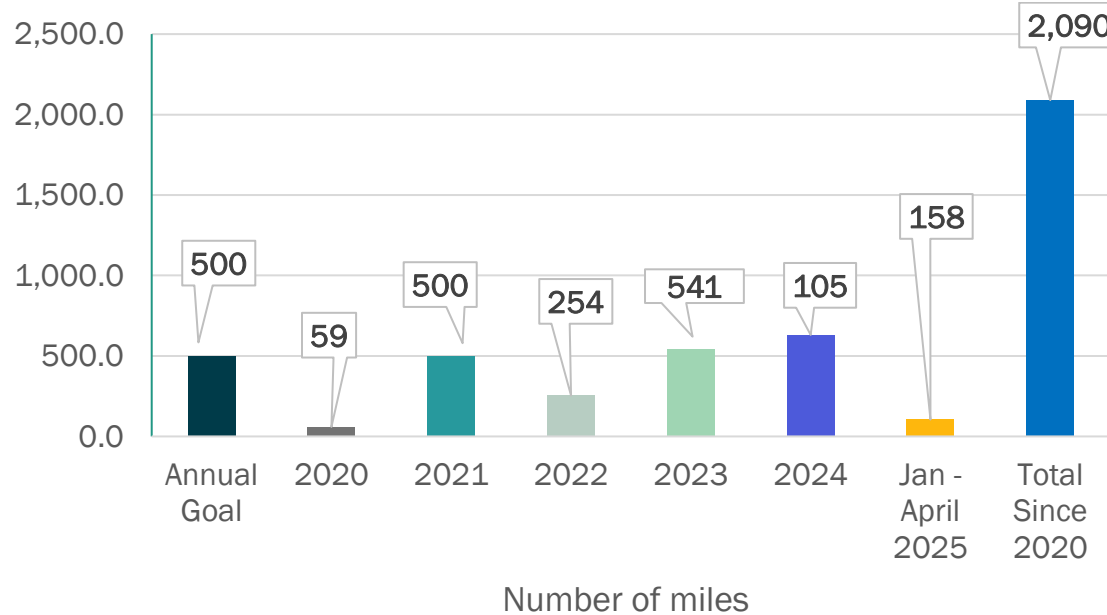
# Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins is far exceeding the number of cleaned basins in the 2021-2023 timeframe.
- We are thankful to the Sewer Team on their efforts to reduce flooding in our neighborhoods.



# Field Services: Sewer Cleaning



- DWSD exceeded 500 miles cleaned last year and has already surpassed that threshold as well in 2024.
- The Sewer Team has committed to clean 600 miles of local sewer of 24-inches in diameter or less in calendar year 2024.

# Capital Improvement Program

Anil Gosine, Chief Strategy & Process Improvement Officer

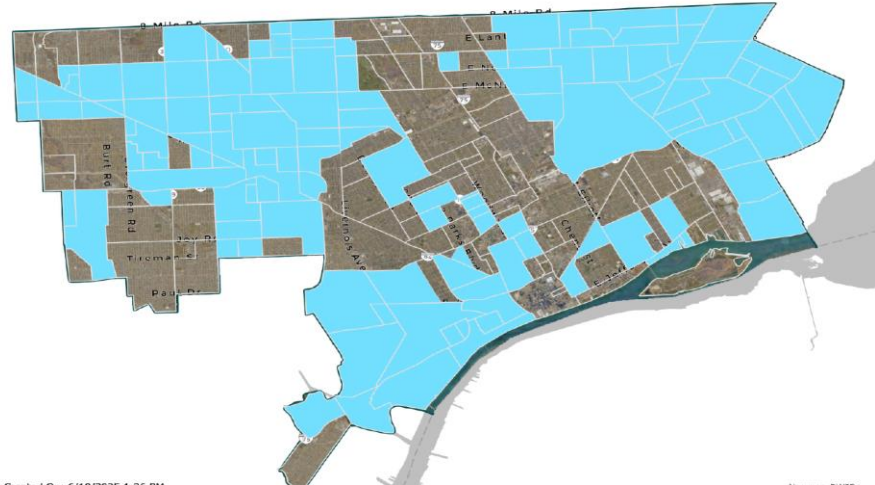
# Field Engineering: CIP Metrics

FY24 Q2 METRICS	Oct-Dec
Miles of Water Main Replaced	1.82
Number of Lead Service Lines Replaced	1,291
Miles of Sewer Collection Pipeline or Replacement	6.44
Miles of sewer system condition assessed	16.84
Miles of water system condition assessed	640.3
Hydro-excavations for service lines	1,434

\*Based off submitted, not approved quantities

- DWSD completes \$500,000 EGLE Grant Funded contract for Water Main Leak Detection in Targeted Neighborhoods. The Department now has completed leak detection on approximately 50% of the system!
- Closeout of multiple sewer contracts due to less than desirable performance by contractors is resulting in above target projected construction works in FY26
- PC-740 for the E. Jefferson watermain rehab project scheduled for June approval – approx. \$27million

Neighborhoods with Completed Leak Detection



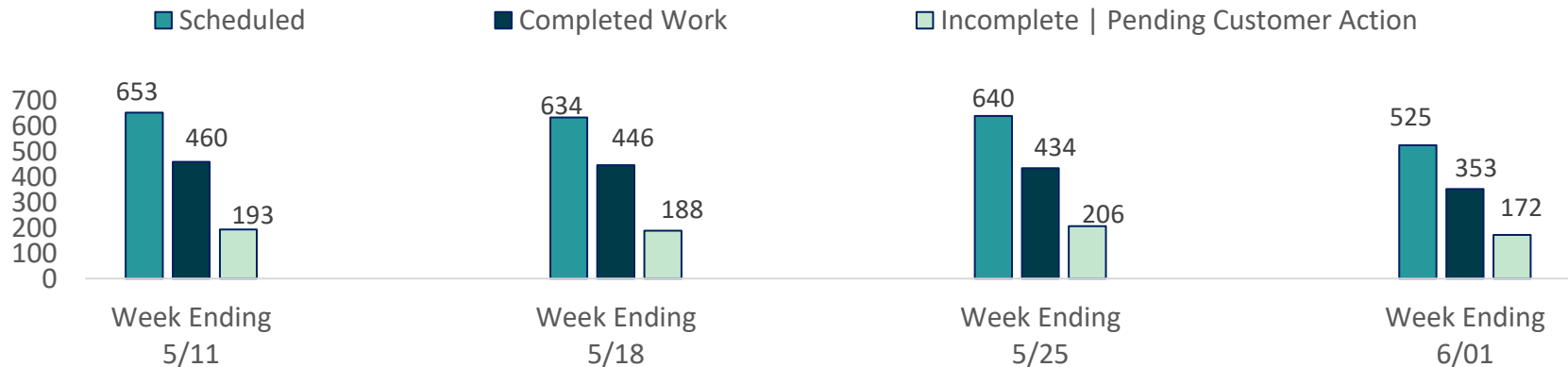
# Meter Operations

Sam Smalley, Deputy Director

# Meter Operations: Scheduled Meter Work



## Scheduled Work



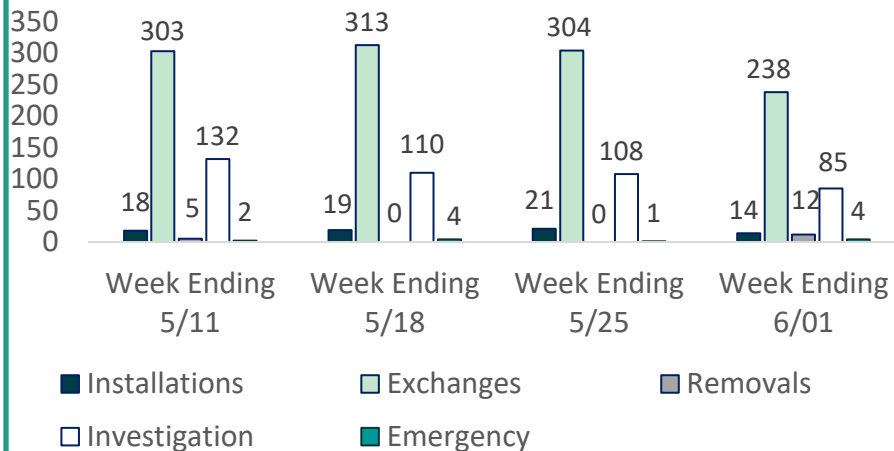
- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly, with the exception of the holiday season.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.



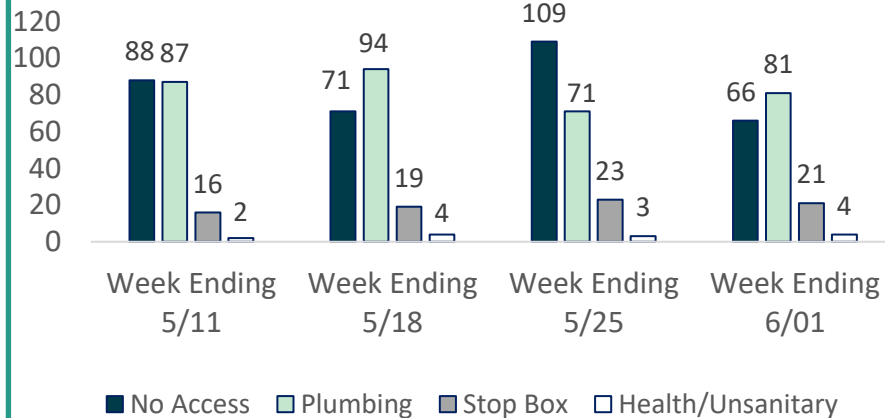
# Meter Operations: Scheduled Meter Work



## Success Details

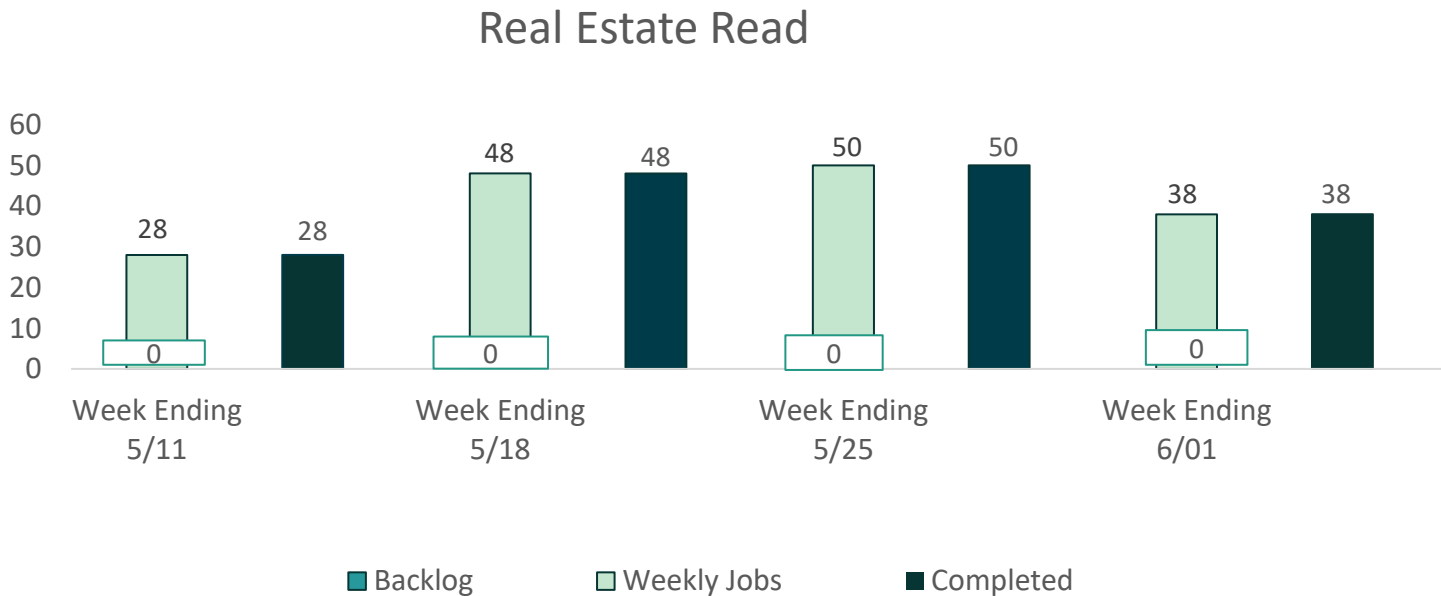


## Customer Issues



- Every week, DWSD technicians install or exchange more than 230 water meters.
- An average of over 20 new service accounts are metered weekly.
- Meter Ops installed more than 12,000 meters in 2024.

# Meter Operations: Real Estate Reads



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

# Investigations

Sam Smalley, Deputy Director

# Investigations: Results



**1,488**

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

Money Owed to DWSD identified by Investigators

**\$11,789,718**

Total since July 1, 2024

**\$1,961,411**

Back billed

**\$2,942,880**

Future owed in 12 months

**\$6,885,427**

Water loss

Revenue Identified Since Investigation Unit Began

**\$56M**

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



1

Cases resolved in April 2025

5

New cases filed by DWSD

0

New cases filed against DWSD

33

Pending cases handled in-house

Collections actions: 18

Defended cases: 15

Non-defense cases: 0

## Damage Claims

321

Number of Pending Damage Claims

59

Number of Damage Claims Reviewed  
in April 2025

0

Total Settlements Offered  
in April 2025

\$0

Total Settlements Offered  
in April 2025

# Public Affairs

Bryan Peckinpagh, Public Affairs Director



# Public Affairs: Social Media Activity



16

New Facebook Followers

10,521

Total Followers on Facebook

2,622

Engagement on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



25

New Instagram Followers

2,817

Total Followers on Instagram

270

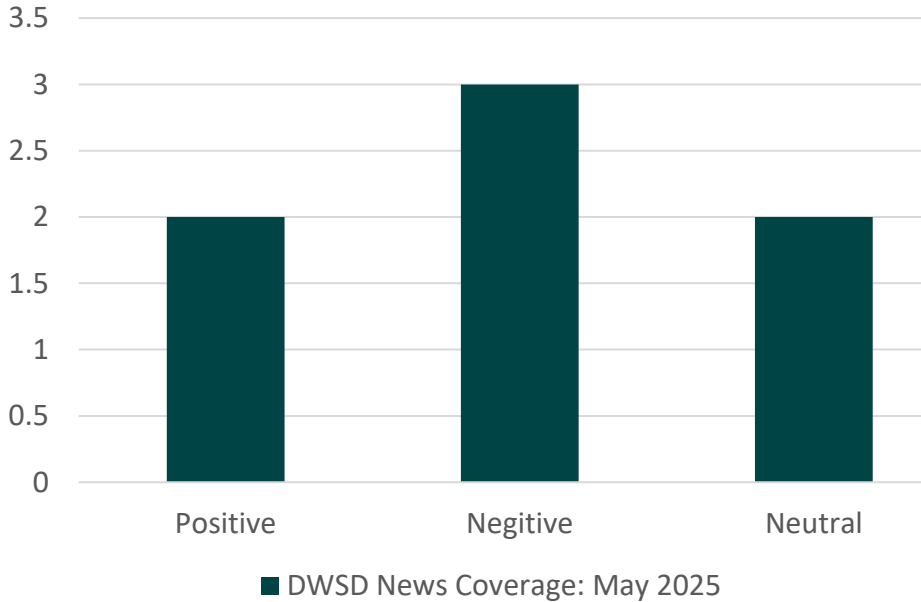
Engagement on Instagram



The top performing post for Facebook for the month of May was a post highlighting Director Gary Brown on receiving the Barb Hodgins Award by the Great Lakes-St. Lawrence Cities Initiative/Alliance Grands Lacs St-Laurent for his leadership locally and nationally in advancing lead service line replacement and water affordability. The post had a total of 497 views and a reach of 412. For Instagram, the top performing post was a collab post with the City of Detroit Human Resources department highlighting Mr. Linard Malone on his years of service. Because we did not post this, we do not have access to the analytics.

# Public Affairs: Positive v. Negative News Stories

DWSD News Coverage: May 2025



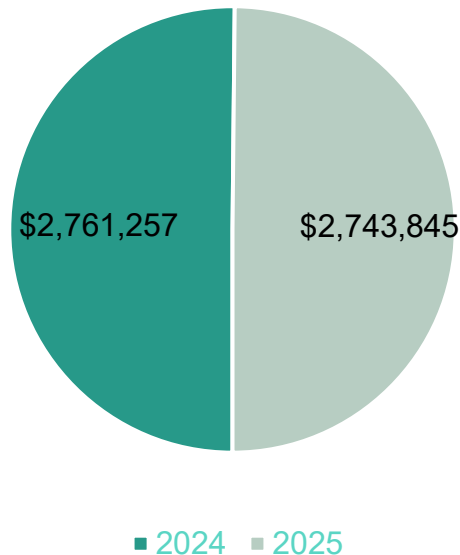
In May, we had a total of seven stories this month that mentioned the Detroit Water and Sewerage Department. Of all the stories DWSD were mentioned in – 2 were positive, 3 were negative and 2 stories were neutral. While the bulk of the stories covered sinkholes that occurred in the city, one story referenced a study that states Detroit is sinking and another story that discusses how Detroit and other metropolitan cities are using bio-retention basins and rain gardens to fight flooding.

# Information Technology

Anil Gosine, Chief Strategy & Process Improvement Officer



## Easy Pay Arrears Collected



### Easy Pay

- Launched: July 26, 2024
- Active enrolled customers: 13,458
- 2024 arrears (7/26-12/31): \$2,761,257
- 2025 arrears (1/1-3/15): \$2,743,845
- Total Collected: \$5,505,102

### Promise Pay

- DWSD is working with Promise Pay for collection of broken Easy Pay Plans.
- **By September 2025:** All customers who have not met their Easy Pay payment arrangement will be transitioned to Promise Pay.

### Quality Assurance Program

The IT team has launched a Quality Assurance Program to ensure that our products, services, and systems are reliable, consistent, and aligned with stakeholder expectations.

IT continues to partner with DWSD Finance to enhance Oracle reporting tools that provide actionable and valuable insights. Recently completed configuration to separate the Arrears Collected from the Total Collected within the Easy Pay program.

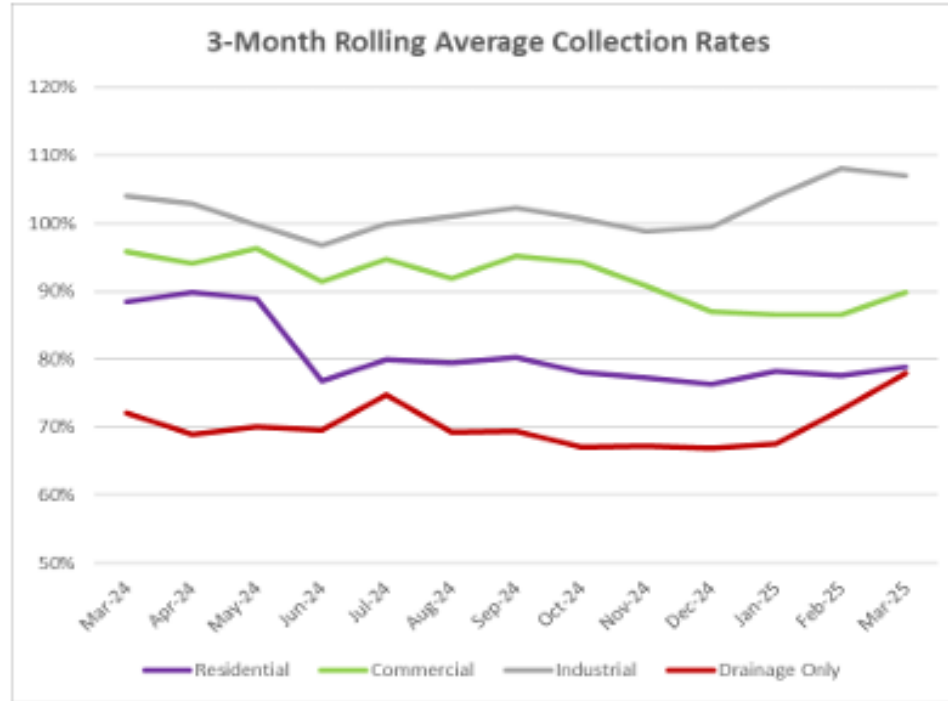
# Customer Service

# Lifeline Plan – Protected From Shut Off

Protected From Shut Off	Total
Receiving Lifeline Plan benefit	8,136
Enrolled in EasyPay Plan	28,467
Total Number of Households Protected	36,603

# Finance

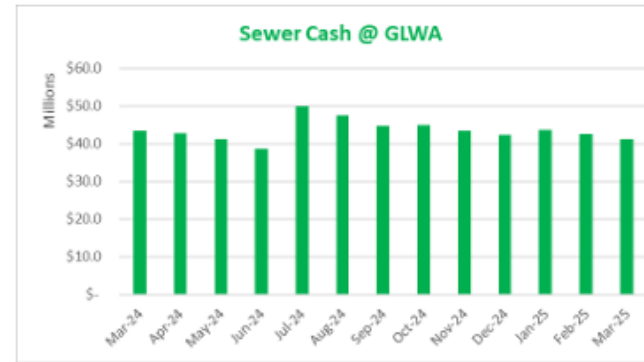
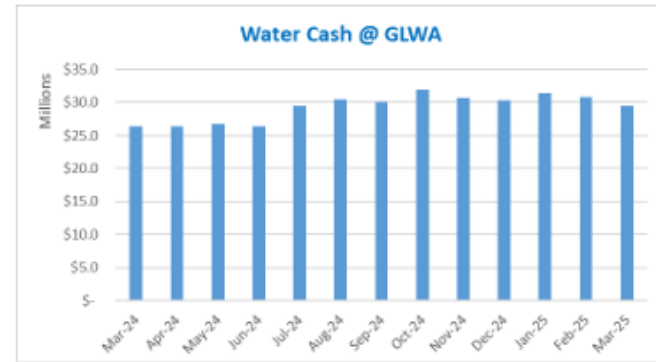
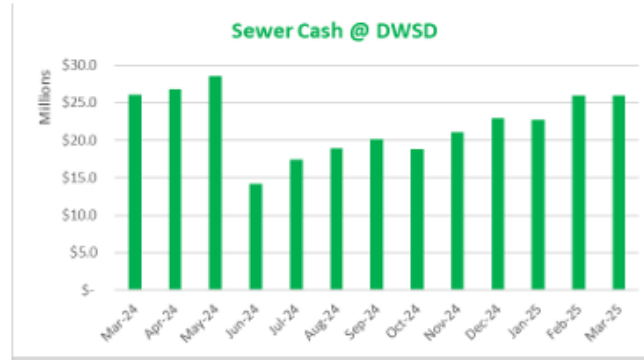
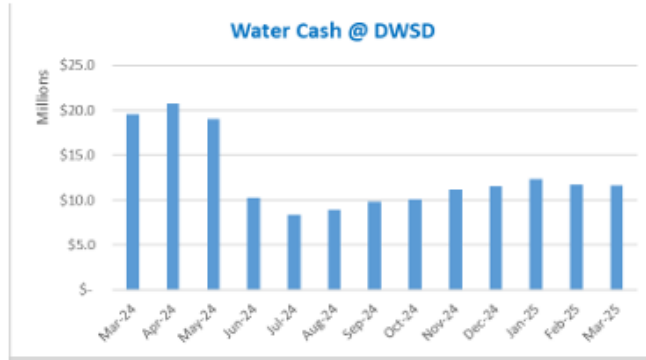
# Finance: Collection Rates



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



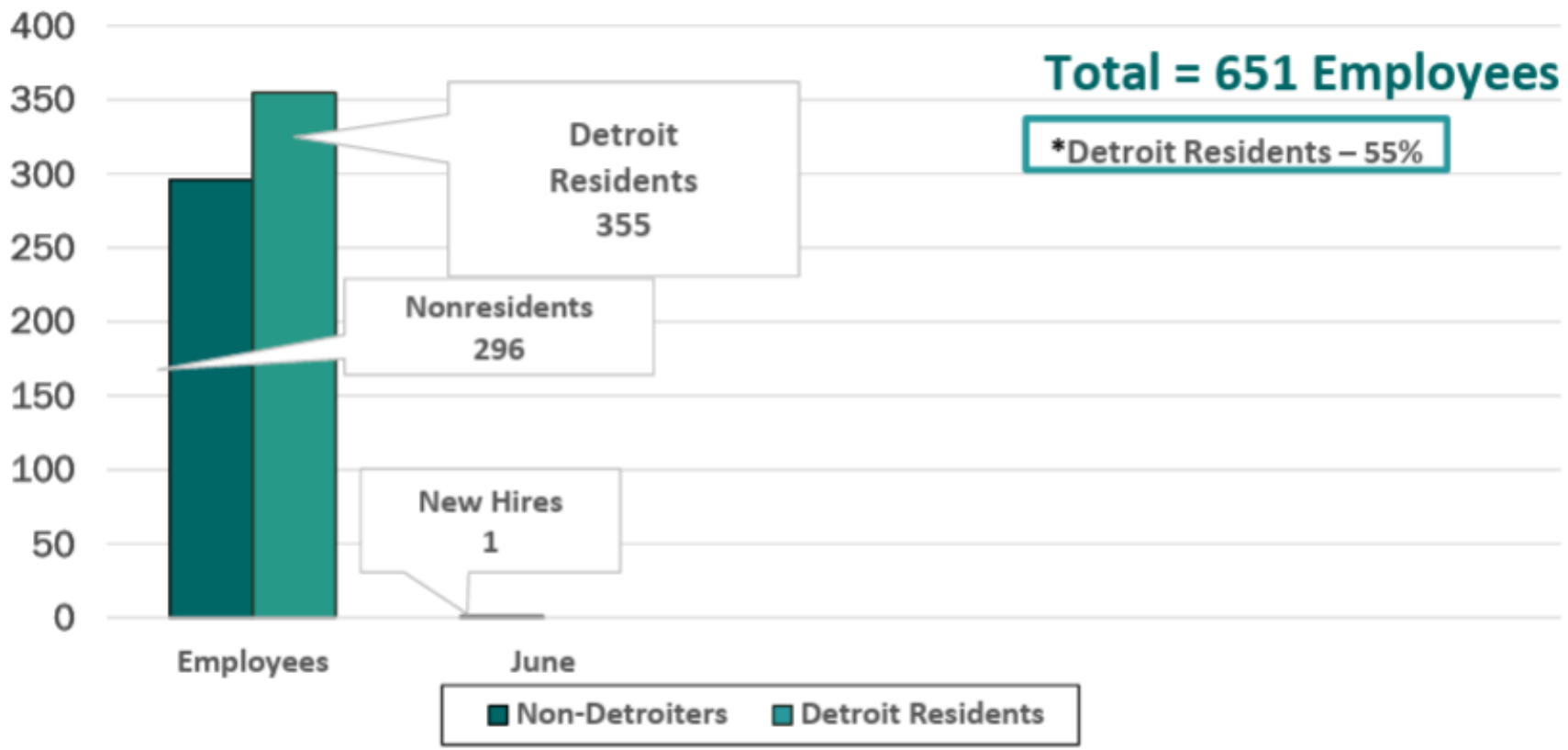
# Finance: Cash Balance



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

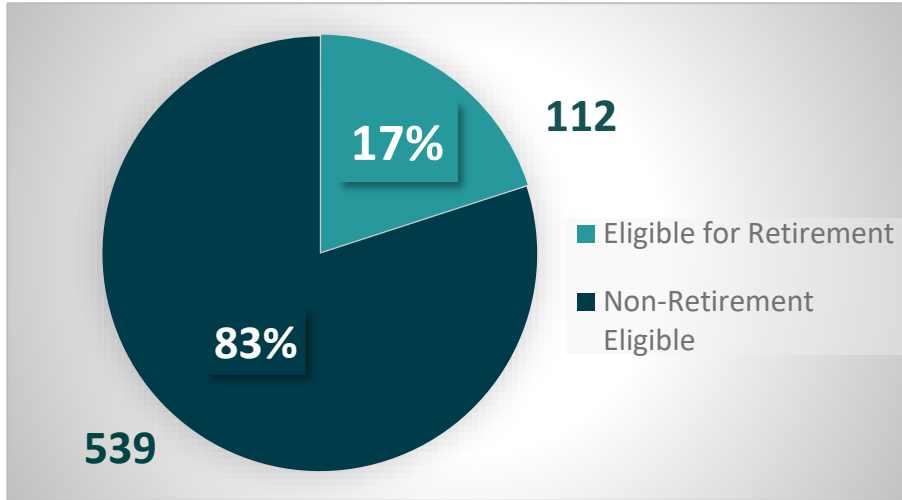
# Human Resources

# Human Resources: Detroit Residents and Hiring



# Human Resources: Retirement Eligible

With a current population of **651** employees, there are **112** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	44
25 YOS/55 years old (Legacy)	23
10 YOS/60 years old (Legacy)	45
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
<b>TOTAL</b>	<b>112</b>

**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)
05/01/2025	Careers in Public Service Panel Discussion	Martin Luther King Jr. High School 3200 E Lafayette St Detroit, MI 48207	50 Students	N/A
05/08/2025	Build Detroit: Skilled Trades Challenge	Eastern Market 2934 Russell Detroit, MI 48207	150 Students	N/A
05/21/2025	The City of Warren Skilled Trades Fair	5460 Arden Ave Warren, MI 48092	200+	Created a callback sheet for upcoming FST positions