



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

June 3, 2026



**Water & Sewerage
Department**

Customer Service May 2026

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

May 2026

- 57,498 calls and received 6,404 email inquiries
- **63,902** total customer touchpoints
 - 3,195 contacts per day vs 1,400 budgeted
 - 149,513 contacts: Customer Service Calls, Email and Self-Service Interactions

May 2026

- Average Speed of Answer(ASA): **32:33**
 - **13:03** on the emergency line
 - **42:30** non-emergency line
- Customer Satisfaction (CSAT) at **84%** (Exceeded goal for 33 months straight)
- First Call Resolution (FCR) at **76%**.

CALL CENTER DATA – May 2026

	December	January	February	March	April	May	Key Performance Indicator
Calls Received	45,242	45,877	45,949	58,952	54,165	57,498	<i>Budget: 29,400 per month</i>
Average Speed of Answer	7:17	8:13	9:14	19:27	17:23	32:33	15 Minutes
Email Interactions	5,902	5,860	5,776	7,849	6,627	6,404	
Average Speed of Response (Email)	8d 18h	8d 11h	5d 16h	8d 16h	10d 1h	10d 22h	
Total Interactions	51,144	51,737	51,725	66,801	60,792	63,902	
Average Handle Time	10:41	10:37	10:54	11:19	11:05	11:35	10 Minutes
Average Talk Time	6:50	6:52	6:55	7:10	7:01	7:17	7 Minutes
Average Hold Time	6:57	6:52	7:07	6:55	6:50	6:57	7 Minutes
After Call Work	2:03	1:59	2:05	2:04	2:04	2:03	2 Minute
Abandoned Calls	8.75%	3.36%	3.62%	5.85%	5.15%	7.13%	< 5%
Avg. Staffing	52	52	52	48	48	51	
First Call Resolution	74%	71%	71%	69%	72%	76%	71%
Customer Satisfaction	84%	81%	84%	82%	82%	84%	75%





Water & Sewerage
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Lifeline H2O, EasyPay

Presented by: Kimberly Crowell

May 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.



54,495 FY2026 GOAL ACHIEVED

Households enrolled in EasyPay since launch



34,982

Households current or completed agreement



64% Success Rate **4,440** Settled



\$25M

EasyPay installments received

\$115.3M

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



Water & Sewerage
Department

Planning Calendar: 28 Day Medical Hold

Presented by: Kim Crowell

May 2026

28 Day Medical Hold



OVERVIEW

DWSD provides customers with a medical necessity for water service the opportunity to request a temporary **28 Day Medical Hold**.



ONCE APPROVED



28-day temporary **freeze** placed on the account



No payments required toward past due or current charges during the hold period



Water service may be established **without a** payment arrangement or down payment



Water service is **protected** for **28 days**

ELIGIBILITY REQUIREMENTS

Customers must submit a physician statement on official letterhead including:



Patient name and address



Account number



Statement confirming medical necessity for water service



Current date within 10 days of request



Physician signature

Important Guidelines & Customer Responsibilities



IMPORTANT GUIDELINES

- ✓ Requests are only granted to the **account holder** or dependent residing in the home
- ✓ Only one 28 Day Medical request is permitted per household within a **12-month period**
- ✓ Medical condition should **not** be disclosed in physician documentation



SUBMISSION OPTIONS



Online through mydwsd@detroitmi.gov



By fax to **313-842-6443**



Customer must call **313-267-8800** to advise that a doctor letter has been submitted on their behalf



AFTER THE 28-DAY PERIOD

To maintain water service, the customer must:



Establish a payment arrangement

OR



Pay the past due balance in full before the 28 days expire



REMINDER

Failure to meet these requirements may result in **water shut off for nonpayment.**



**Water & Sewerage
Department**

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