



**Water & Sewerage
Department**

DIRECTOR'S REPORT

July 20, 2022



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DIRECTOR GARY BROWN'S MESSAGE TO THE BOARD

In early August, Itron and the Detroit Water and Sewerage Department (DWSD) will begin **installing new meter reading devices at more than 200,000 houses and buildings over the next two years.** The initiative is led by Operations and has a dedicated project manager.

Public Affairs will coordinate customer outreach and work with Operations, Customer Service, and the vendor to provide notification to residents before work begins in their neighborhoods.

The **upgraded meter reading devices are an important part of the newly announced DWSD Lifeline Plan and inclining block rate,** which encourages water conservation. A working meter and upgraded 5G-compatible device is necessary to record real-time and accurate meter readings to help residents be successful in the Lifeline Plan. Residents can continue to monitor water usage through the online DWSD Customer Service Portal.

Itron's subcontractor, RECONN, is **employing more than 55 Detroiters** for this project. The starting wage is \$15/hour or more depending on experience.


DETROIT WATER & SEWERAGE DEPARTMENT

Important Notice


Water Meter Reading Upgrade Work Coming to Your Area

As the Detroit Water and Sewerage Department (DWSD) continues to improve service delivery for our customers, we are upgrading the automatic water meter reading devices at all properties receiving water service.

- The current water meter reading device on the outside of your house or building is scheduled for replacement.
- If the current device is not replaced, due to outdated technology, it will no longer work in the near future and your water bill will need to be estimated. Estimated billings might be higher than normal. Water leaks at your property will go undetected for longer periods of time, resulting in a very high bill once repairs are made.
- Most replacement work is done only on the exterior of the house or building and should only take 10-15 minutes.
 - The work will be performed by RECONN Utility Services or DWSD Field Services Technicians, and they will have picture identification and arrive in company vehicles.
 - No one will need to enter your house or building, unless there is a problem with your meter.
 - ▶ Any inside work will be done only by prior appointment at times convenient to you.
 - ▶ You will be notified if inside work is needed and who to call.
 - Installation of the new device will be in the same location as the old reading device and not cause any damage to your brick, siding or covering.
 - You will receive a door hanger notice indicating work is completed or that an appointment needs to be scheduled.
 - After completion, another representative may inspect the outside work.
- **Prior to the Field Services Technician installing the device:**
 - Please secure any dogs.
 - Move any trash cans, storage bins or other items away from in front of the device on your outside wall.
 - If the device is behind a locked gate, please give the Field Services technician access, once they have identified themselves.
- **The project's cost is budgeted as part of the water and sewerage rates approved annually by the Board of Water Commissioners. Any direct increase to your bill after installation will be due to replacement of an outdated meter, cut wire or other previous issue that caused estimated bills and which was not recording your water usage.**





Old device currently being used on house



New device to be installed

For any questions about the work, the worker's ID or the project, call DWSD Customer Service at 313-267-8000 or visit detroitmi.gov/meter.





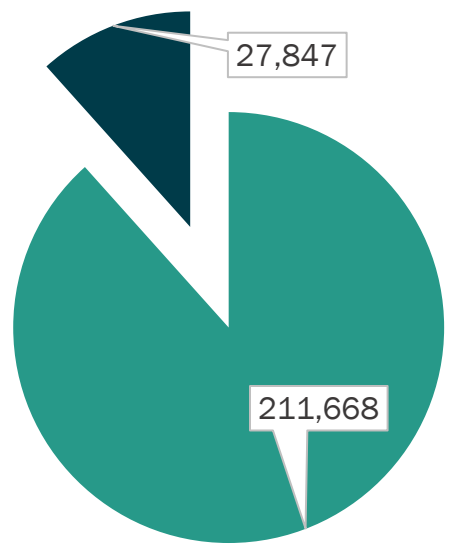
**Water & Sewerage
Department**

Customer Service

CUSTOMER SERVICE: Number of Active Accounts

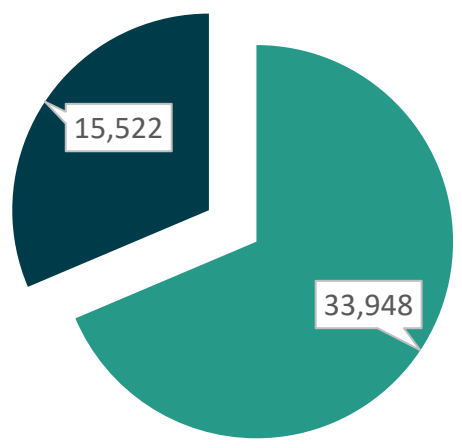


Active Residential Accounts



■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

Active Non-Residential Accounts



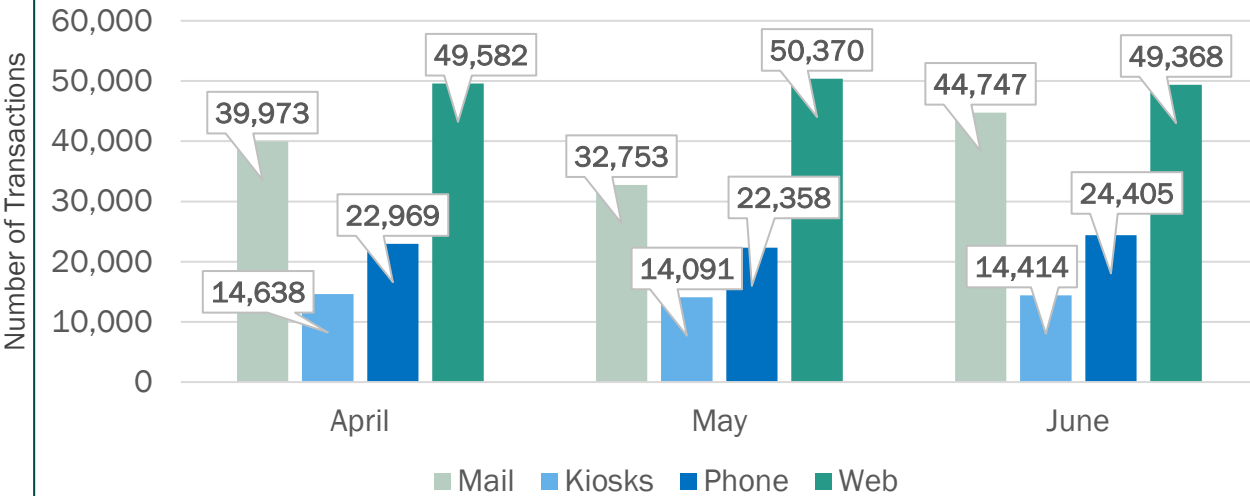
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

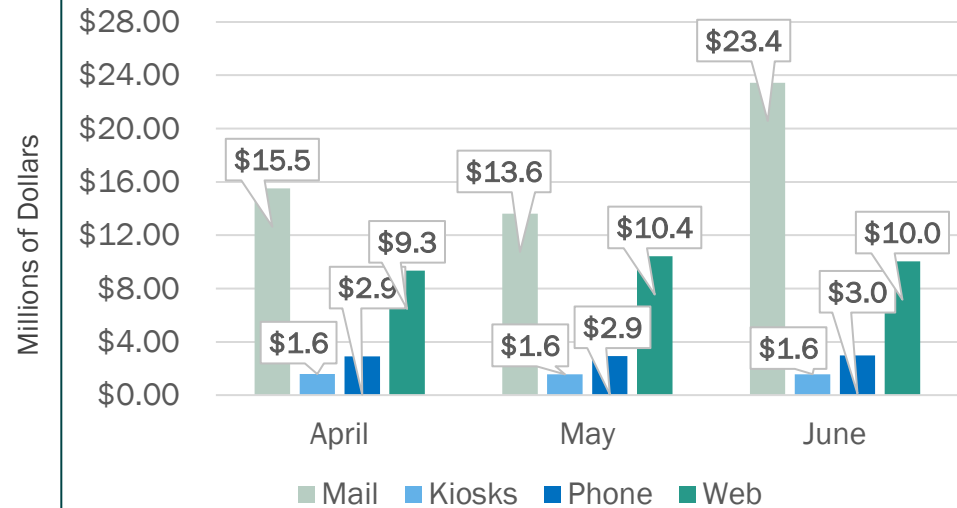
CUSTOMER SERVICE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



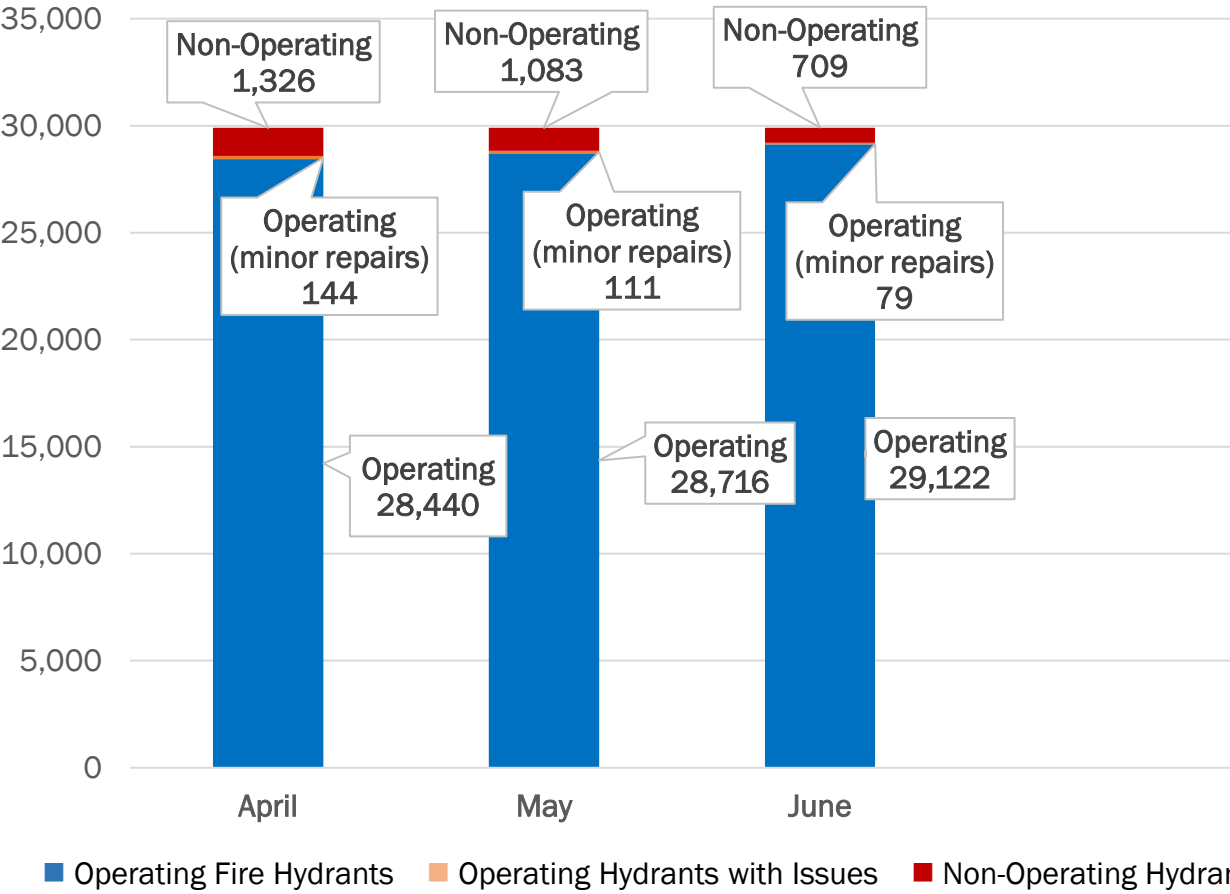
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including the launch of enhanced services on the Customer Web Portal at www.detroitmi.gov/paymywaterbill and contact via email at mydwsd@detroitmi.gov. DWSD is also communicating all the convenient, safe ways to pay and how customers can access their account(s).



**Water & Sewerage
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Field Services

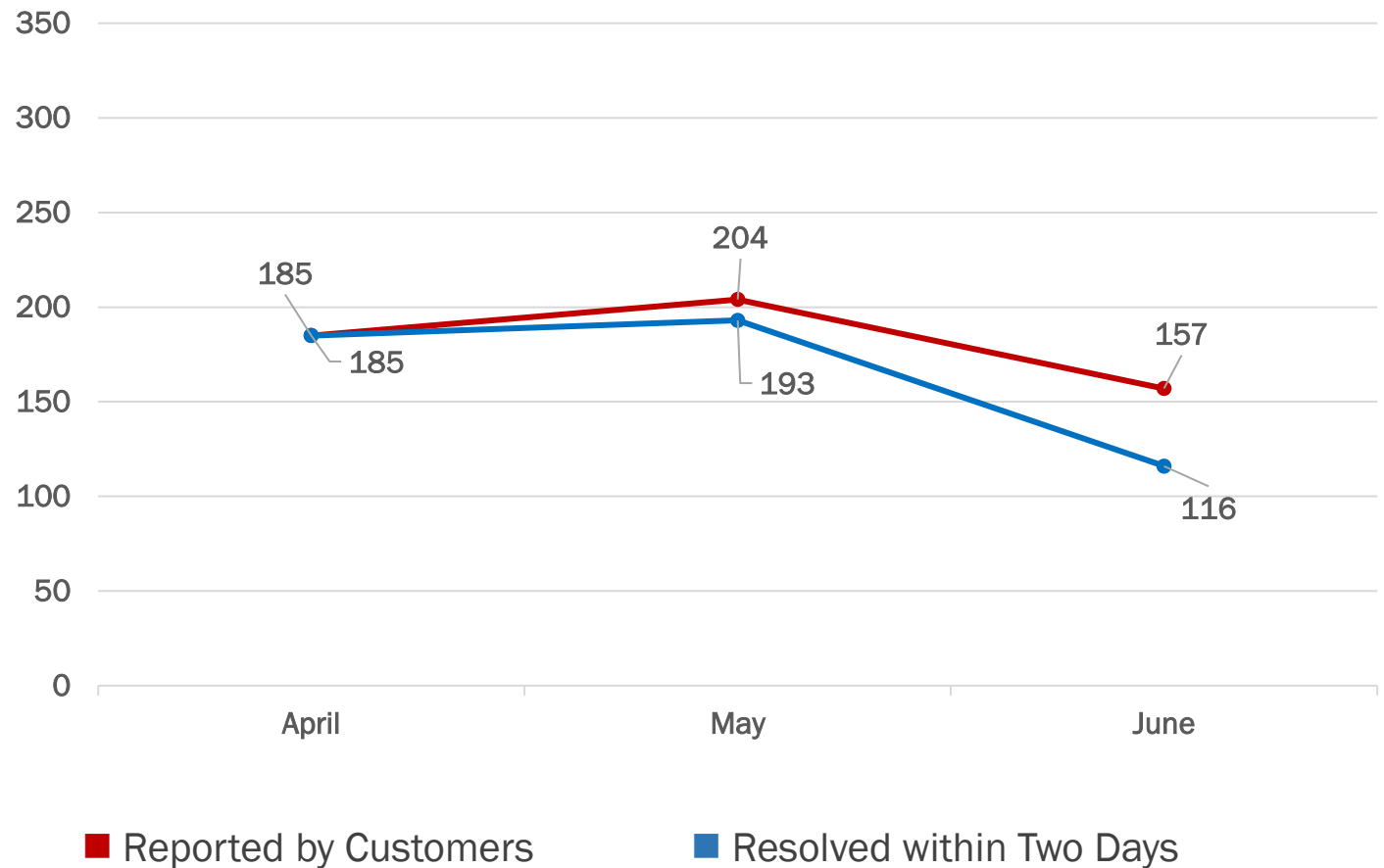
FIELD SERVICES: Fire Hydrant Maintenance



DWSD prioritizes fire hydrant maintenance as a key component of providing essential and exceptional service delivery led by the Maintenance & Repair Service Line in our Operations Group. During the Fall season, Detroit Fire Department staff conduct inspections and share the data through a dashboard with DWSD if hydrants need to be repaired or replaced. The community can report hydrant issues via the Improve Detroit mobile app.

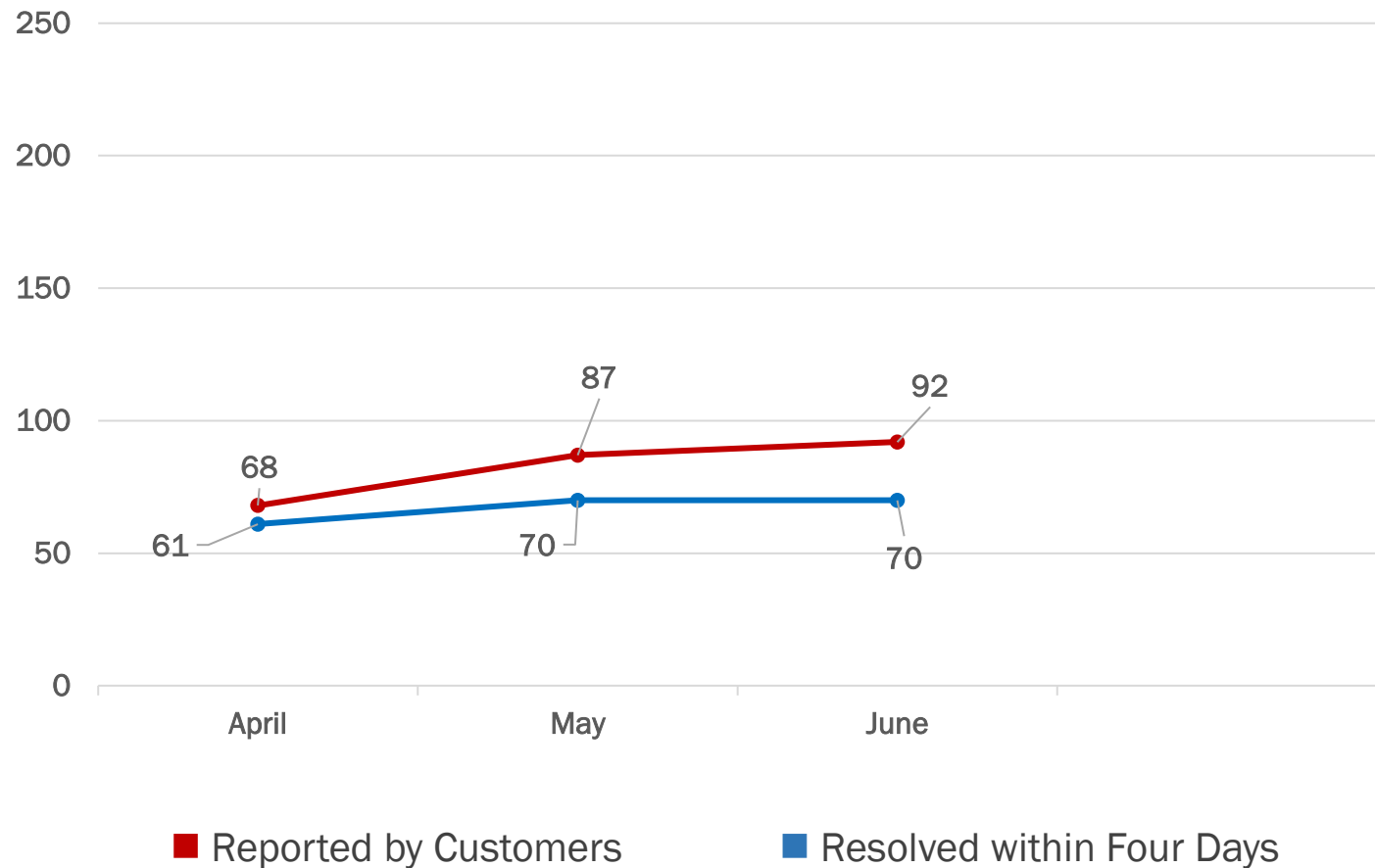


FIELD SERVICES: Running Water



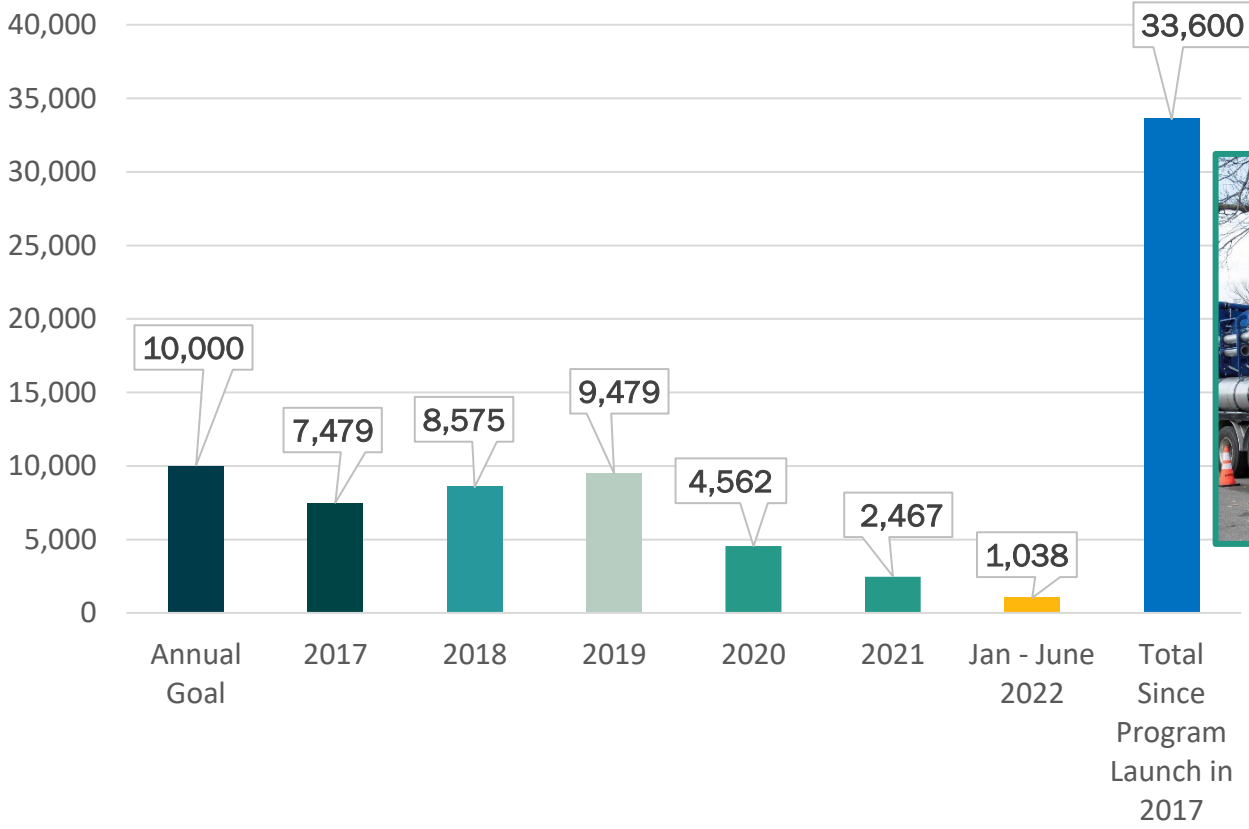
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

FIELD SERVICES: Water Main Breaks



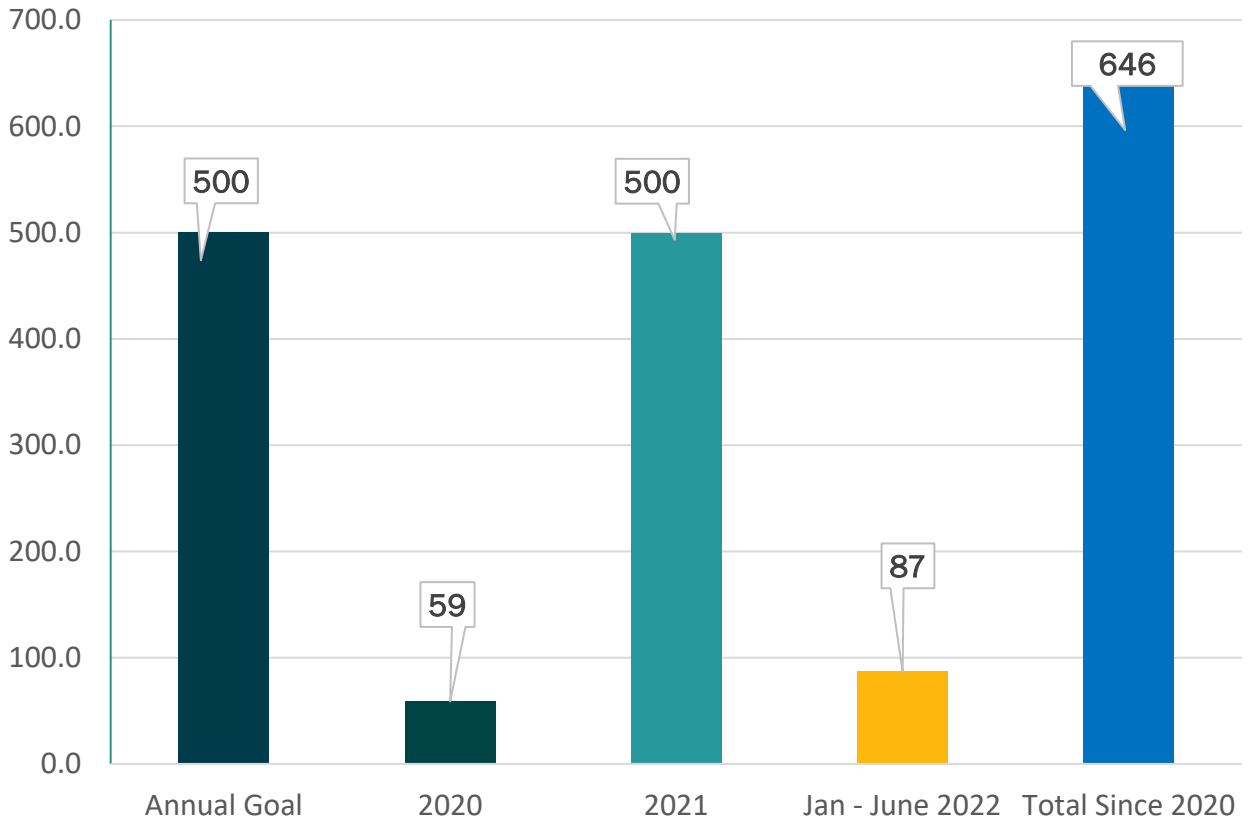
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected and water service outage, to determine priority.

FIELD SERVICES: Catch Basin Inspection & Cleaning



DWSD Operations prioritizes catch basin cleaning based on the level of severity and street flooding.

FIELD SERVICES: Sewer Cleaning



DWSD is expanding sewer cleaning for preventative maintenance to help reduce street flooding and basement backups. Crews cleaned 499.5 miles of city sewer pipe in calendar year 2021 compared with 59 miles in calendar year 2020.



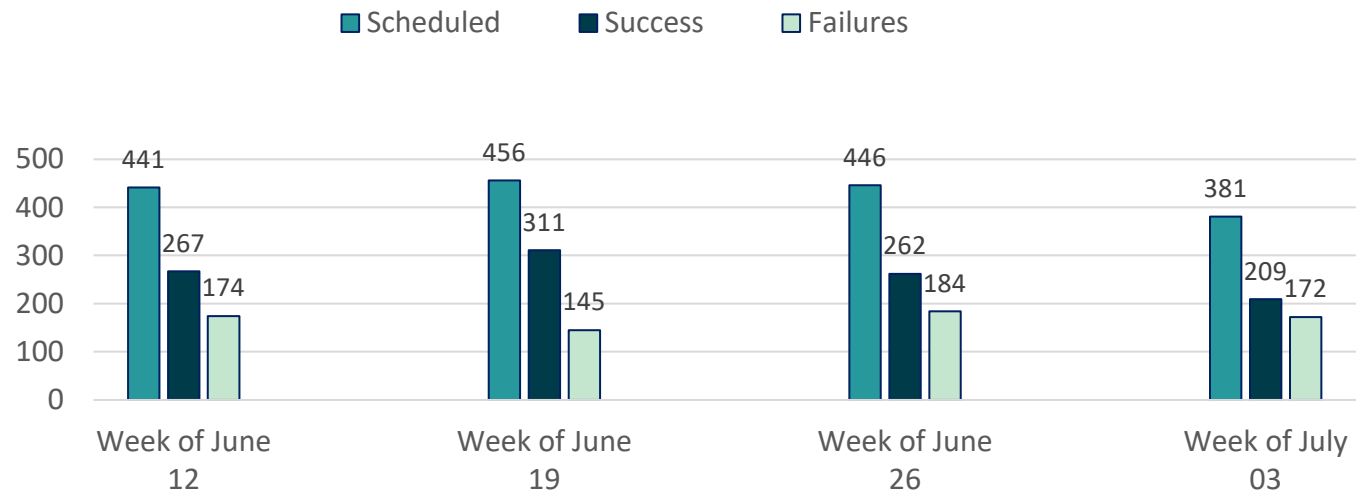
**Water & Sewerage
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Meter Operations

METER OPERATIONS: Scheduled Meter Work



Scheduled Work

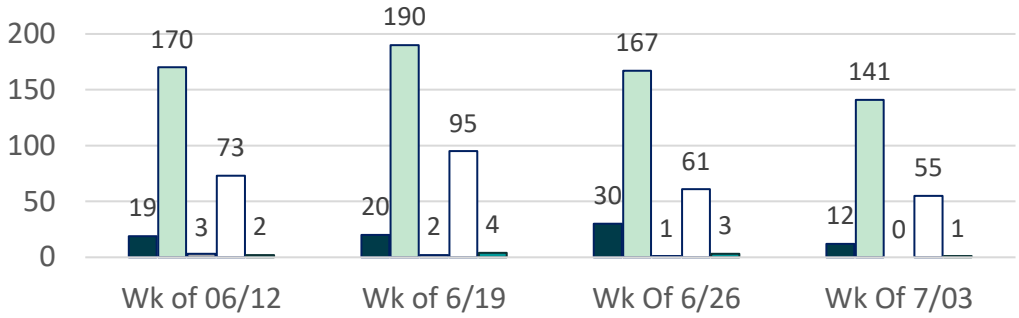


Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation and emergency repairs.

METER OPERATIONS: Scheduled Meter Work

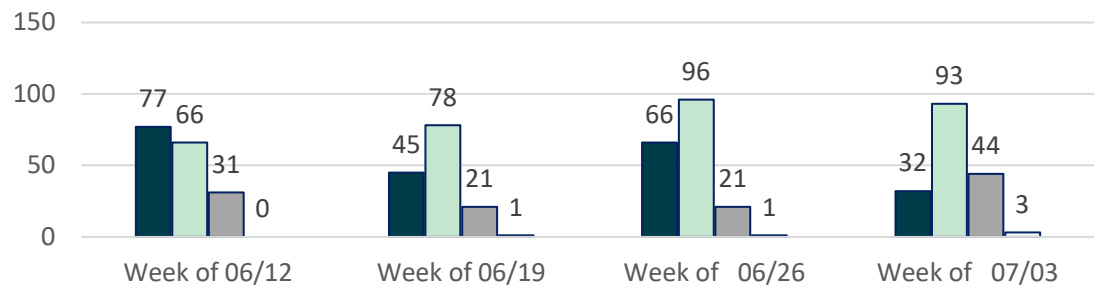


Success Details



- Installations
- Exchanges
- Removals
- Investigation
- Emergency

Failure Details



- No Access
- Plumbing
- Stop Box
- Health/Unsanitary

Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation and emergency repairs.

METER OPERATIONS: Real Estate Reads



Real Estate Read



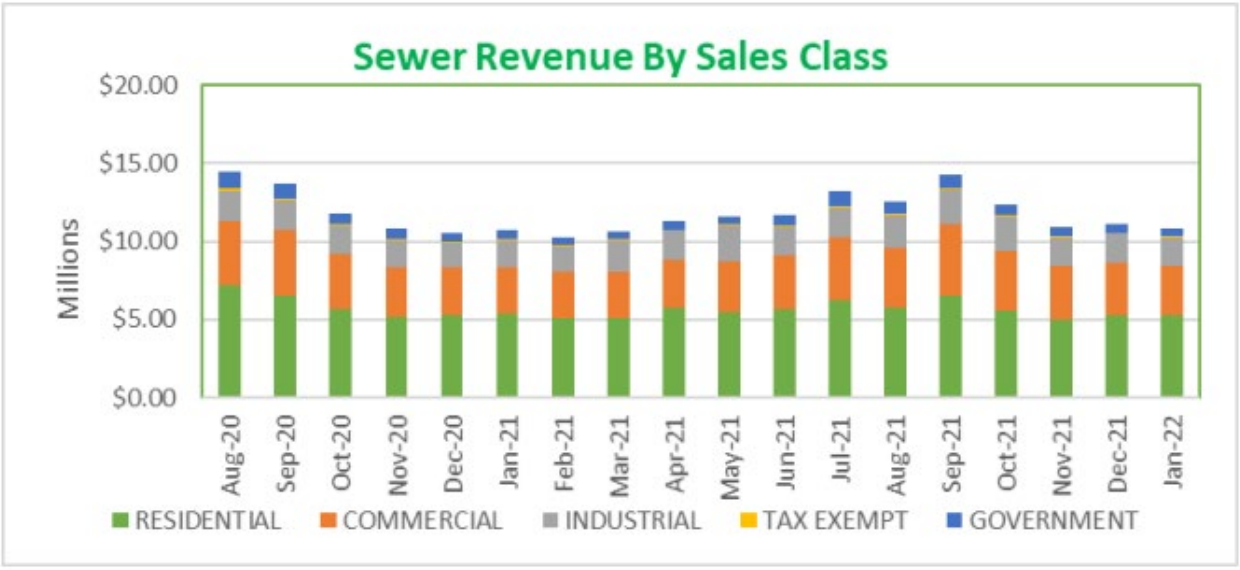
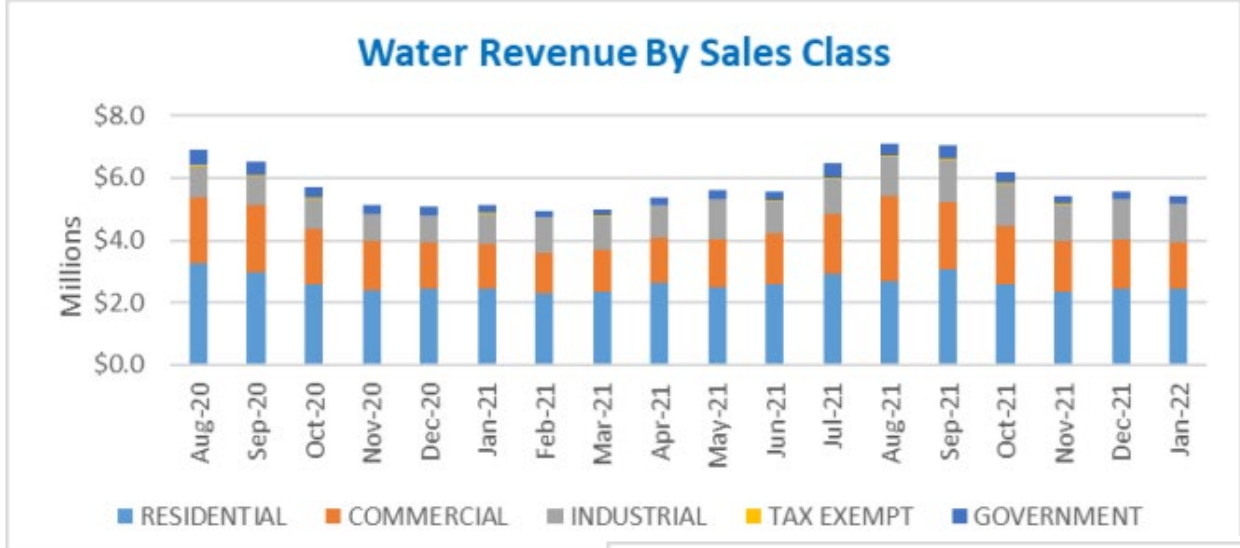
Customers are notified that a real estate closing read may take up to 30 days to be completed.



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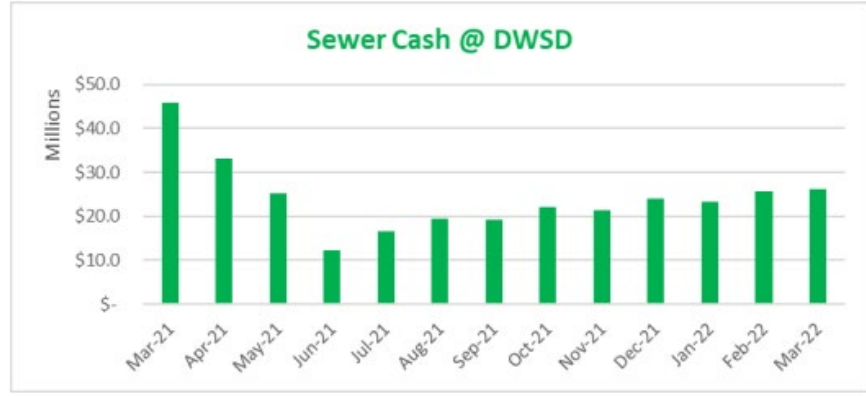
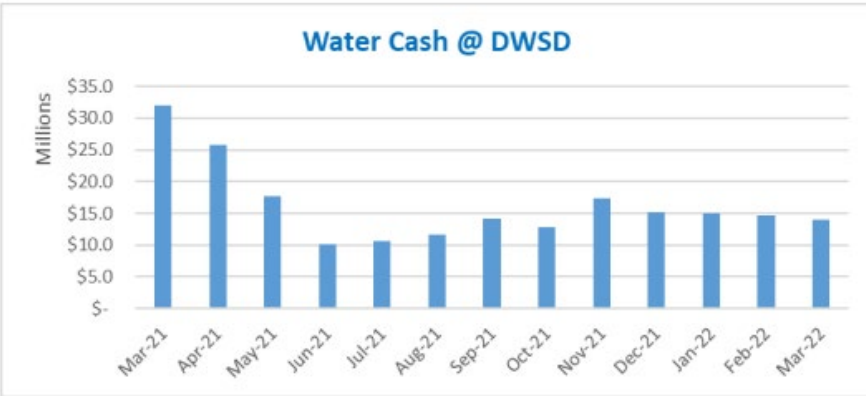
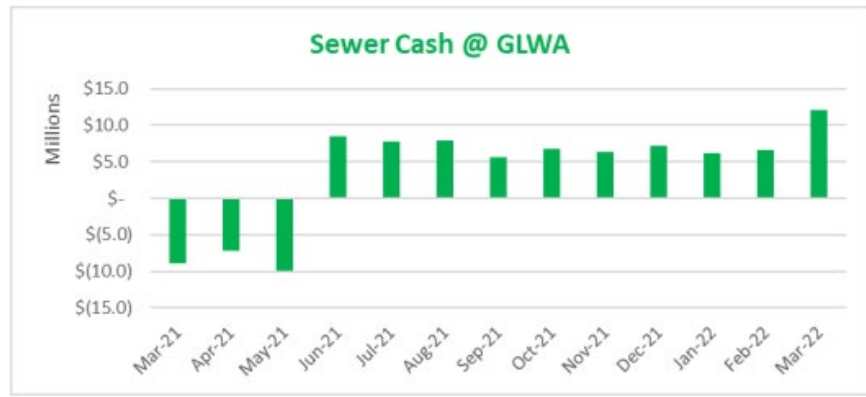
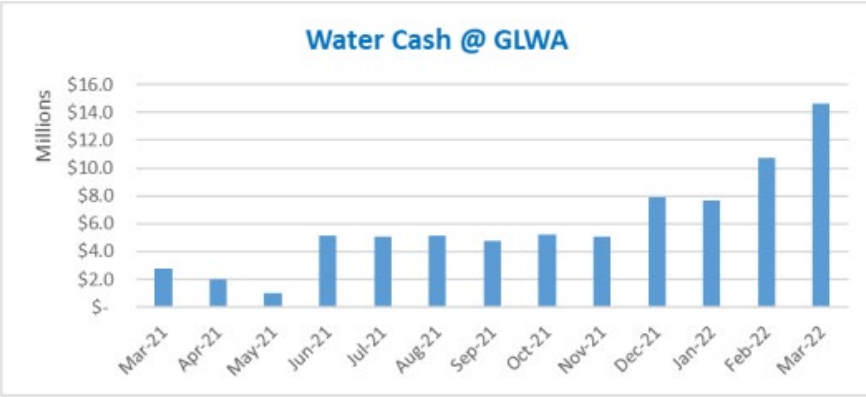
Finance

FINANCE: Revenue by Sales Class



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.



**Water & Sewerage
Department**

Legal Services

LEGAL: Claims, Hearings and Cases



30
Cases handled by in-house staff

9
Cases handled by outside counsel

14
Collection cases currently in suit

\$1.58M
Amount claimed in collection cases

41
Pending Billing Disputes

22
Disputes Closed in June 2022

\$27,013.69
Total Amount Disputed

\$7,954.11
Total Credits to Customers

3
Total Resolved Utilizing Leak Policy

903
Property damage claims pending*

\$404,420.29
Amount claimed

55
Claims closed In June 2022

2
Claims approved

\$609.22
Settlements offered

*Claims unrelated to the 2021 rain events



**Water & Sewerage
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Investigations

INVESTIGATIONS: Results

2,597

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2021



Money Owed to DWSD identified by Investigators

\$5,472,775

Total since July 1, 2021

\$1,534,411

Back billed

\$955,996

Future owed in 12 months

\$2,982,368

Water loss



Revenue Identified Since Investigation Unit Began

\$24,681,215

Total since August 14, 2017

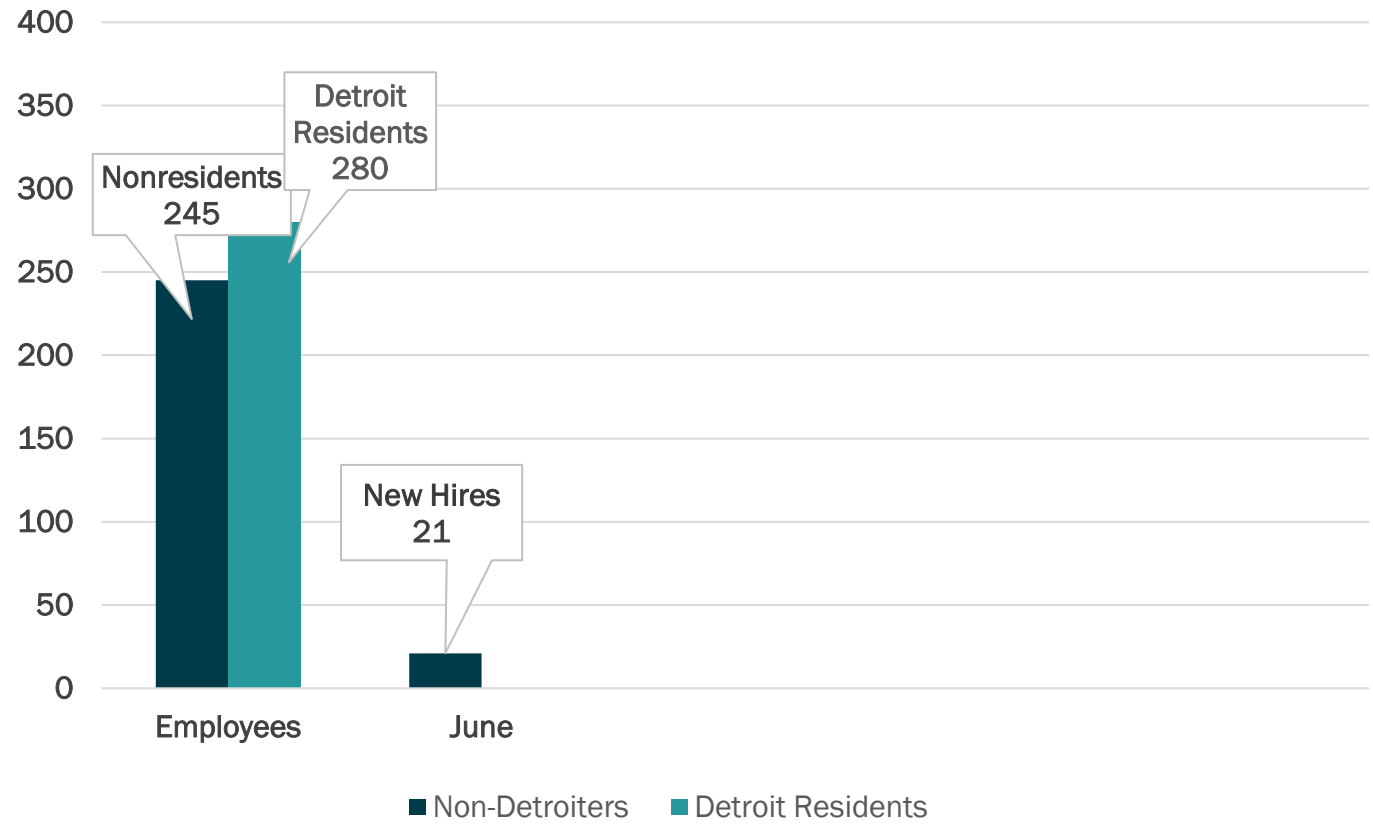
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$24 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's water main without a meter and/or permit. The unit works closely with the Finance/Collections and Legal Groups.



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Human Resources

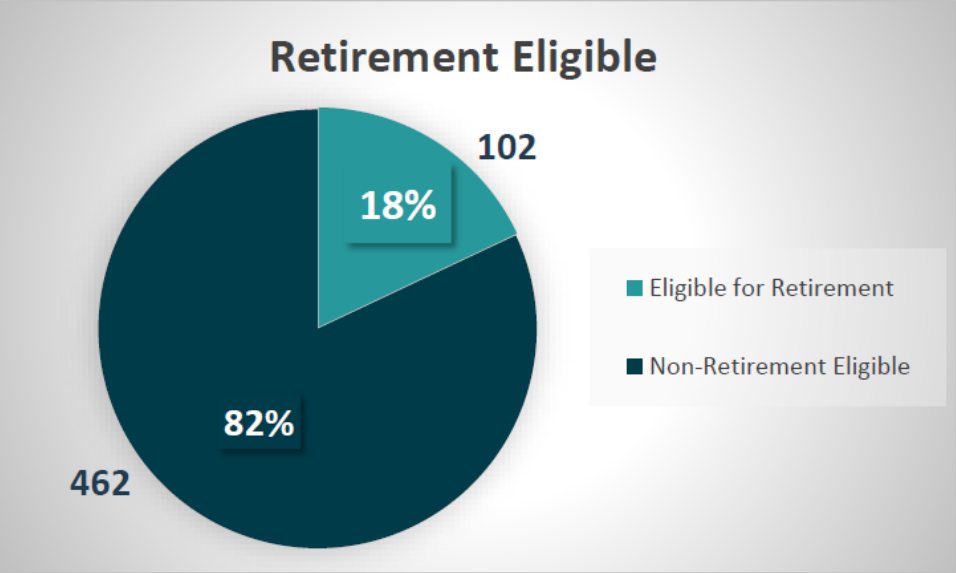
HUMAN RESOURCES: Detroit Residents and Hiring



Total of 525 DWSD employees, 53% of which live in Detroit.*

*DWSD and the City of Detroit do not require residency to be employed, per Michigan law.

HUMAN RESOURCES: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	52
10 YOS/60 years old (Legacy)	39
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	11
TOTAL	102

LEGACY = HIRED BEFORE 2014
 HYBRID = HIRED AFTER JANUARY 1, 2014

With a current population of 526 employees, there are 102 DWSD employees eligible for retirement.



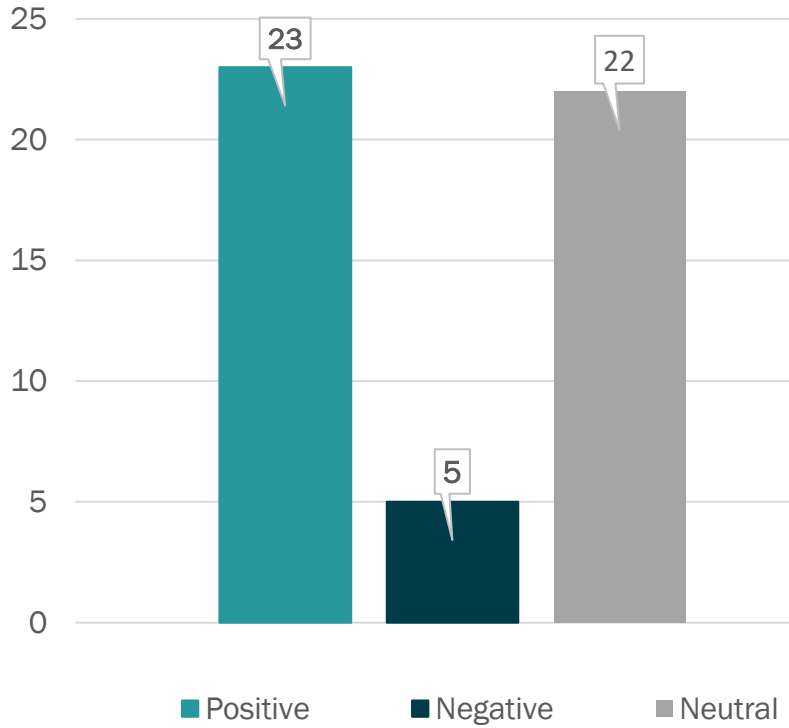
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Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: May 1 – May 31, 2022



In June, the DWSD Public Affairs team saw a total of **50** media stories. The positive stories focused on DWSD’s announcement of the Lifeline Plan. The announcement was covered by almost every news media outlet in Detroit, including radio, TV and print and online media. The five negative stories focused on water main breaks across the city.

PLEASE NOTE: For this metric, each story/interview published or aired is counted.

PUBLIC AFFAIRS: Social Media Activity



15
New Facebook Followers

8,930
Total Followers on Facebook

16,428
Engagement on Facebook



10
New Twitter Followers

1,876
Total Followers on Twitter

105
Engagement on Twitter



8
New Instagram Followers

1,758
Total Followers on Instagram

6
Engagement on Instagram



The DWSD Public Affairs team gained 33 new followers on social media in June 2022, bringing the total number of followers to **12,564**. In addition to the metrics above, Facebook saw a total of **515,731** impressions and 6,509 link clicks for the month. The top performing Facebook post was a video posted on June 28, announcing the DWSD Lifeline Plan. The post received 69 engagements.



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Information Technology

TECHNOLOGY: Top Ten Projects Scorecard

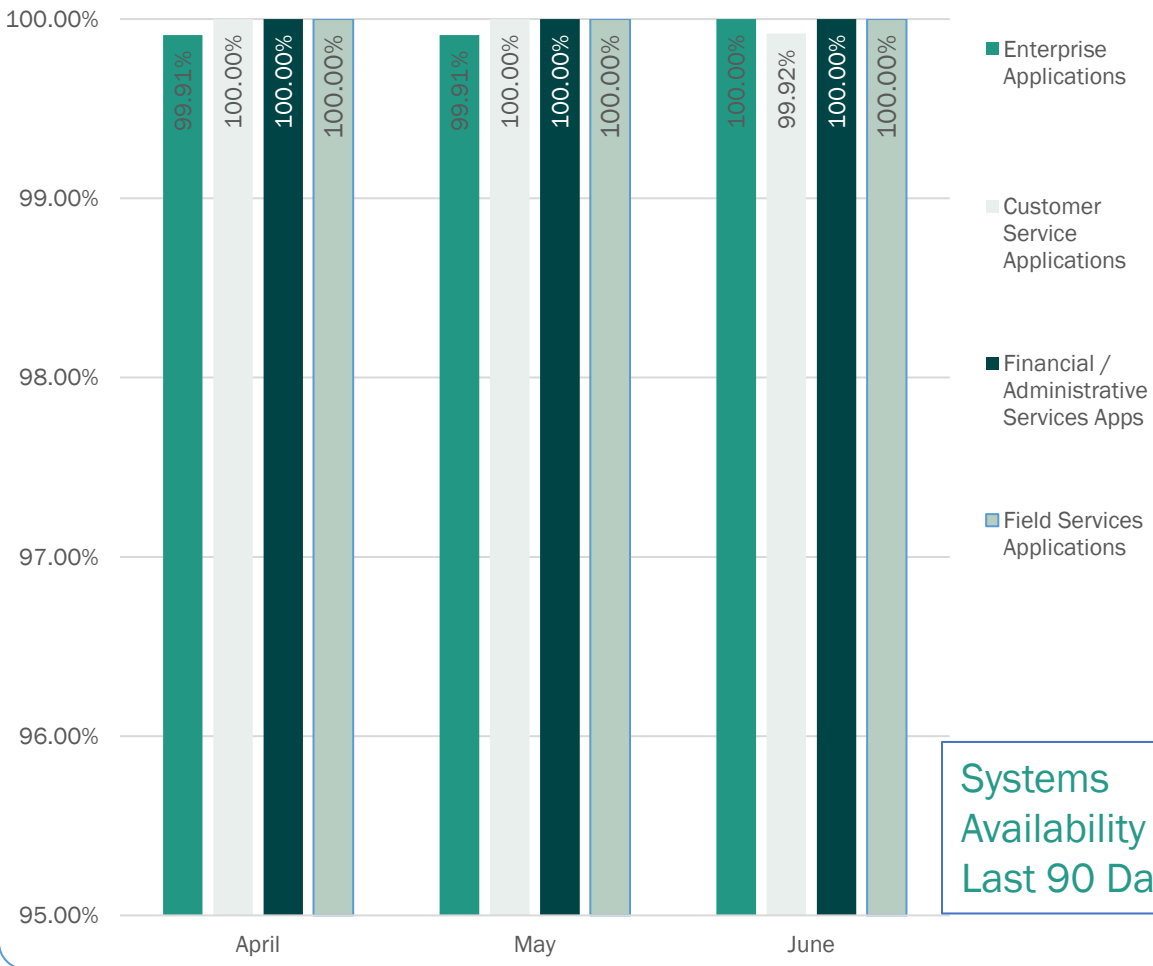


Water & Sewerage
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Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	J Payne	\$ 2,161,250	8/29/2022	Functional Testing 100% Complete. Integration Testing 100% Complete. User Acceptance Testing was kicked off on 6/28/22 and goes through 7/29/22.	Active Implementation
2	Operations: Basement Backflow Prevention Program	C Penozza	\$140,000	3/31/2022	Payment functionality is live and the project team has moved to developing additional workflows.	Live
3	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,000,000	6/01/2022	Supply Chain is Live with a successful integration with Assetworks. The Cityworks integration is currently completing development.	Live
4	Operations (M&R, MTR OPS, Fleet)-2:Itron Meter Replacement	C Penozza	\$ 1,000,000	12/31/2023	Additional testing is progressing with iTron. Pilot has been postponed until August 2022.	Active Design
5	Administrative and Compliance: Major Event Handling	E Taiariol	TBD	TBD	Scoping activities are ongoing.	Active Scoping
6	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$150,000	TBD	New candidate has been hired in Customer Service for Work Force Management and additional changes to the call tree are being reviewed for development.	Pre-Procurement
7	Administrative and Compliance-7: 800 MHz Radio Upgrade	R Burke	\$ 330,000	6/30/22	A new SPO has been issued and 30 Radios have been ordered. Awaiting delivery date form Motorola.	Procurement
8	Administrative and Compliance-6:Security Infrastructure Repair	G Burrell	\$ 350,000	6/30/2022	Working with Finance on planned CIP spend. Also working with the Vendor on spend true-up.	Active Design
9	Administrative and Compliance-7 Oracle Database Cluster Migration	G Burrell	\$0	11/1/2022	Schedule developed and migration methods being evaluated. Initial DB test migrations have been completed. Preparing for the next round of migrations	Active Design
10	Operations (Stormwater)-1:Billable Impervious Acreage Rate Analysis	E Taiariol	\$0	08/01/2022	New accounts and data has been entered into EnQuesta in preparation for August 1 turn on.	Active Implementation

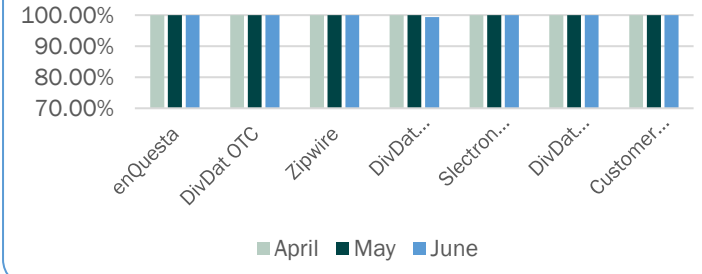


TECHNOLOGY: Application Availability



Systems Availability Last 90 Days

Customer Service Application Availability



99.83%

SYSTEMS AVAILABILITY

99.9% = TARGET

May 2022 Cherwell Stats	Totals
Total Tickets	557
New Tickets Received	475
Total Tickets Resolved	545
Average Time to Resolve in Days	5
Total Tickets Resolved within SLA	430
Total Tickets Resolved not in SLA	24