



Detroit Board Of Water Commissioners

Customer Service Committee

May 7, 2025



Customer Service April 2025

Presented by:
Kimberly Crowell – Customer Service Manager
Matthew Phillips – Chief Customer Service Officer

April 2025

- 55,882 calls and responded to 6,542 email inquiries
 - **62,424** total customer touchpoints
 - 2,972 contacts per day vs 1,400 budgeted
 - 152,322 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: **112%** over forecast per day
- 9% of calls were answered within 2 minutes
- 713 Calls received for SW 54WMB

April 2025

- Average Speed of Answer:
 - 11:11 on the emergency line
 - 20:54 non-emergency line
- Customer Satisfaction (CSAT) at **80%**, First Call Resolution (FCR) at **70%**.
- Customer Satisfaction exceeded goal for **20** straight months.
- Received 6,735 EasyPay calls; 3,108 enrolled

CALL CENTER DATA – April 2025

	November	December	January	February	March	April	Key Performance Indicator
Calls Received	56,461	47,182	55,543	57,211	59,701	55,882	29,400/mo or 1400 per day
Average Speed of Answer	19:15	16:57	20:16	23:32	21:36	20:54	2 Minutes
Email Interactions	6,262	6,787	7,222	6,471	6,649	6,542	
Average Speed of Response (Email)	10d 18h	10d 12h	3d 15h	5d 3h	10d 1h	13d 1h	24 Hours
Total Interactions	62,723	53,969	62,765	63,682	66,350	62,424	127% over forecast
Service Level	11%	21%	23%	18%	13%	9%	70%/120 seconds
Average Handle Time	10:36	10:40	10:51	11:03	10:32	9:29	8 Minutes
Average Talk Time	6:59	7:02	6:43	7:12	6:44	6:07	7 Minutes
Average Hold Time	6:27	6:47	6:17	6:44	6:37	7:02	3 Minutes
After Call Work	1:43	1:42	2:06	1:51	1:51	1:39	1 Minute
Abandoned Calls	19%	16%	13%	19%	16%	17%	< 5%
Avg. Staffing	44	43	39	31	44	43	11 FTE Short
First Call Resolution	69%	67%	72%	69%	68%	70%	71%
Customer Satisfaction	79%	79%	82%	80%	81%	80%	72%



Planning Calendar: Commissioner Q&A, EasyPay, Lifeline, Promise Pay and Detroit Advocates of the Blind

Presented by: Matthew Phillips

March 2025

Responses to Commissioners

- **How many callers respond to the after-call survey?**
 - **In April, 5% or 2,082 callers responded to the after-call survey**
- **How many Lifeline participants make on time payments?**
 - **During the last billing cycle, 48% did not make their Lifeline payment in full.**
- **What is the number of Customer Service Specialists?**
 - **We have budgeted 71 FTE, currently staffed at 60 FTE.** *We are under a hiring freeze due to budget constraints resulting from the SW watermain break.*

Responses to Commissioners

- **How many residents call about EasyPay vs enrollments?**
 - **In April, 6,735 calls were received and 3,108 enrolled.**
- **What is the status of Promise Pay?**
 - **Promise Pay contract was approved by the BOWC on August 21, 2024.** We are currently finalizing the technical aspects with an anticipated go live in June 2025.

Responses to Commissioners

What are the benefits of Promise Pay?

- **FLEXIBILITY:** Ability for customer to **pick their payment due date**, separate from their DWSD bill
- **Communication is robust and frequent**, providing reminders for both the EasyPay bill and the current DWSD bill reminders via phone, email and text with links to the payment portal
 - A **link to the payment portal** is included in their text messages to customers
 - Additional payment options including **Venmo, ApplePay and Cash App**
 - **Outreach** to EasyPay customers currently with past due balances
- **Provide relief to Customer Service** and the need for additional hires
 - **Reduced call wait time** in terms of customer accounts

2025 Lifeline (5/1/2025)

Lifeline	Total Households	Results
Receiving Lifeline Benefit	8,136	Benefits Provided since 10/1/2024: \$3.0M in GAP \$1M in Arrears

- Wayne Metro indicated on 3/31/2025 funds have been exhausted and committed through September 2025.



2025 EasyPay (5/1/2025)

EasyPay	Total Households	Results
EasyPay	28,467	Arrearage Installment Payments Received: \$6.2M

17,620 are Current and or Completed the plan (61%)



Detroit Advocates of the Blind

**Updates provided by Tiffany Jones,
Business Opportunity Director**



History/Recap:

- National Federation of the Blind – Detroit Chapter (as of April 2025 reorganized as Detroit Advocates of the Blind), made public comment to BOWC on June 18
- Formed subcommittee and met regularly

Past Accomplishments:

- In-person appointments available at any time
- Time extended on phone to input credit card info

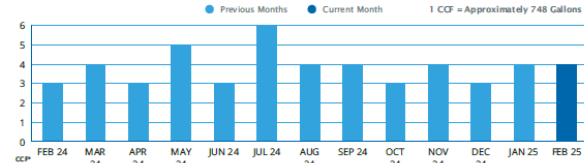
Large Print Bills – NOW AVAILABLE!



Total Amount due by 03/03/25
\$88.14

Thank you, we received your last payment of \$88.14 on 01/20/25

Usage History



My Water Usage This Month: 2,992 Gallons
Old Meter Usage: 2 CCF
New Meter Usage: 4 CCF
My Water Usage Same Month Last Year: 2,244 Gallons

Additional bill information on back

Did you know? The average person uses the amounts of water shown below for everyday activities. Use less, save more!

- Brushing teeth - 3 gallons per day
- Dishwasher - 15 gallons per load
- Washing Machine - 45 gallons per load
- Toilet - 25 gallons per day per person
- Shower - 40 gallons per 10 minutes
- Bath - 20 gallons

Fold, detach and mail this portion with your check or money order made payable to Board of Water Commissioners.

City of Detroit Water and Sewerage Department
735 Randolph Street Detroit, MI 48226

Bill Date: 02/08/25
Account Number: 090-0671.300
Service Address: 179 - 83 W DAKOTA
Total Amount Due by 03/03/25: **\$88.14**
If paid after 03/03/25: \$92.55

Amount Enclosed: \$
Please include your account number on your form of payment.

SEND REMITTANCE TO:
DETROIT WATER AND SEWERAGE DEPARTMENT
PO BOX 554889
DETROIT MI 48255-4889

5548 990 9006 73 300 000 000 663 44

Complaints Disputes and Past Due
It is the customer's responsibility to inform the utility of any billing dispute. A monthly-billed customer may dispute a bill not later than twenty-eight (28) days after the billing date. After the period expires, the customer forfeits the right to dispute the bill. All amounts not in dispute are due and payable.
PAST DUE - The past due amount includes a 5% payment penalty. This bill is a lien against the property served.
For more information you may visit us online at www.detroitmi.gov/DWSO

February Bill Details

Previous Balance: \$88.14
Payments Received - Thank you!: -\$88.14
Balance Forward: \$0.00

Current Water Charges
Water Usage: 2 CCF @ \$2.67: \$5.34
Water Usage: 2 CCF @ \$2.67: \$5.34
Water Service Charge: \$9.46 @ 1 month: \$9.46
Water Subtotal: \$20.14

Current Sewer Charges
Sewerage Disposal: 4 CCF @ \$5.895: \$23.58
Sewerage Service Charge: \$6.76 @ 1 month: \$6.76
Drainage Charge: 0.07 IA @ \$17.49: \$12.22
Green Credit: (\$12.56) @ 1 month: -\$12.56
Sewer Subtotal: \$28.00

Total Water & Sewer Charges: **\$88.14**

Total Amount Due by 03/03/25: **\$88.14**

If you pay after the due date, a 5% penalty will be added to your next bill. Payments after 01/20/25 are not included.

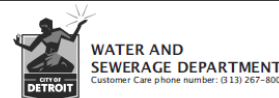
weeks this winter, you should consider turning off your water at the initial for frozen pipes when you return. When leaving your home or going the winter, keep your heat to no lower than 55 degrees if your www.detroitmi.gov/watertips.

Bill Date: 02/08/25
Account Number: 090-0671.300
Service Address: 179 - 83 W DAKOTA
Total Amount Due by 03/03/25: **\$88.14**
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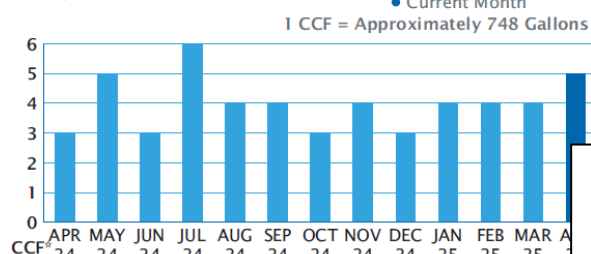


Total Amount Due by 04/30/25
\$90.81

Thank you, we received your last payment of \$180.69 on 03/16/25

Account Name: ANNA SCIOPI
Account Number: 090-0671.300

Usage History



April Bill Details

Previous Balance: \$180.69
Payments Received - Thank you!: -\$180.69
Balance Forward: \$0.00

Current Water Charges
Water Usage: 5 CCF @ \$2.67: \$13.35
Water Service Charge: \$9.46 @ 1 month: \$9.46
Water Subtotal: \$22.81

Current Sewer Charges
Sewerage Disposal: 4 CCF @ \$5.895: \$23.58
Sewerage Service Charge: \$6.76 @ 1 month: \$6.76
Drainage Charge: 0.07 IA @ \$17.49: \$12.22
Resid Drn Cr: (\$12.56) @ 1 month: -\$12.56
Sewer Subtotal: \$28.00

Total Water & Sewer Charges: **\$90.81**

Total Amount Due by 04/30/25: **\$90.81**

If you pay after the due date, a 5% penalty will be added to your next bill. Payments after 03/16/25 are not included.

My Water Usage This Month: 3,740 Gallons

Ending Read: 680 Actual
Beginning Read: 675 Actual
Usage: 5 CCF

My Water Usage Same Month Last Year: 2,244 Gallons

Account Information

Account Name: ANNA SCIOPI
Account Number: 090-0671.300
Service Address: 179 - 83 W DAKOTA
Customer Class: CITY RESIDENTIAL
Service Dates: 03/04/25 - 04/03/25
Bill Date: 04/09/25

Meter Information

Meter Number: 78894777
Meter Size: 3/4"
Meter Svc Chrg: \$9.46
in Read Date: 03/04/25
inning Read: 675
Read Date: 04/03/25
ing Read: 680
ge: 5 CCF
s Billed: 30 Days

Usage Information

Conversion - 1 acre equals 43,560 sq ft
cel Number: 01004674.
al Acres: 0.14
ervious Acres: 0.07

Message Board

Are you experiencing sewer backups?

DWSD encourages you to snake your sewer service line annually, especially if you have large trees surrounding your home. Tree roots can cause damage to the pipe underground. Be sure to have the licensed plumber snake your sewer service line all the way to where the pipe connects with the city sewer main. We encourage you to have the plumber record the snaking of your sewer line with a camera in the event that the backup is not resolved by the snaking. That video footage will help us during our investigation if needed. If the licensed plumber advises you that your sewer line is cleared but you are still having backup issues, please call Customer Service at (313) 267-8000.

Regular Bill

Enlarged Bill

- Soft launch with pilot group
- Roll out July 1, 2025
- Call customer service to enroll





**Water & Sewerage
Department**

THANK YOU!

Matthew Phillips

Detroit Water & Sewerage Department

Email: Matthew.phillips@detroitmi.gov

Phone: 313.964-9020

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

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DWSD Lifeline Key Results

April 2025

2025 Lifeline Enrollment Dashboard

April 2025

Performance Metric			%
Receiving Lifeline Benefit		8,136	
Enrolled Tier 1*	\$18	7,290	90%
Enrolled Tier 2*	\$43	285	4%
Enrolled Tier 3*	\$56	561	6%
Plumbing Audits		1,476	6%

Benefit Received by Tier – *April 2025 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$56.52	\$1,271.36
Enrolled in Tier 2	\$43	\$31.00	\$1,177.22
Enrolled in Tier 3	\$56	\$22.67	\$1,226.63
<i>Average</i>		<i>\$53.29</i>	<i>\$1,264.98</i>

Lifeline Tier Groups: Enrollments and Usage

Based on Household Size

April 2025 billing cycle

Group	HH Members	Base Allocated Gallons per month using Water Conservation Techniques	Average Usage (June)	% Enrolled
Group A	0-4	4,500 or 6ccf	5.55 ccf	92.6%
Group B	5-6	6,750 or 9ccf	8.76 ccf	6.2%
Group C	7-8	9,000 or 12ccf	8.74 ccf	1.0%
Group D	9-10	11,250 or 15ccf	12.63 ccf	.1%
Group E	11-12+	13,500 or 18ccf	8.00 ccf	.1%

- Water usage was determined at 1,125 gallons per month per household member. (Stantec report)
 - Monthly water usage based on inside water use only, using conservation efforts, Detroit region
- For each group, 2 household members are added, water usage is increased by 1,125 gallons per member over the base of 4.
- \$10.032 is based on \$4.492 per 1CCF Water and \$5.54 per 1CCF Sewerage up to 12ccf for sewerage (Based on FY2023 rates)

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

Payment Drop Box

735 Randolph St. –
Bates St. Entrance

DIVDAT Kiosks Payments

(50+ stations located
throughout the city)
Dwsdkiosk.com



**Water & Sewerage
Department**

THANK YOU!

Matthew Phillips

Detroit Water & Sewerage Department

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Phone: 313.964-9020

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

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