



Detroit Board Of Water Commissioners

Customer Service Committee

August 6, 2025



Customer Service July 2025

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

July 2025

- 52,295 calls and responded to 7,033 email inquiries
 - **59,328** total customer touchpoints
 - 2,696 contacts per day vs 1,400 budgeted
 - 146,223 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: **93%** over forecast per day
- 10% of calls were answered within 2 minutes

July 2025

- Average Speed of Answer: 23:16 (20% of staff in training 10 days)
 - 9:44 on the emergency line
 - 33:37 non-emergency line
- Customer Satisfaction (CSAT) at **81%**, First Call Resolution (FCR) at **72%**.
- Customer Satisfaction exceeded goal for **23** straight months.
- 11 FTE promoted from CSS1 to CSS2
- 12 FTE started training on 7/28/2025

CALL CENTER DATA – July 2025

	February	March	April	May	June	July	Key Performance Indicator
Calls Received	57,211	59,701	55,882	51,293	55,817	52,295	<i>29,400/mo or 1400 per day</i>
Average Speed of Answer	23:32	21:36	20:54	24:44	19:09	23:16	2 Minutes
Email Interactions	6,471	6,649	6,542	6,418	6,801	7,033	
Average Speed of Response (Email)	5d 3h	10d 1h	13d 1h	11d 13h	13d 5h	12d 5h	24 Hours
Total Interactions	63,682	66,350	62,424	57,711	62,618	59,328	<i>98% over forecast</i>
Service Level	18%	13%	9%	11%	11%	10%	70%/120 seconds
Average Handle Time	11:03	10:32	9:29	10:46	10:53	10:40	8 Minutes
Average Talk Time	7:12	6:44	6:07	7:07	7:02	6:57	7 Minutes
Average Hold Time	6:44	6:37	7:02	6:42	6:58	6:56	3 Minutes
After Call Work	1:51	1:51	1:39	1:49	1:53	1:50	1 Minute
Abandoned Calls	19%	16%	17%	18%	6%	8%	< 5%
Avg. Staffing	31	44	43	60	58	58	<i>12 in training</i>
First Call Resolution	69%	68%	70%	73%	72%	72%	71%
Customer Satisfaction	80%	81%	80%	82%	82%	81%	72%

2025 Lifeline (7/31/2025)

Lifeline	Total Households	Results
Receiving Lifeline Benefit	7,969	Benefits Provided since 10/1/2024: \$7M in GAP \$1M in Arrears
Made a Payment (Partial or in Full)	4,585	58%
Did Not Make a Payment	3,384	42%

- Wayne Metro indicated on 3/31/2025 funds have been exhausted.

2025 EasyPay (7/31/2025)

EasyPay	Total Households	Results
EasyPay	34,362	Arrearage Installment Payments Received: \$10.1M

23,543 are Current and or Completed the plan (69%)



Planning Calendar: Public Affairs

Presented by: Bryan Peckinpaugh

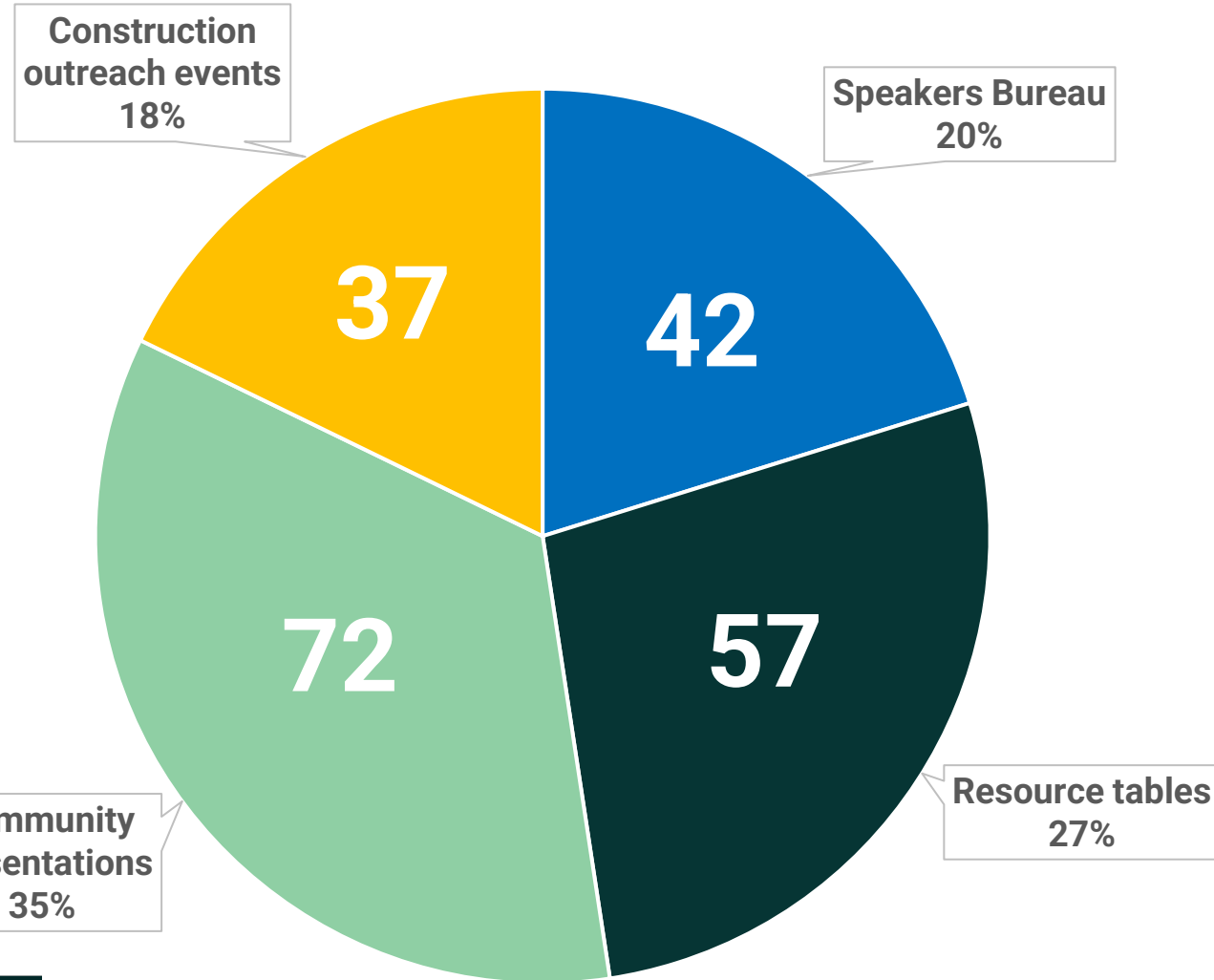
July 2025

Strategic, informed customer education and outreach

- DWSD Public Affairs **invests people power and talent to directly reach our customers** with educational info and to promote our programs/services
- Utilize **DWSD customer data to inform our strategy** along with organizational priorities and community feedback
 - We also receive meeting and event requests on a frequent basis
- Heading into year three of our revitalized **Speakers Bureau** program to engage young people through reading and interactive learning, with a FY26 goal of at least 50 presentations
 - Cross section of DWSD divisions participate as presenters
- Staff **coordinate presentations** from general community education about water and sewer systems to specific construction projects and programs (e.g., EasyPay) to representing DWSD at district meetings
 - In most cases, trained Public Affairs staff present and technical experts attend as necessary
 - Supplement with contractor Detroit-based Compass Strategies, assigned to specific block clubs and community groups
- Our team also interacts with our customers through the Mayor's Office, Dept. of Neighborhoods and City Council

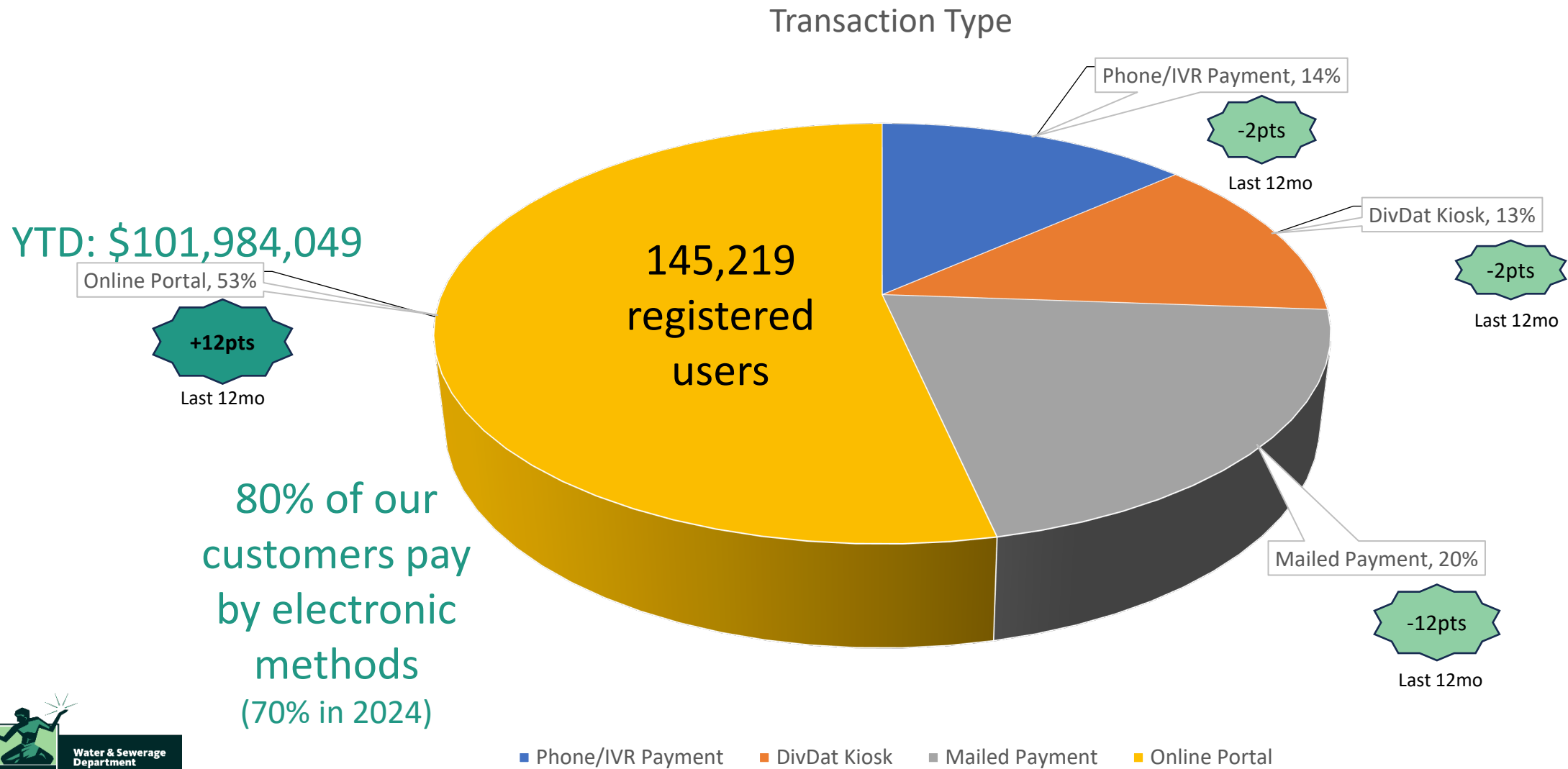


Audiences reached in past 12 months



- Public Affairs coordinated, presented at and/or attended **208 events in past 12 months**
- Also **canvassed 66,911 customer homes and businesses**
- Plus, robust social media presence, City website top visited page and integrated advertising campaign

Transaction Methods Of Our Customers January-July 2025



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



Water & Sewerage
Department

THANK YOU!

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

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DWSD Lifeline Key Results

July 2025

2025 Lifeline Enrollment Dashboard

July 2025

Performance Metric			%
Receiving Lifeline Benefit		7,969	
Enrolled Tier 1*	\$18	7,134	89.5%
Enrolled Tier 2*	\$43	282	3.5%
Enrolled Tier 3*	\$56	553	7%
Plumbing Audits		1,476	6%

Benefit Received by Tier – *July 2025 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$58.04	\$1,256.69
Enrolled in Tier 2	\$43	\$31.70	\$1,157.68
Enrolled in Tier 3	\$56	\$23.71	\$1,230.75
<i>Average</i>		<i>\$54.73</i>	<i>\$1,251.39</i>

Lifeline Tier Groups: Enrollments and Usage

Based on Household Size

July 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	6.05 ccf	92.9%
Group B	5-6	6,750 or 9ccf	10.01 ccf	6.0%
Group C	7-8	9,000 or 12ccf	9.56 ccf	1.0%
Group D	9-10	11,250 or 15ccf	14.38 ccf	.1%
Group E	11-12+	13,500 or 18ccf	8.00 ccf	.01%

- 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)



**Water & Sewerage
Department**

THANK YOU!

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Detroit Water & Sewerage Department

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

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