



Detroit Board Of Water Commissioners

Customer Service Committee

July 2, 2025



**Water & Sewerage
Department**

Customer Service June 2025

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

June 2025

- 55,817 calls and responded to 6,801 email inquiries
 - **62,618** total customer touchpoints
 - 3,131 contacts per day vs 1,400 budgeted
 - 151,515 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: **124%** over forecast per day
- 11% of calls were answered within 2 minutes

June 2025

- Average Speed of Answer: 19:09
 - 8:32 on the emergency line
 - 25:53 non-emergency line
- Customer Satisfaction (CSAT) at **82%**, First Call Resolution (FCR) at **72%**.
- Customer Satisfaction exceeded goal for **22** straight months.

CALL CENTER DATA – June 2025

	January	February	March	April	May	June	Key Performance Indicator
Calls Received	55,543	57,211	59,701	55,882	51,293	55,817	29,400/mo or 1400 per day
Average Speed of Answer	20:16	23:32	21:36	20:54	24:44	19:09	2 Minutes
Email Interactions	7,222	6,471	6,649	6,542	6,418	6,801	
Average Speed of Response (Email)	3d 15h	5d 3h	10d 1h	13d 1h	11d 13h	13d 5h	24 Hours
Total Interactions	62,765	63,682	66,350	62,424	57,711	62,618	124% over forecast
Service Level	23%	18%	13%	9%	11%	11%	70%/120 seconds
Average Handle Time	10:51	11:03	10:32	9:29	10:46	10:53	8 Minutes
Average Talk Time	6:43	7:12	6:44	6:07	7:07	7:02	7 Minutes
Average Hold Time	6:17	6:44	6:37	7:02	6:42	6:58	3 Minutes
After Call Work	2:06	1:51	1:51	1:39	1:49	1:53	1 Minute
Abandoned Calls	13%	19%	16%	17%	18%	6%	< 5%
Avg. Staffing	39	31	44	43	60	58	15 FTE Short
First Call Resolution	72%	69%	68%	70%	73%	72%	71%
Customer Satisfaction	82%	80%	81%	80%	82%	82%	72%



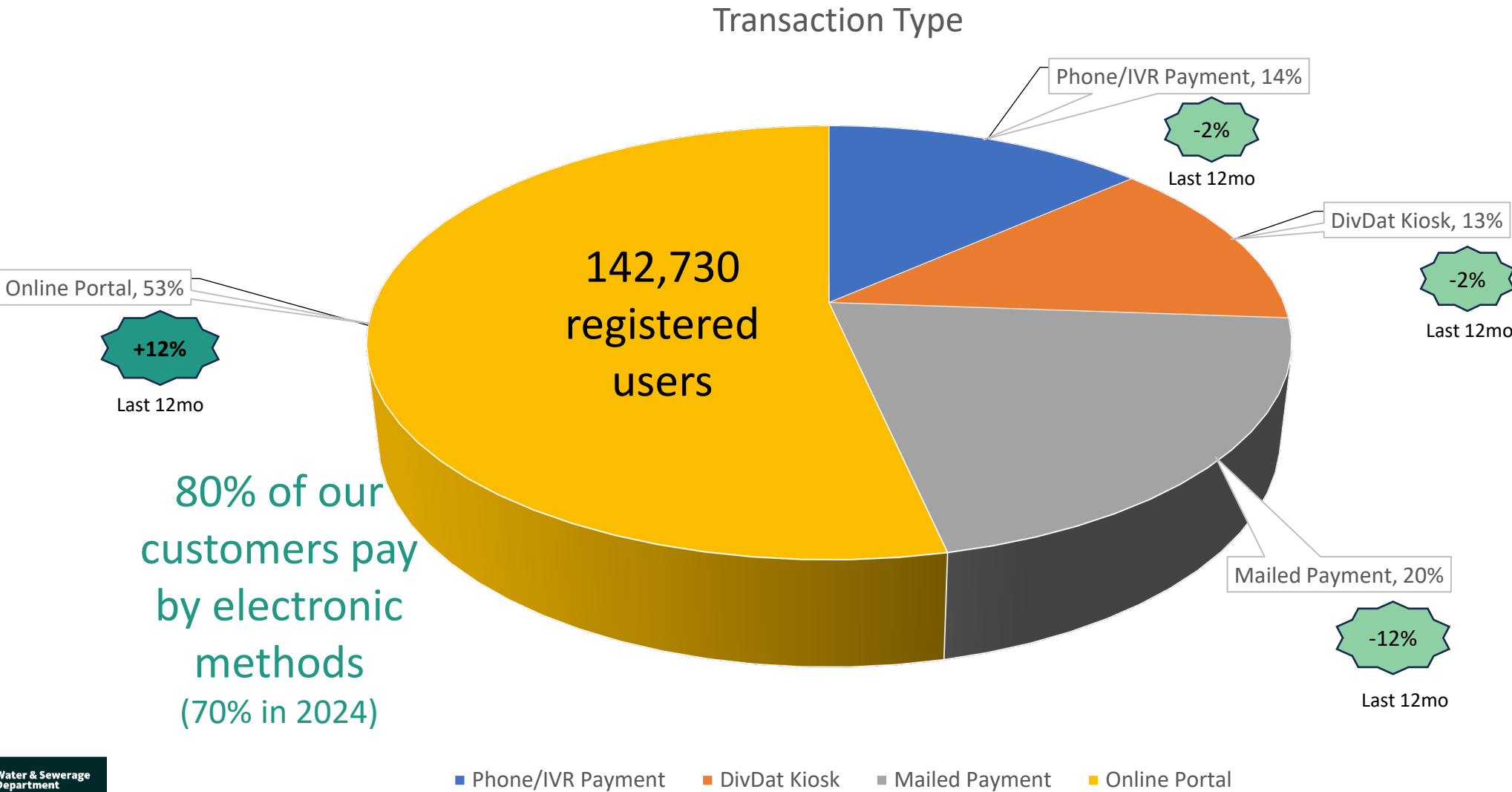
Planning Calendar: Customer Service Metrics & Payment Methods

Presented by: Matthew Phillips

June 2025

Transaction Methods Of Our Customers

January-June 2025



2025 Lifeline (7/1/2025)

Lifeline	Total Households	Results
Receiving Lifeline Benefit	8,134	Benefits Provided since 10/1/2024: \$3.4M in GAP \$1M in Arrears
Made a Payment (Partial or in Full)	4,283	52%
Did Not Make a Payment	3,850	48%



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

2025 EasyPay (7/1/2025)

EasyPay	Total Households	Results
EasyPay	32,397	Arrearage Installment Payments Received: \$8.6M

21,858 are Current and or Completed the plan (67%)



**Water & Sewerage
Department**

THANK YOU!

Matthew Phillips

Detroit Water & Sewerage Department

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

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DWSD Lifeline Key Results

June 2025

2025 Lifeline Enrollment Dashboard

June 2025

Performance Metric			%
Receiving Lifeline Benefit		8,134	
Enrolled Tier 1*	\$18	7,288	90%
Enrolled Tier 2*	\$43	285	4%
Enrolled Tier 3*	\$56	561	6%
Plumbing Audits		1,476	6%

Benefit Received by Tier – *June 2025 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$56.02	\$1,267.16
Enrolled in Tier 2	\$43	\$30.34	\$1,177.22
Enrolled in Tier 3	\$56	\$22.30	\$1,226.63
<i>Average</i>		<i>\$52.79</i>	<i>\$1,261.22</i>

Lifeline Tier Groups: Enrollments and Usage

Based on Household Size

June 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	5.37 ccf	92.7%
Group B	5-6	6,750 or 9ccf	8.44 ccf	6.2%
Group C	7-8	9,000 or 12ccf	8.20 ccf	1.0%
Group D	9-10	11,250 or 15ccf	12.00 ccf	.1%
Group E	11-12+	13,500 or 18ccf	6.33 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)

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



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THANK YOU!

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