Director's Update

Recent Events/Activities:

- Enrolled several thousand customers in the WRAP and the 10/30/50 Plan to avoid disruption of services for shut-off eligible residents in May.
- Participation in US Water Alliance
 #OneWater16 Summit in Atlanta on June 8-10.
- Video developed to educate Detroiters on catch basins. Video available on detroitmi.gov/dwsd.
- Public Affairs promoted DWSD programs at several community outreach events hosted by local organizations, neighborhood groups, Mayor's Office and City Council.

Upcoming Events/Activities (June):

- DWSD and GLWA Employee Health Fair on June 20-23
 - Water Board Building 13th Floor on Monday, June 20, 10 a.m. – 2 p.m.
 - Wastewater Plant Training Room on Tuesday, June 21, 8 a.m. – 4 p.m.
 - Water Works Conference Room on Wednesday, June 22, 8 a.m. – 4 p.m.
 - Central Services Upper Training Room on Thursday, June 23, 8 a.m. – 4 p.m.
 - Lake Huron Water Plant on Thursday, June 23, 9 a.m. – 2 p.m.
- American Water Works Association (AWWA)
 2016 Annual Conference and Exposition in Chicago on June 19-22
- Customer Care appreciation breakfast at all three locations scheduled for late June

DWSD Dashboard June 15, 2016

Active in Payment Plans

34.594

7.4%

Customers Shut-Off Eligible

11,002

Collection Rate April 30 – 73.8%

1.9%

WRAP

815

277.2%

Fire Hydrant Repairs

5,333 Repaired

288 Backlogged

14.1%

Reports of Running Water

1,390 Reported

98% Cases Closed

2.0%

Water Main Breaks

559 Reported

91% Cases Closed

9.0%

Catch Basin Repairs

1,096 Reported

77% Cases Closed

146.0%

Information Technology

App Availability

0.42%

