



Detroit Board Of Water Commissioners

Customer Service Committee

February 4, 2026



Customer Service January 2026

Presented by:

Kimberly Crowell - Customer Service Manager

Matthew Phillips - Chief Customer Service Officer

January 2026

- 45,877 calls and responded to 5,860 email inquiries
 - 51,737 total customer touchpoints
 - 2,587 contacts per day vs 1,400 budgeted
 - 134,055 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: 85% over forecast per day

January 2026

- Average Speed of Answer: 8:13
 - 5:11 on the emergency line
 - 9:23 non-emergency line
- Customer Satisfaction (CSAT) at 81%, First Call Resolution (FCR) at 71%.
- Customer Satisfaction exceeded goal for 29 straight months, and First Call Resolution exceeded goal for 2025 calendar year at 72%.

CALL CENTER DATA – January 2026

	August	September	October	November	December	January	Key Performance Indicator
Calls Received	43,392	51,805	52,517	44,440	45,242	45,877	29,400/mo or 1400 per day
Average Speed of Answer	11:12	11:47	8:36	11:51	7:17	8:13	15 Minutes
Email Interactions	6,607	6,776	7,193	6,120	5,902	5,860	
Average Speed of Response (Email)	8d 4h	4d 23h	5d 13h	7d 9h	8d 18h	8d 11h	
Total Interactions	49,999	58,581	59,710	50,560	51,144	51,737	85% over forecast
Average Handle Time	10:45	10:47	10:36	10:43	10:41	10:37	10 Minutes
Average Talk Time	7:01	6:58	6:55	6:54	6:50	6:52	7 Minutes
Average Hold Time	7:05	6:58	6:50	6:54	6:57	6:52	7 Minutes
After Call Work	1:52	1:55	1:58	2:00	2:03	1:59	2 Minute
Abandoned Calls	4.33%	4.66%	4.03%	3.75%	8.75%	3.36%	< 5%
Avg. Staffing	58	56	54	53	52	52	
First Call Resolution	72%	73%	73%	70%	74%	71%	71%
Customer Satisfaction	82%	83%	83%	80%	84%	81%	72%



Planning Calendar: Lifeline H2O and EasyPay

Presented by: Matthew Phillips

February 2026

Lifeline H2O and EasyPay FACTS



1,913

Households approved and receiving \$34 monthly bill



22 Hours

Average decision time



85%

Applicants qualified as they receive another benefit(SNAP)

15%

provide actual household income

PromiseVerified is **NOT** providing debt collection services for DWSD. They are verifying income to support enrollment in Lifeline H2O.



46,438

Households enrolled in EasyPay since launch



29,945

Households current or completed agreement



64%

Success Rate



\$18.5M

EasyPay installments received

\$85.2M

in total payments received
(EasyPay + Regular monthly bill)

EasyPay offers a **36-month** repayment term with **ZERO** interest of a past due balance



EasyPay

64% Success Rate

29,945 Accounts are Current and Settled

EasyPay	Total Households	Results
EasyPay	46,438	Arrearage Installment Payments Received: \$18.5M

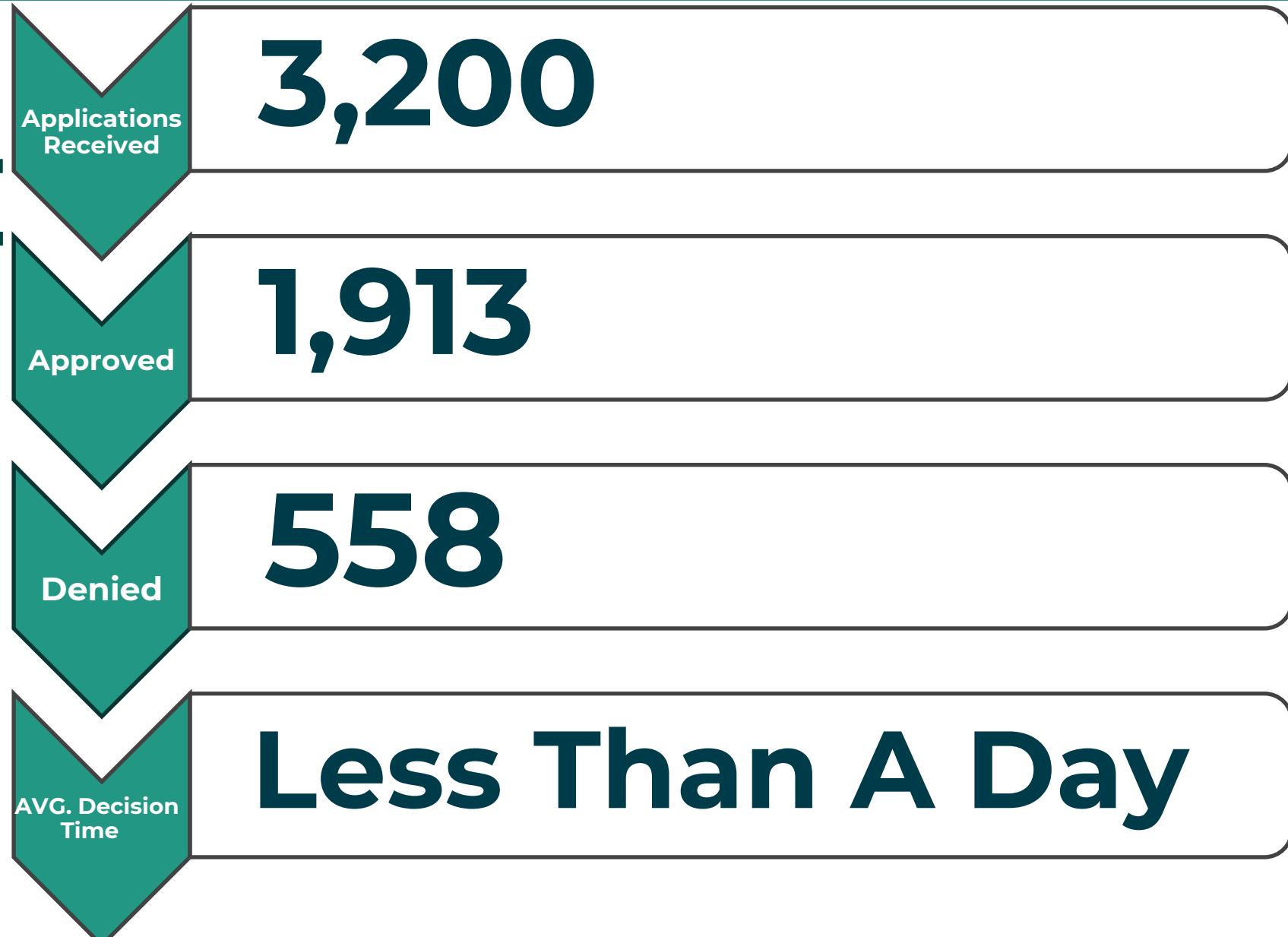
26,197 accounts are current and **3,748** have completed their agreement



Lifeline H₂O by the Numbers



- 85% of applicants are approved using categorical eligibility
- 60% are initially denied due to missing documents.
- 39% are over income





Lifeline H₂O is Live!

- The Lifeline H₂O website and application is available, and we are accepting applications.
- Detroit residents can apply online or by phone through the Lifeline H₂O Application Hotline.
 - The Service Center at 735 Randolph is available for those requiring to drop off supporting documents.
- Designed for ease and accessibility – mobile-friendly and bilingual support available.



Easy Ways to Apply

Online



Visit lifeline.detroitmi.gov
or scan the QR Code:



- Upload required documents securely
- Receive confirmation on-screen

Lifeline Application Hotline



313-435-2055

- Staff assist customers step-by-step
- Ideal for residents with limited internet access
- Supporting documents can be dropped off at 735 Randolph

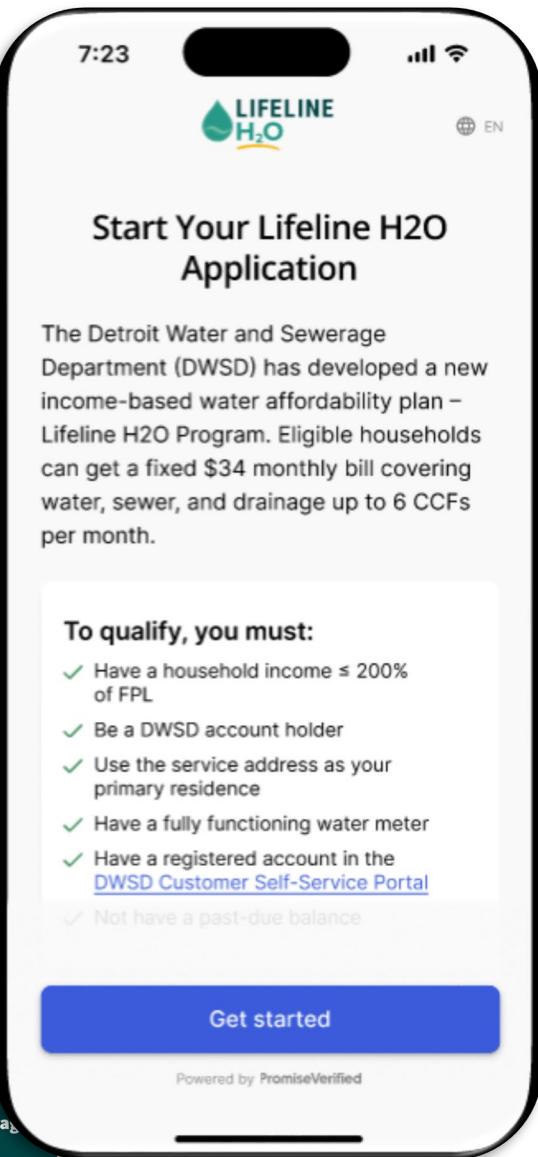


Water & Sewerage
Department

Five Simple Steps to Apply

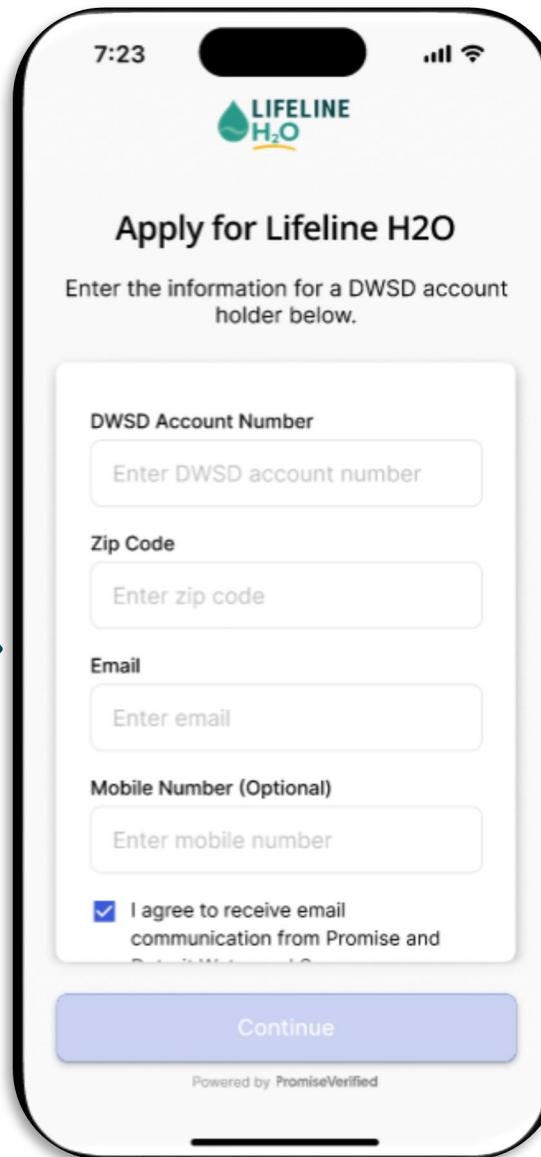
1

Start Application



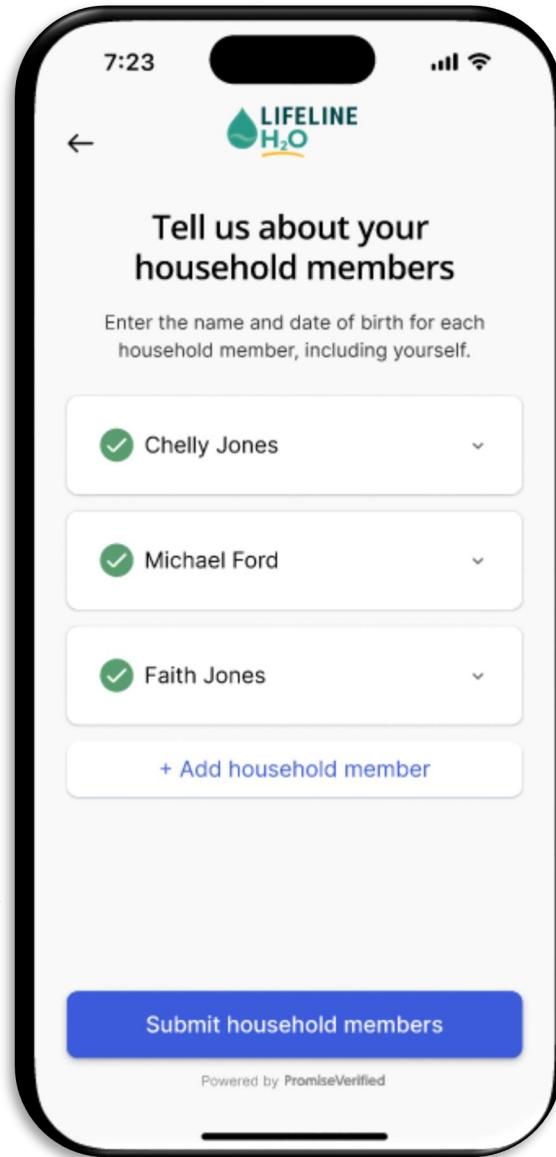
2

Enter Account # & Contact Info



3

Add Household & Income Info

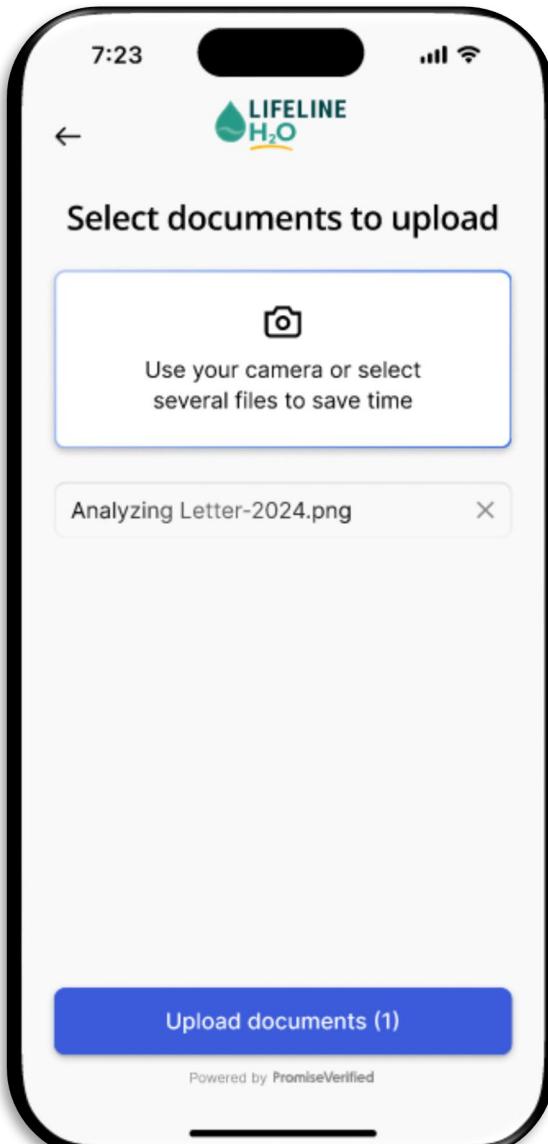


Water & Sewerage
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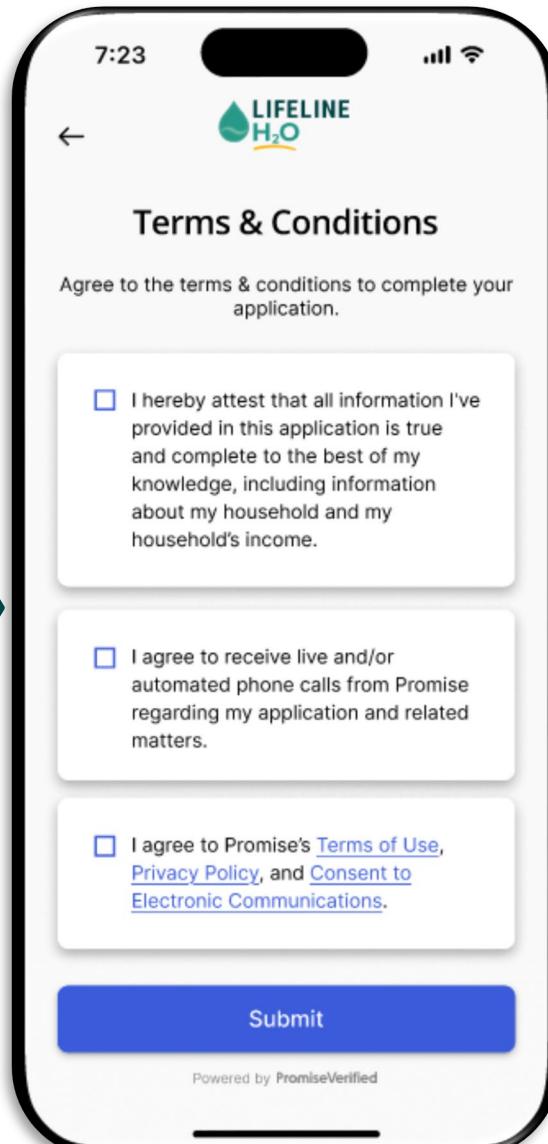
4

Upload Documents

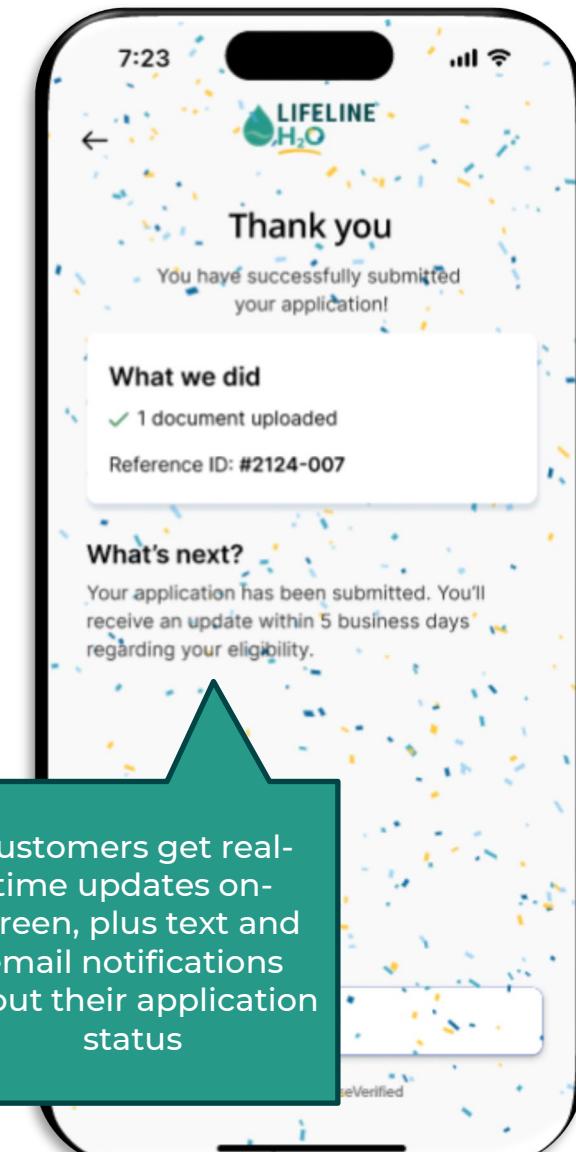


5

Agree to Terms & Submit



Customers get real-time updates on-screen, plus text and email notifications about their application status



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



Water & Sewerage
Department

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

Planning Calendar 2026

Customer Service Committee Annual Planning Calendar 2026			
January	February	March	April
Customer Communication <ul style="list-style-type: none">• Lifeline H2O and EasyPay	Customer Education <ul style="list-style-type: none">• Water and Sewer Service Line Warranty Program	Customer Communication <ul style="list-style-type: none">• Public Affairs	Customer Communication <ul style="list-style-type: none">• Lifeline H2O and EasyPay
May	June	July	August
Customer Communication <ul style="list-style-type: none">• Business Opportunity	Customer Education <ul style="list-style-type: none">• Water and Sewer Service Line Warranty Program	Customer Communication <ul style="list-style-type: none">• Lifeline H2O and EasyPay	Customer Communication <ul style="list-style-type: none">• Public Affairs
September	October	November	December
Customer Education <ul style="list-style-type: none">• Water and Sewer Service Line Warranty Program	Customer Communication <ul style="list-style-type: none">• Public Affairs	Customer Communication <ul style="list-style-type: none">• Business Opportunity	Customer Communication <ul style="list-style-type: none">• Water and Sewer Service Line Warranty Program



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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