



**Water & Sewerage  
Department**

# DIRECTOR'S REPORT

August 17, 2022



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# DIRECTOR GARY BROWN'S MESSAGE TO THE BOARD

On July 26, the Detroit Water and Sewerage Department (DWSD) hosted its first of ten Lifeline Plan Enrollment Fairs. The ten fairs will include one virtual, seven in each Council district and two city-wide. The first Fair was held virtually. Two more were held in early August in-person. The remaining seven will be in-person over the next two months.

During the Fairs, customers can attend a Lifeline Plan presentation and submit questions and feedback. Wayne Metro is on-site at the Fairs to enroll customers. More than 200 customers attended the two in-person Fairs held in August.

6,316 households have been enrolled into the Lifeline Plan as of August 10, including 2,495 currently enrolled WRAP households who were automatically transitioned to the new affordability plan.

### Upcoming Lifeline Plan Enrollment Fairs:

District 6 – Tuesday, August 23 at 6 p.m.  
First Latin Baptist Church, 2004 Scotten St, Detroit, MI 48209

District 7 – Tuesday, August 30 at 10 a.m. - 12 p.m. and 6 p.m. - 8 p.m.  
Detroit Association of Black Organizations (DABO), 12048 Grand River Ave, Detroit, MI 48204





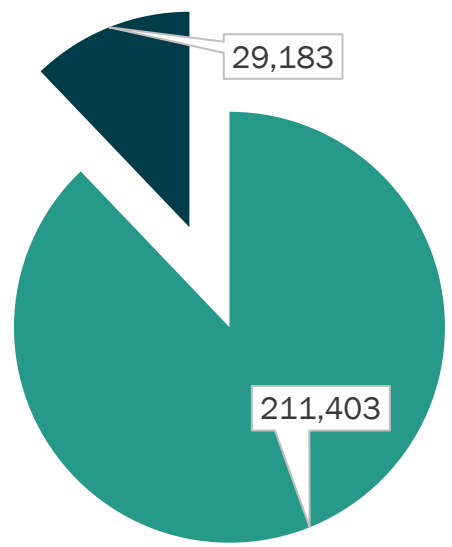
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# Customer Service

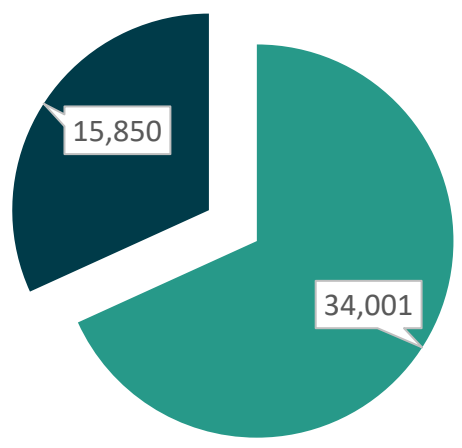
# CUSTOMER SERVICE: Number of Active Accounts



### Active Residential Accounts



### Active Non-Residential Accounts



■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

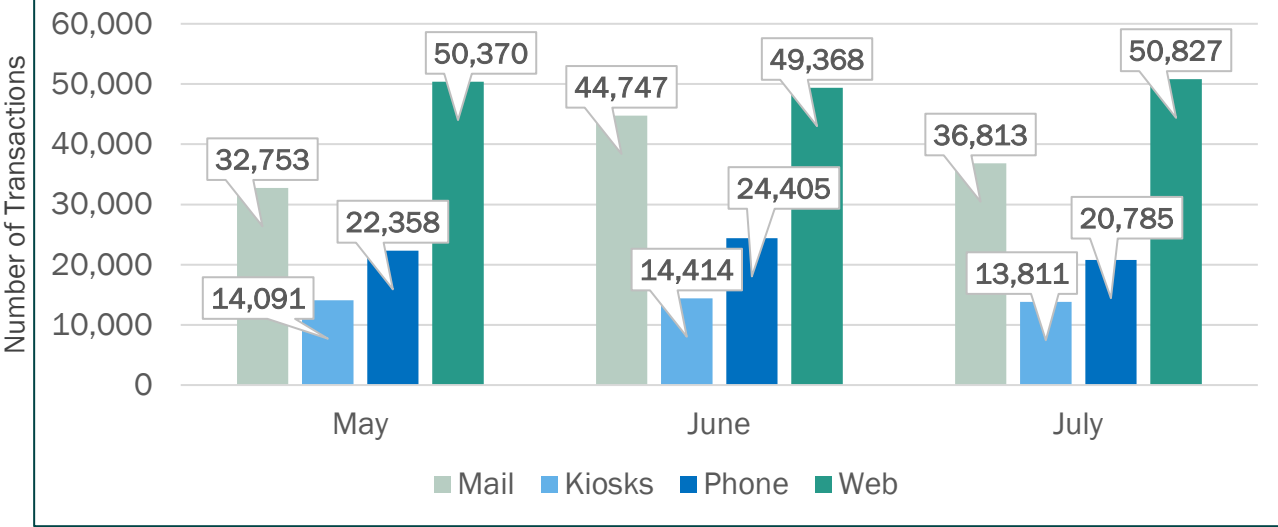
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

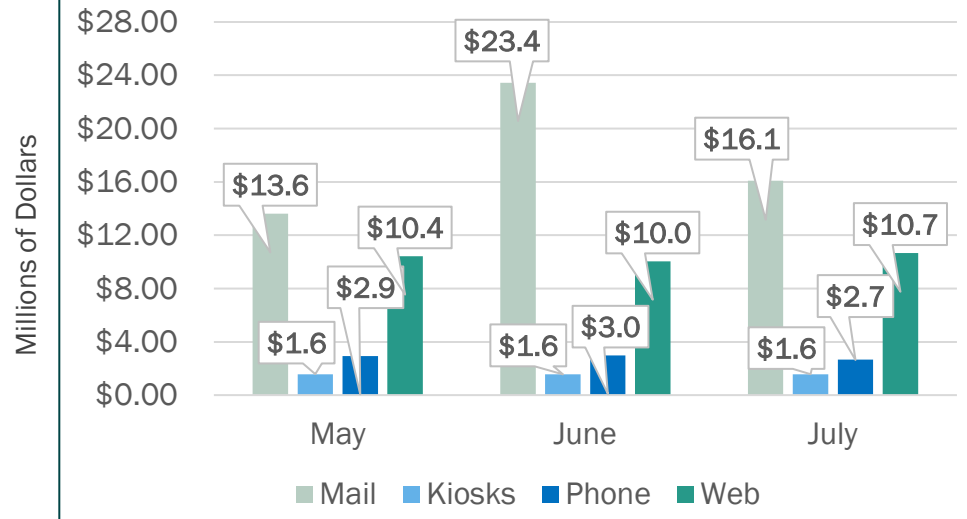
# CUSTOMER SERVICE: Transactions



## Payment Transactions by Platform Type



## Revenue Collected by Platform Type



DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including the launch of enhanced services on the Customer Web Portal at [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill) and contact via email at [mydwsd@detroitmi.gov](mailto:mydwsd@detroitmi.gov). DWSD is also communicating all the convenient, safe ways to pay and how customers can access their account(s).

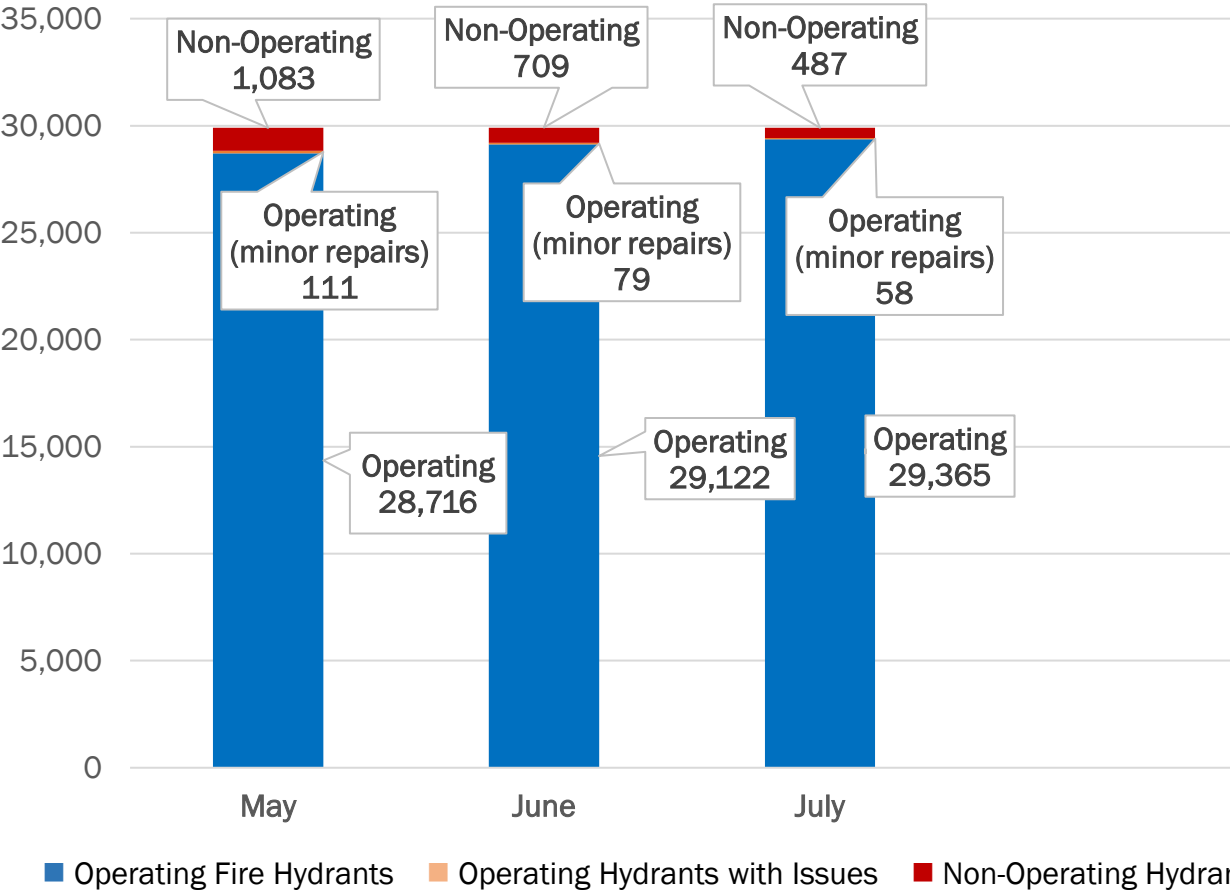


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# Field Services



# FIELD SERVICES: Fire Hydrant Maintenance

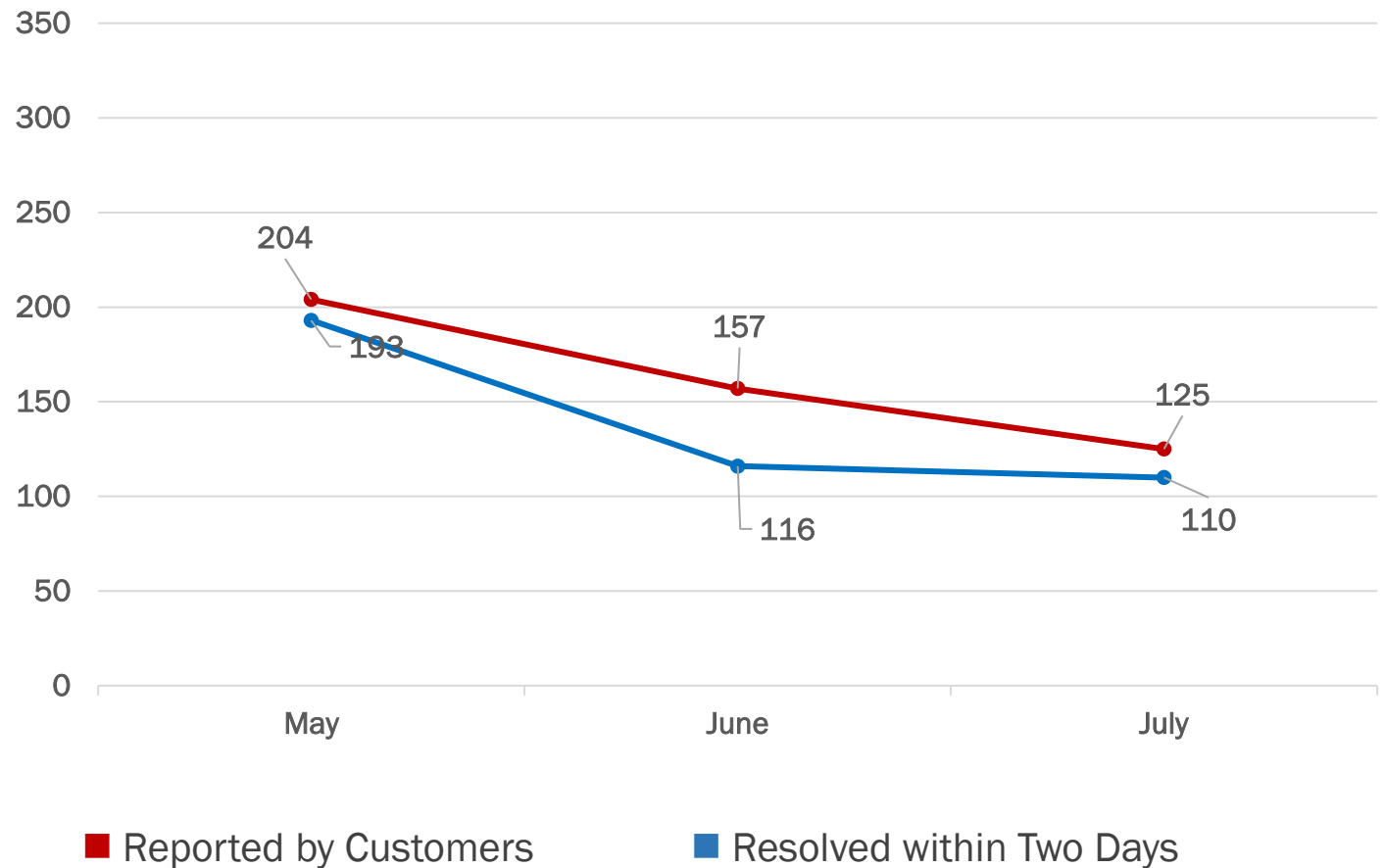


DWSD prioritizes fire hydrant maintenance as a key component of providing essential and exceptional service delivery led by the Maintenance & Repair Service Line in our Operations Group. During the Fall season, Detroit Fire Department staff conduct inspections and share the data through a dashboard with DWSD if hydrants need to be repaired or replaced. The community can report hydrant issues via the Improve Detroit mobile app.



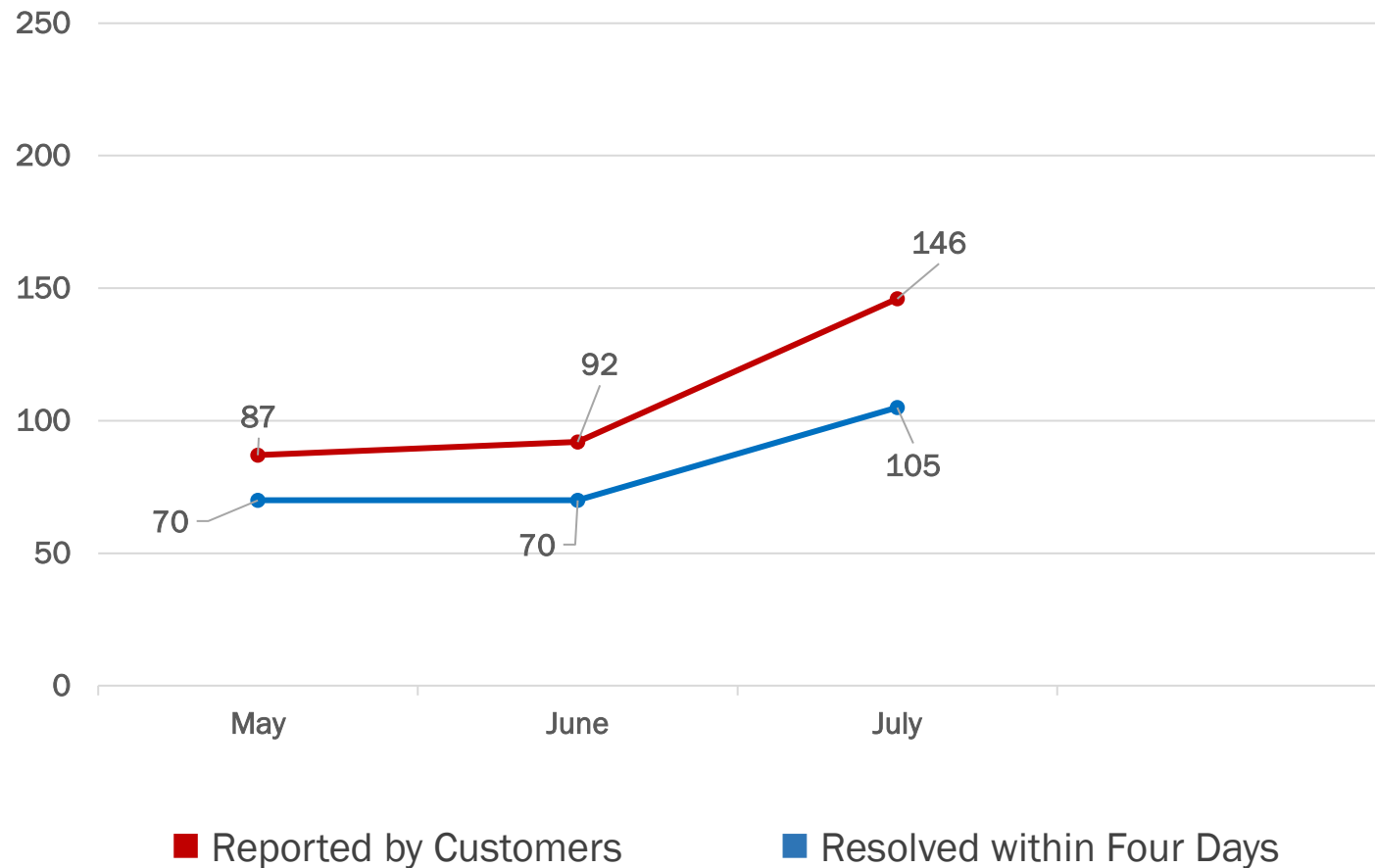


# FIELD SERVICES: Running Water



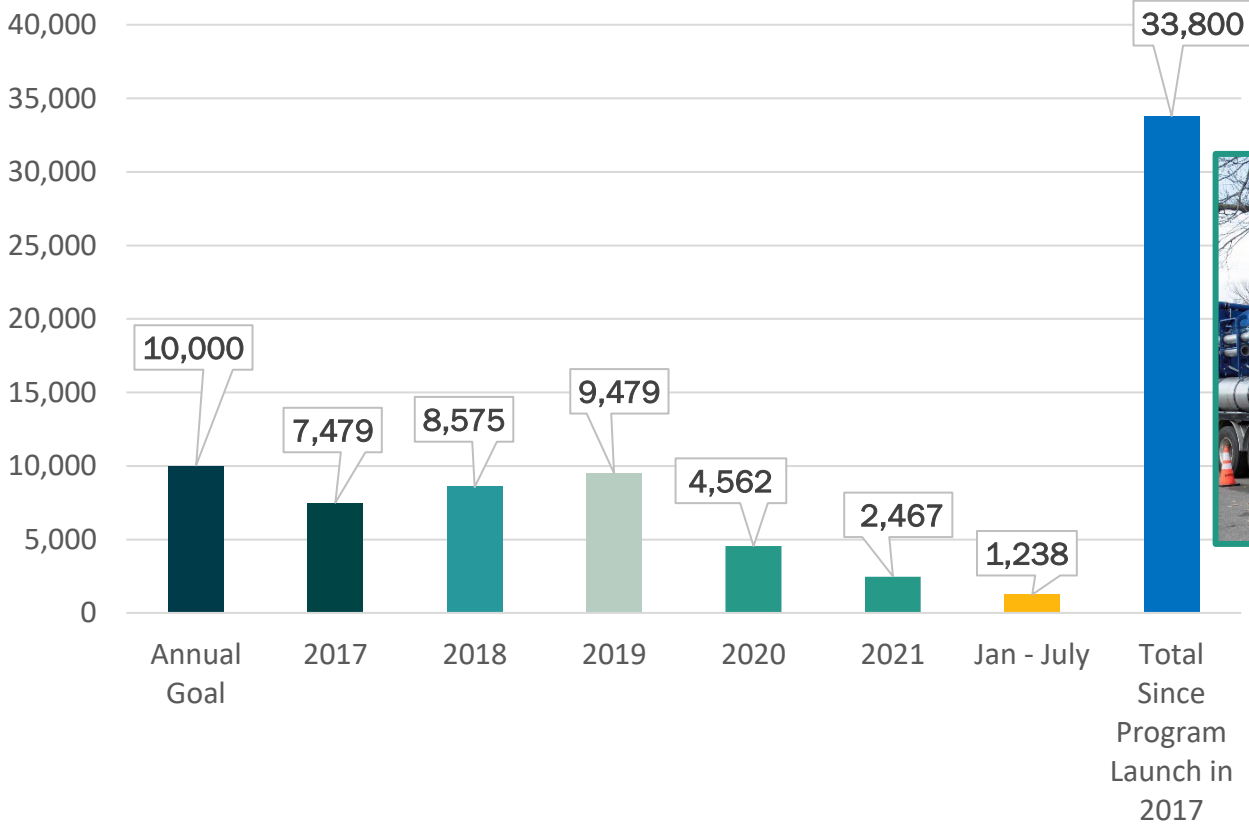
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

# FIELD SERVICES: Water Main Breaks



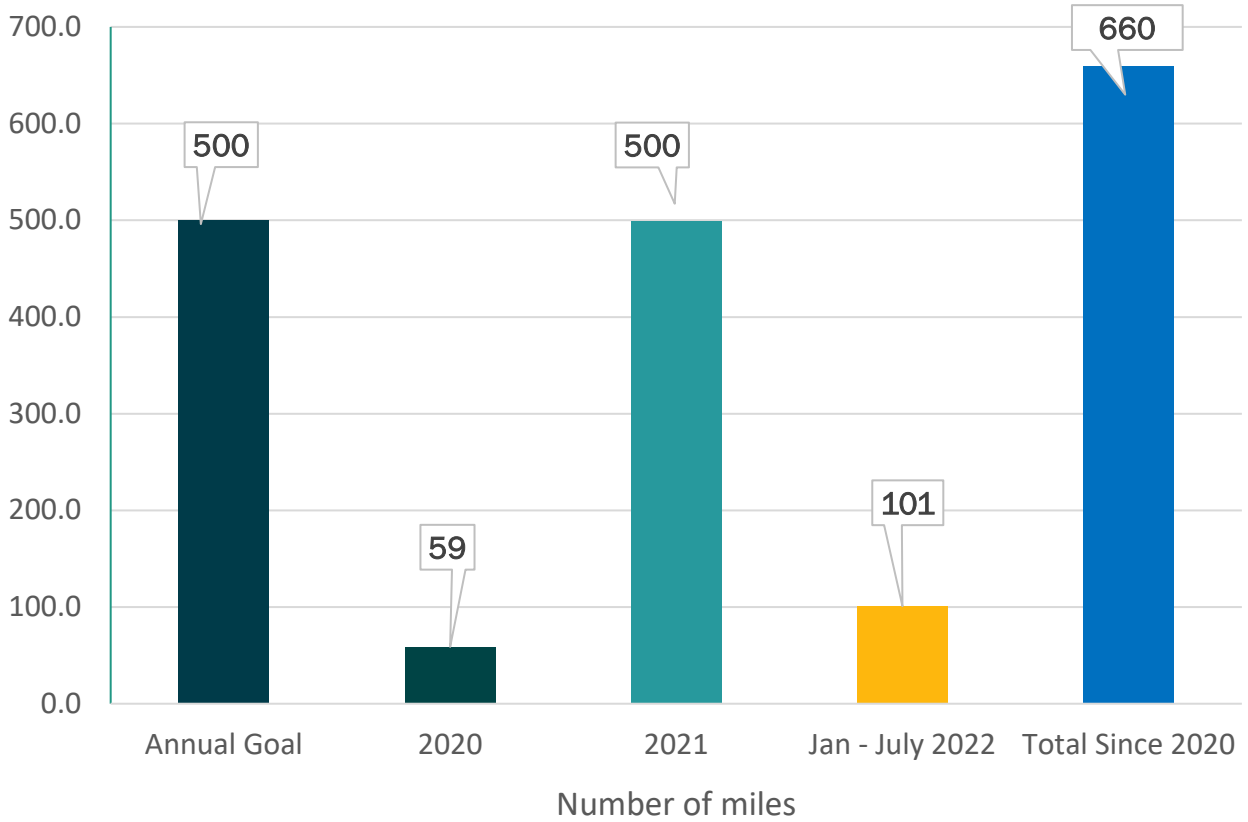
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected and water service outage, to determine priority.

# FIELD SERVICES: Catch Basin Inspection & Cleaning



DWSD Operations prioritizes catch basin cleaning based on the level of severity and street flooding.

# FIELD SERVICES: Sewer Cleaning



DWSD is expanding sewer cleaning for preventative maintenance to help reduce street flooding and basement backups. Crews cleaned 499.5 miles of city sewer pipe in calendar year 2021 compared with 59 miles in calendar year 2020.



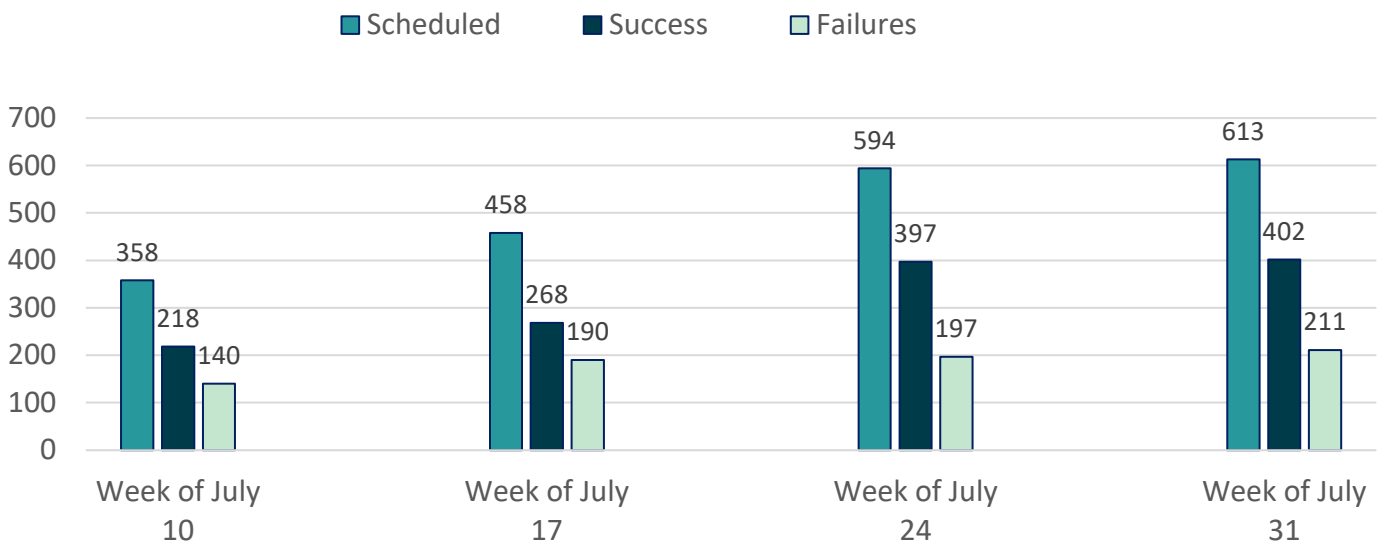
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# Meter Operations

# METER OPERATIONS: Scheduled Meter Work



## Scheduled Work

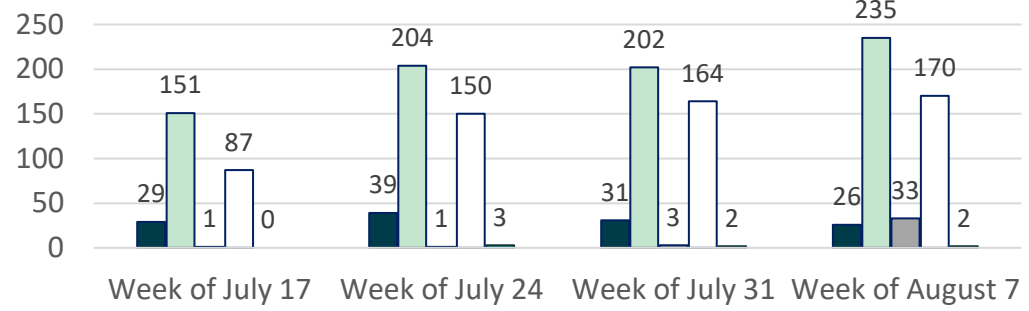


Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation and emergency repairs.

# METER OPERATIONS: Scheduled Meter Work

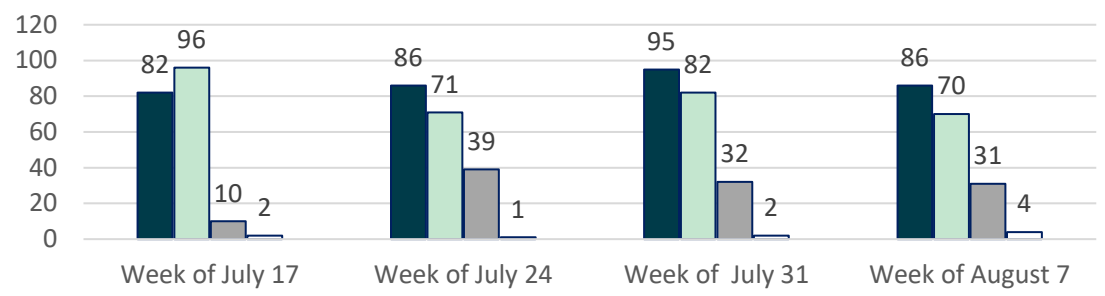


### Success Details



- Installations
- Exchanges
- Removals
- Investigation
- Emergency

### Failure Details



- No Access
- Plumbing
- Stop Box
- Health/Unsanitary

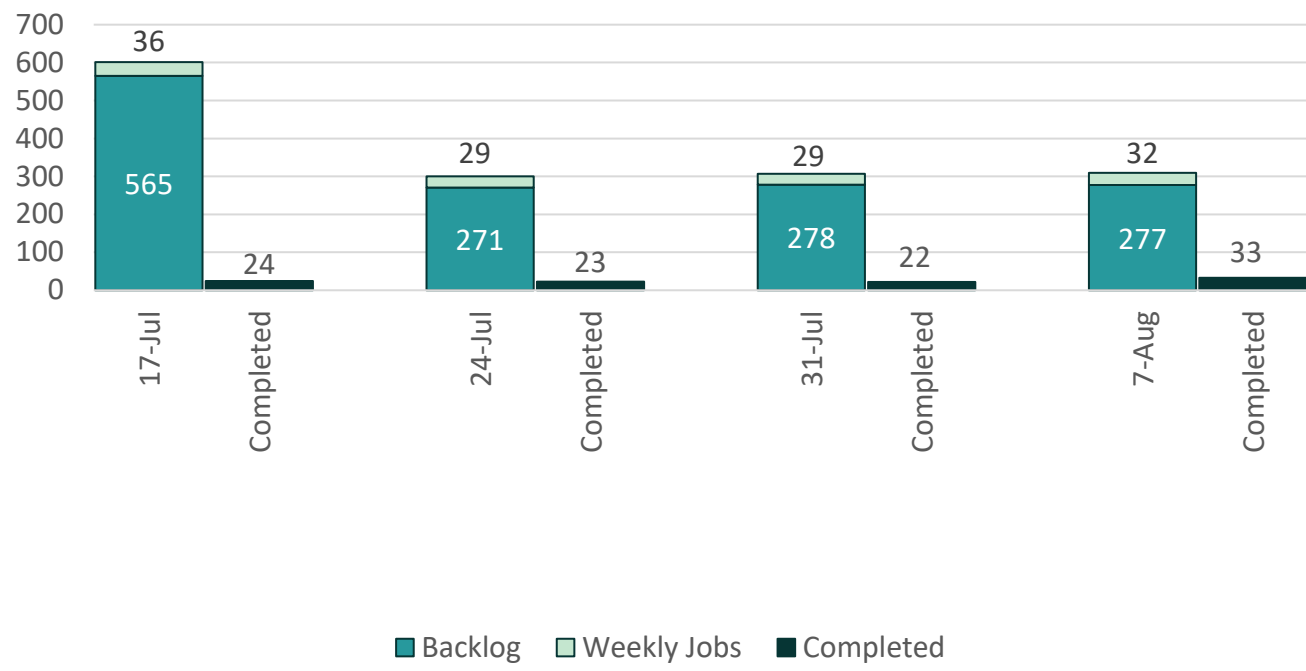
Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation and emergency repairs.



# METER OPERATIONS: Real Estate Reads



Real Estate Read



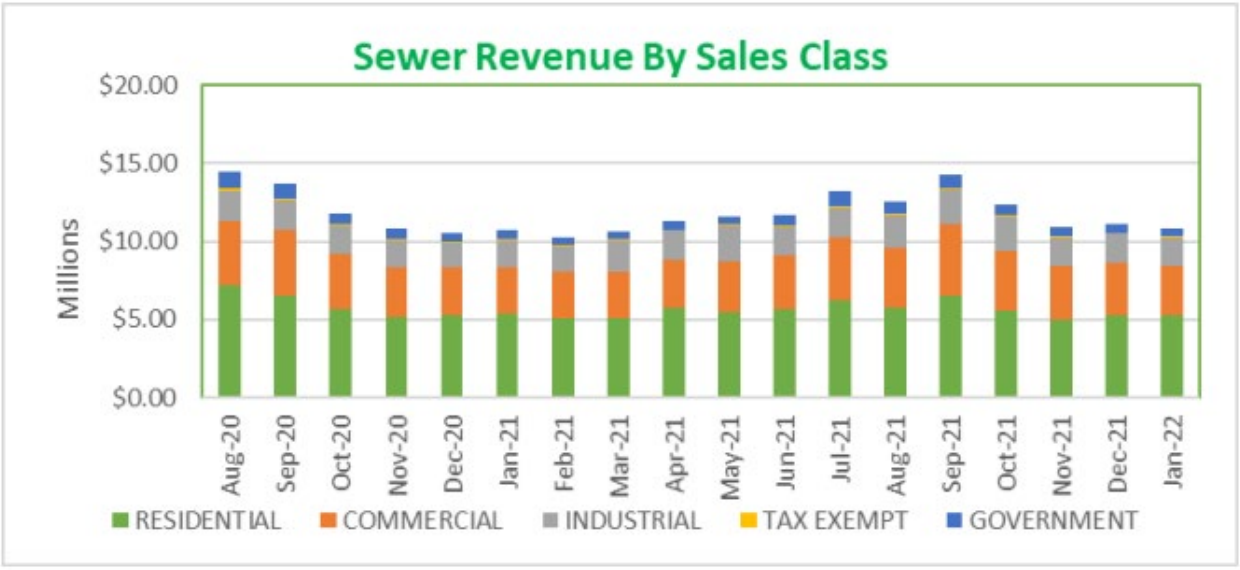
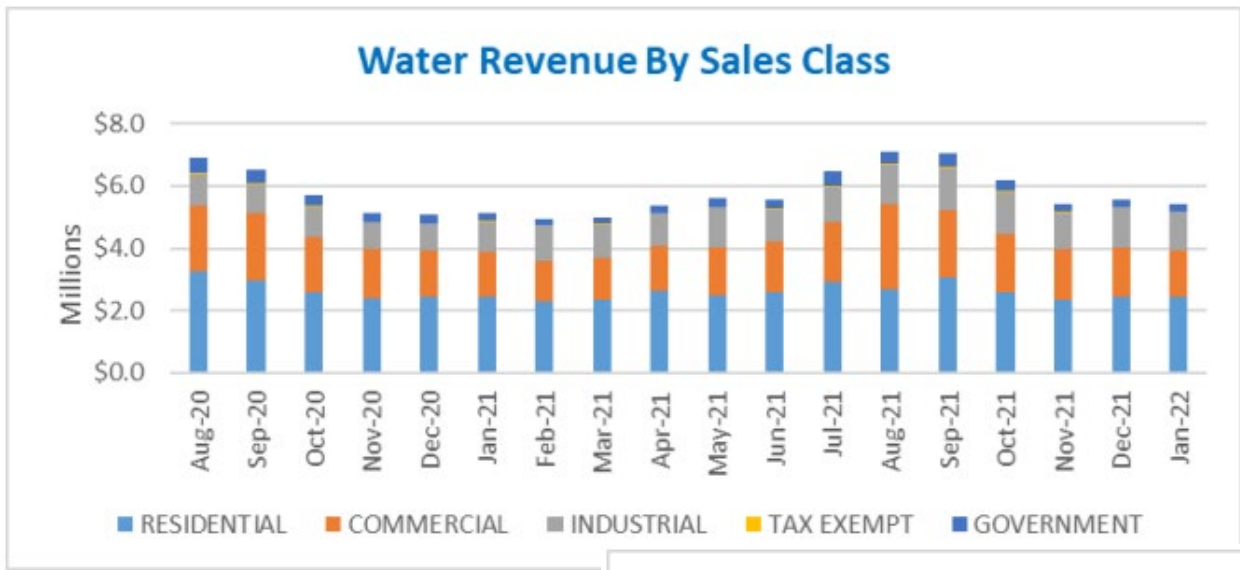
Customers are notified that a real estate closing read may take up to 30 days to be completed.



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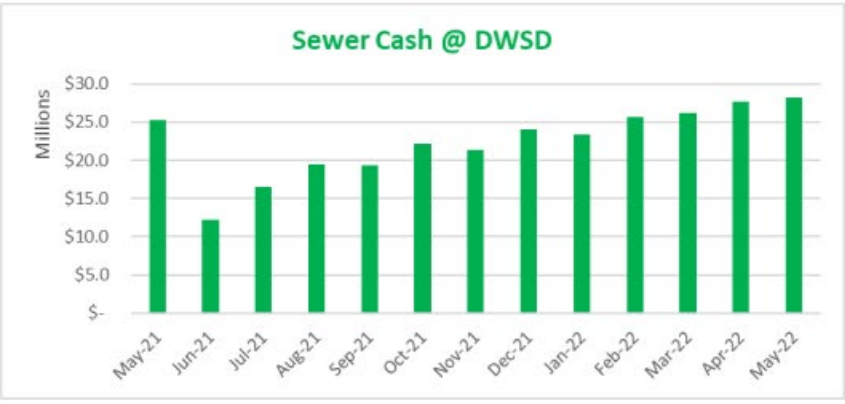
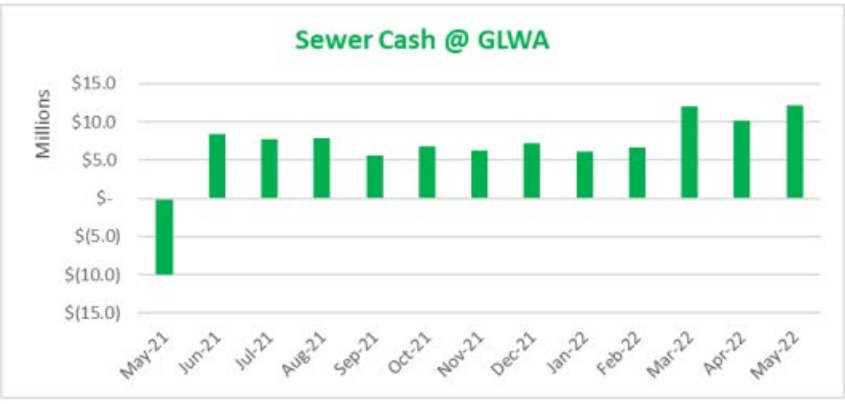
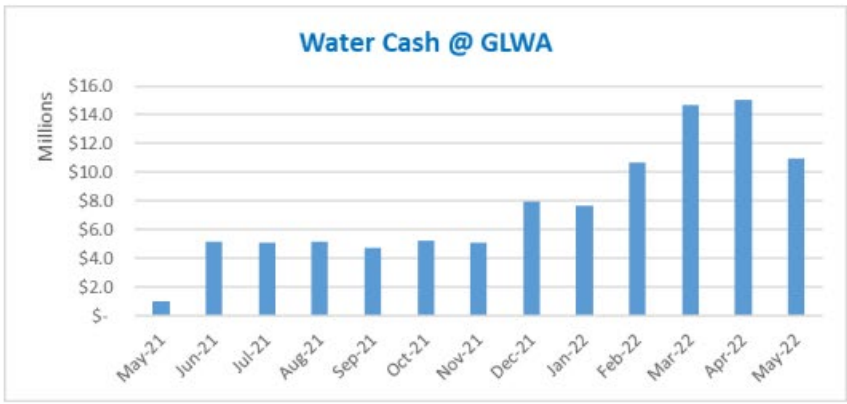
# Finance

# FINANCE: Revenue by Sales Class



The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

# FINANCE: Cash Balance



The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.



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# Legal Services

# LEGAL: Claims, Hearings and Cases



**32**  
Cases handled by in-house staff

**20**  
Cases handled by outside counsel

**15**  
Collection cases currently in suit

**\$1.62M**  
Amount claimed in collection cases

**47**  
Pending Billing Disputes

**15**  
Disputes Closed in July 2022

**\$24,323.74**  
Total Amount Disputed

**\$1,335.29**  
Total Credits to Customers

**3**  
Total Resolved Utilizing Leak Policy

**859**  
Property damage claims pending\*

**\$710,949.20**  
Amount claimed

**55**  
Claims closed In July 2022

**0**  
Claims approved

**\$0**  
Settlements offered

\*Claims unrelated to the 2021 rain events



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# Investigations



# INVESTIGATIONS: Results

**57**

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2022



Money Owed to DWSD identified by Investigators

**\$270,082**

Total since July 1, 2022

**\$28,702**

Back billed

**\$86,643**

Future owed in 12 months

**\$154,737**

Water loss



Revenue Identified Since Investigation Unit Began

**\$24,951,297**

Total since August 14, 2017

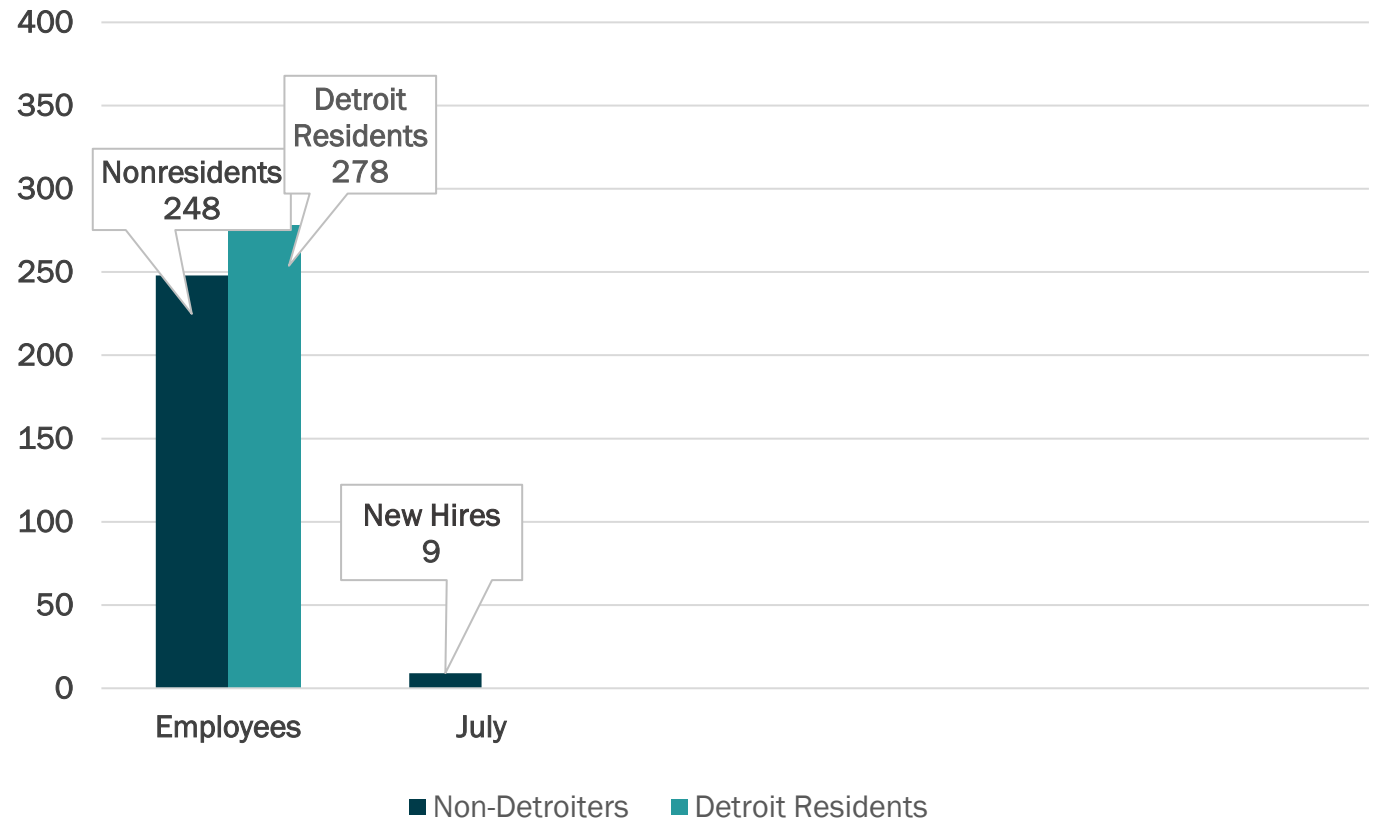
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$24 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's water main without a meter and/or permit. The unit works closely with the Finance/Collections and Legal Groups.



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# Human Resources

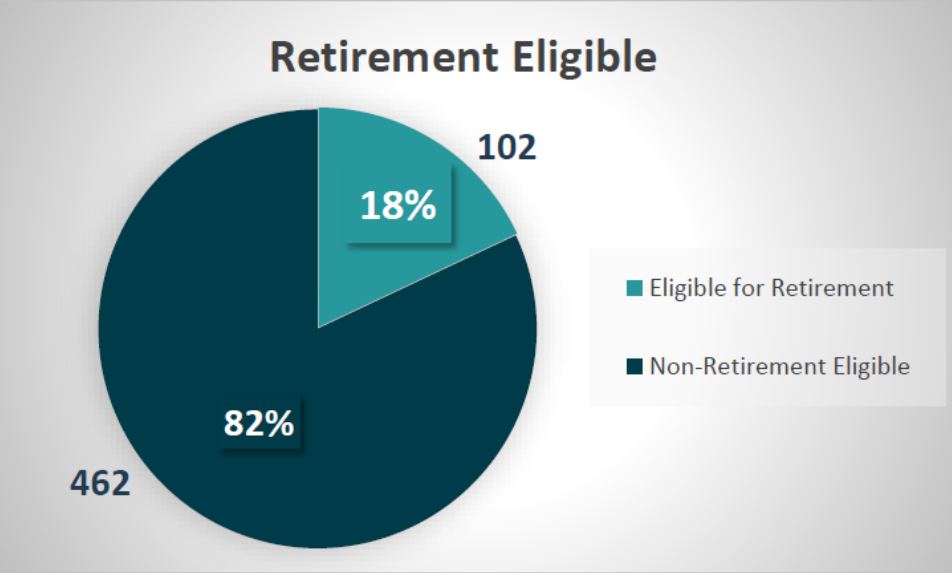
# HUMAN RESOURCES: Detroit Residents and Hiring



Total of 526 DWSD employees, 53% of which live in Detroit.\*

\*DWSD and the City of Detroit do not require residency to be employed, per Michigan law.

# HUMAN RESOURCES: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	52
10 YOS/60 years old (Legacy)	39
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	11
<b>TOTAL</b>	<b>102</b>

LEGACY = HIRED BEFORE 2014  
 HYBRID = HIRED AFTER JANUARY 1, 2014

With a current population of 526 employees, there are 102 DWSD employees eligible for retirement.



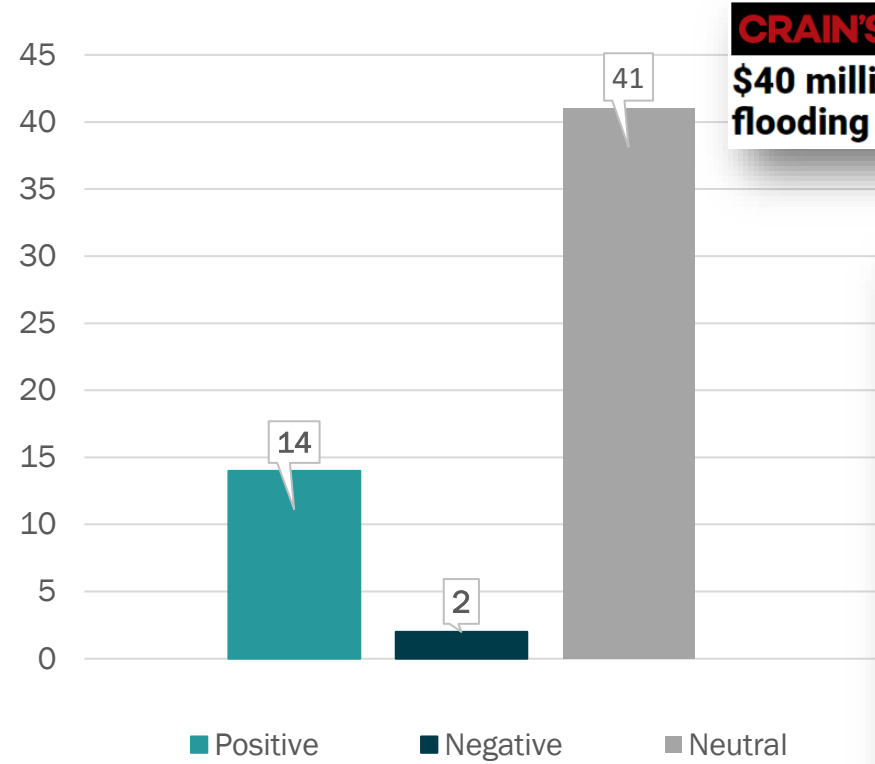
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# Public Affairs

# PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: July 1 – July 31, 2022



**CRAIN'S DETROIT BUSINESS**  
**\$40 million project to mitigate basement flooding on Detroit's far west side begins**

**FOX 2 DETROIT**  
**Detroit launches 'largest' ever stormwater project in west neighborhood**

**The Detroit News**  
**Detroit breaks ground on \$40 million Rouge Park stormwater project**



In July, the DWSD Public Affairs team saw a total of **57** media stories. The positive stories covered DWSD's groundbreaking of the Far West Stormwater Improvement Project. The announcement was covered by radio, TV, print and online media. The neutral stories focused on 2021 flooding and water advocates calling for transparency with the DWSD Lifeline Plan.

**PLEASE NOTE:** For this metric, each story/interview published or aired is counted.

# PUBLIC AFFAIRS: Social Media Activity



**26**  
New Facebook Followers

**8,986**  
Total Followers on Facebook

**18,543**  
Engagement on Facebook



**10**  
New Twitter Followers

**1,886**  
Total Followers on Twitter

**119**  
Engagement on Twitter



**29**  
New Instagram Followers

**1,787**  
Total Followers on Instagram

**9**  
Engagement on Instagram



The DWSD Public Affairs team gained 65 new followers on social media in July 2022, bringing the total number of followers to **12,659**. In addition to the metrics above, Facebook saw a total of **555,632** impressions and 6,732 link clicks for the month. The top performing Facebook post was on July 18, promoting the Basement Backup Protection Program. The post received 55 engagements.





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# Information Technology

# TECHNOLOGY: Top Ten Projects Scorecard

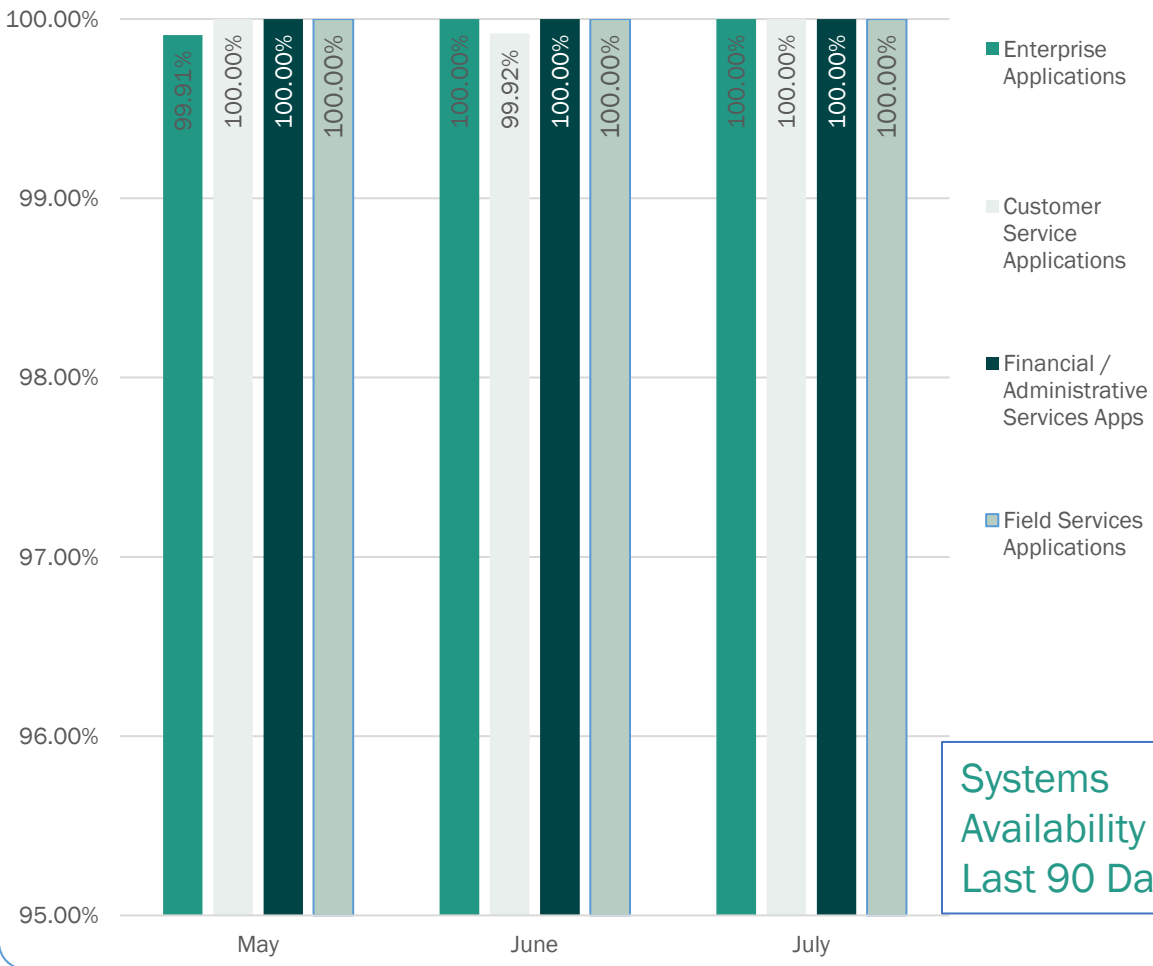


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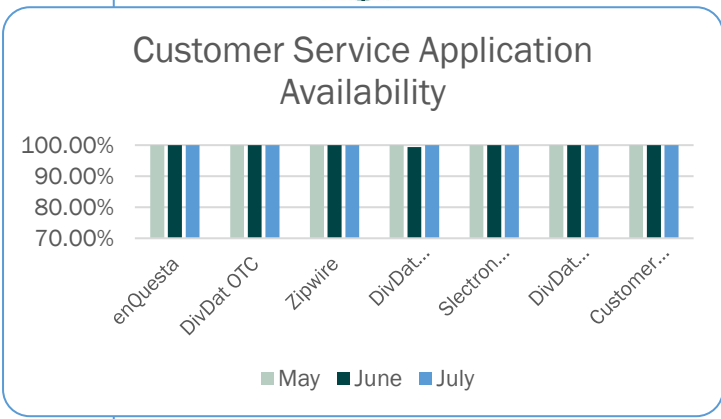
Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	J Payne	\$ 2,161,250	8/29/2022	Functional Testing 100% Complete. Integration Testing 100% Complete. User Acceptance Testing 95% Complete. On Target for August 26-29 <sup>th</sup> Implementation. Customer Billing System will be Offline During migration, No Payments allowed. Any in progress payment will be posted after the upgrade completes.	Active Implementation
2	Operations: Basement Backflow Prevention Program	C Penozza	\$140,000	3/31/2022	Payment functionality is live and the project team has moved to developing additional workflows.	Live
3	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,000,000	6/01/2022	Supply Chain is Live with a successful integration with Assetworks. The Cityworks integration is complete. Awaiting customer confirmation and UAT testing.	Live
4	Operations (M&R, MTR OPS, Fleet)-2:Itron Meter Replacement	C Penozza	\$ 1,000,000	12/31/2023	Additional testing is progressing with iTron. Pilot has been postponed until August 2022.	Active Design
5	Administrative and Compliance: Major Event Handling	E Taiariol	TBD	TBD	Scoping activities are ongoing.	Active Scoping
6	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$150,000	TBD	New candidate has been hired in Customer Service for Work Force Management and additional changes to the call tree are being reviewed for development. Meetings have kickoff for the IVR rewrite to enhance service offerings.	Active Design
7	Administrative and Compliance-7: 800 MHz Radio Upgrade	R Burke	\$ 330,000	6/30/22	A new SPO has been issued and 30 Radios have been ordered. Awaiting delivery date form Motorola.	Procurement
8	Administrative and Compliance-6:Security Infrastructure Repair	G Burrell	\$ 350,000	6/30/2022	Working with Finance on planned CIP spend. Also working with the Vendor on spend true-up.	Active Design
9	Administrative and Compliance-7 Oracle Database Cluster Migration	G Burrell	\$0	11/1/2022	Schedule developed and migration methods being evaluated. Initial DB test migrations have been completed. Preparing for the next round of migrations	Active Design
10	Operations (Stormwater)-1:Billable Impervious Acreage Rate Analysis	E Taiariol	\$0	08/01/2022	New accounts have been entered into EnQuesta and billing has begun for August 2022	Live



# TECHNOLOGY: Application Availability



Systems Availability Last 90 Days



**100%**

SYSTEMS AVAILABILITY

99.9% = TARGET

July 2022 Cherwell Stats	Totals
Total Tickets	570
New Tickets Received	467
Total Tickets Resolved	438
Average Time to Resolve in Days	5
Total Tickets Resolved within SLA	406
Total Tickets Resolved not in SLA	32