



Water & Sewerage  
Department

# **Detroit Board Of Water Commissioners**

## **Customer Service Committee**

November 6, 2024



**Water & Sewerage  
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# **Customer Service October 2024**

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

# October 2024

- Call volume driven by Non-Payment enforcement, EasyPay and Lifeline.
- 65,337 calls and responded to 8,062 email inquiries
  - **73,399** total customer touchpoints
    - 3,191 contacts per day vs 1,400 forecasted
    - 175,324 contacts: Customer Service Calls, Email and Self Service
- Customer contact volume: **128%** over forecast per day
- 10% of calls were answered within 2 minutes

# October 2024

- Average Speed of Answer:
  - 7:24 (28% SL) on the emergency line
  - 24:20 (1% SL) non-emergency line
- Customer Satisfaction (CSAT) at **81%**, First Call Resolution (FCR) at **71%, both exceeding or meeting goal.**
- Customer Satisfaction exceeded goal for **14** straight months.
- Received 11,853 EasyPay calls in October



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# DWSD Key Results

## Lifeline Affordability and EasyPay Programs

October 2024

# 2024 Lifeline – Protected From Shut Off – 64,761

Protected From Shut Off	Total Households
Receiving Lifeline Benefit	26,718
EasyPay	12,745*
10/30/50 Payment Plan Enrolled	2,136
Pending Eligibility by WM	7,779*
Pending Re-Certification by WM	15,383*
	<b>64,761</b>

\*a/o 10/29/24



# EasyPay Results October 2024



- 12,745 Enrolled since rollout in August
  - 8,822 actively paying (70%)
- \$1,460,646 collected in first 90 days
- Promise Pay (vendor) secured to take over EasyPay and collect monthly payments Q1 2025





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**THANK YOU!**

# Matthew Phillips

**Detroit Water & Sewerage Department**

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For more information visit: [www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

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# DWSD Key Results

September 2024

# CALL CENTER DATA – October 2024

	May	June	July	August	September	October	Key Performance Indicator
Calls Received	44,430	50,892	57,739	55,490	62,794	65,337	<i>29,400/mo or 1400 per day</i>
Average Speed of Answer	6:05	<b>16:15</b>	<b>21:57</b>	<b>17:53</b>	<b>22:57</b>	<b>23:55</b>	2 Minutes
Email Interactions	7,902	6,761	7,329	7,804	7,239	8,062	
Average Speed of Response (Email)	1d 11h	5d 7h	7d 5h	8d 10h	10d 13h	10d 16h	24 Hours
Total Interactions	52,323	57,653	64,068	63,294	70,033	73,399	<i>128% over forecast</i>
Service Level	43%	9%	21%	22%	13%	10%	70%/120 seconds
Average Handle Time	8:20	8:35	9:39	9:24	9:23	10:35	8 Minutes
Average Talk Time	6:02	6:14	6:50	6:37	6:41	7:04	7 Minutes
Average Hold Time	5:51	6:12	6:32	6:34	6:35	6:50	3 Minutes
After Call Work	0:38	0:38	0:40	0:39	0:39	1:15	1 Minute
Abandoned Calls	8%	14%	17%	14%	16%	16%	< 5%
Avg. Staffing	39	39	52	51	45	45	<b>6 in training</b>
First Call Resolution	76%	62%	64%	63%	72%	71%	71%
Customer Satisfaction	82%	76%	77%	74%	81%	81%	72%

→ 128% over forecast (Daily)



# 2024 Lifeline Enrollment Dashboard October 2024

Performance Metric		%
Applied for Lifeline		
Receiving Lifeline Benefit		
Enrolled Tier 1* <b>\$18</b>	22,785	85%
Enrolled Tier 2* <b>\$43</b>	1,177	5%
Enrolled Tier 3* <b>\$56</b>	2,756	10%
Plumbing Audits	1,476	6%



# Benefit Received by Tier – October 2024 Billing Cycle

		Average Gap Payment	Average Arrearage
<b>Enrolled in Tier 1</b>	<b>\$18</b>	\$55.96	\$1,607
<b>Enrolled in Tier 2</b>	<b>\$43</b>	\$33.10	\$1,433
<b>Enrolled in Tier 3</b>	<b>\$56</b>	\$22.15	\$1,782
<i>Average</i>		<i>\$51.46</i>	<i>\$1,617</i>

# Lifeline Tier Groups: Enrollments and Usage Based on Household Size

October 2024 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	6.02 ccf	91%
Group B	5-6	6,750 or 9ccf	9.4 ccf	7.3%
Group C	7-8	9,000 or 12ccf	10.8 ccf	1.5%
Group D	9-10	11,250 or 15ccf	13.7 ccf	0.2%
Group E	11-12+	13,500 or 18ccf	10.9 ccf	0.01%

- 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](http://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](mailto: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](http://Dwsdkiosk.com)



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# Planning Calendar

Customer Service Committee Annual Planning Calendar			
January	February	March	April
Customer Communication <ul style="list-style-type: none"> <li>• Methods of Communication</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> <li>• Protect your pipes</li> </ul>	Training Strategy <ul style="list-style-type: none"> <li>• Successes</li> <li>• Outcomes</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> <li>• Catch Basins</li> </ul>
May	June	July	August
Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> </ul>	Customer Service <ul style="list-style-type: none"> <li>• Day in a life of Customer Service</li> </ul>	Requesting New Water Service <ul style="list-style-type: none"> <li>• Ways to apply</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> </ul>
September	October	November	December
Customer Service PSA <ul style="list-style-type: none"> <li>• Customer Service Portal</li> </ul>	Customer Education <ul style="list-style-type: none"> <li>• Public Affairs</li> </ul>	Day In the Life of Customer Service <ul style="list-style-type: none"> <li>• Interviews with Front Line Staff Members</li> </ul>	Customer Service PSA <ul style="list-style-type: none"> <li>• TBD</li> </ul>

Updated: 1/2024





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**THANK YOU!**

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