



Detroit Board Of Water Commissioners

Customer Service Committee

June 4, 2025



**Water & Sewerage
Department**

Customer Service May 2025

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

May 2025

- 51,293 calls and responded to 6,418 email inquiries
 - **57,711** total customer touchpoints
 - 2,748 contacts per day vs 1,400 budgeted
 - 143,633 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: **96%** over forecast per day
- 11% of calls were answered within 2 minutes
- 593 Calls received for SW 54WMB

May 2025

- Average Speed of Answer:
 - 9:56 on the emergency line
 - 32:47 non-emergency line
- Customer Satisfaction (CSAT) at **82%**, First Call Resolution (FCR) at **73%**.
- Customer Satisfaction exceeded goal for **21** straight months.

CALL CENTER DATA – May 2025

	December	January	February	March	April	May	Key Performance Indicator
Calls Received	47,182	55,543	57,211	59,701	55,882	51,293	29,400/mo or 1400 per day
Average Speed of Answer	16:57	20:16	23:32	21:36	20:54	24:44	2 Minutes
Email Interactions	6,787	7,222	6,471	6,649	6,542	6,418	
Average Speed of Response (Email)	10d 12h	3d 15h	5d 3h	10d 1h	13d 1h	11d 13h	24 Hours
Total Interactions	53,969	62,765	63,682	66,350	62,424	51,293	127% over forecast
Service Level	21%	23%	18%	13%	9%	11%	70%/120 seconds
Average Handle Time	10:40	10:51	11:03	10:32	9:29	10:46	8 Minutes
Average Talk Time	7:02	6:43	7:12	6:44	6:07	7:07	7 Minutes
Average Hold Time	6:47	6:17	6:44	6:37	7:02	6:42	3 Minutes
After Call Work	1:42	2:06	1:51	1:51	1:39	1:49	1 Minute
Abandoned Calls	16%	13%	19%	16%	17%	18%	< 5%
Avg. Staffing	43	39	31	44	43	60	11 FTE Short
First Call Resolution	67%	72%	69%	68%	70%	73%	71%
Customer Satisfaction	79%	82%	80%	81%	80%	82%	72%



Planning Calendar: Customer Service Metrics

Presented by: Matthew Phillips

June 2025

2025 Lifeline (6/1/2025)

Lifeline	Total Households	Results
Receiving Lifeline Benefit	8,134	Benefits Provided since 10/1/2024: \$3.4M in GAP \$1M in Arrears

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



2025 EasyPay (6/1/2025)

EasyPay	Total Households	Results
EasyPay	30,037	Arrearage Installment Payments Received: \$7.4M

19,968 are Current and or Completed the plan (67%)



**Water & Sewerage
Department**

THANK YOU!

Matthew Phillips

Detroit Water & Sewerage Department

Email: Matthew.phillips@detroitmi.gov

Phone: 313.964-9020

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

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DWSD Lifeline Key Results

May 2025

2025 Lifeline Enrollment Dashboard

May 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 – *May 2025 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$55.16	\$1,269.52
Enrolled in Tier 2	\$43	\$29.54	\$1,177.22
Enrolled in Tier 3	\$56	\$21.17	\$1,226.63
<i>Average</i>		<i>\$51.92</i>	<i>\$1,263.32</i>

Lifeline Tier Groups: Enrollments and Usage

Based on Household Size

May 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	5.09 ccf	92.7%
Group B	5-6	6,750 or 9ccf	8.21 ccf	6.2%
Group C	7-8	9,000 or 12ccf	7.37 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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