



Detroit Board Of Water Commissioners

Customer Service Committee

August 5, 2026



**Water & Sewerage
Department**

Customer Service July 2026

Presented by:
Kimberly Crowell – Customer Service Manager
Matthew Phillips – Chief Customer Service Officer

July 2026

- 40,986 calls and received 5,068 email inquiries
- **46,054** total customer touchpoints
 - 2,423 contacts per day vs 1,400 budgeted
 - 115,594 contacts: Customer Service Calls, Email and Self-Service Interactions

July 2026

- Average Speed of Answer(ASA): **10:11** (-68% / 31:29 June)
 - **4:08** on the emergency line (-67% / 12:26 June)
 - **13:09** non-emergency line (-68% / 40:41 June)
- Customer Satisfaction (CSAT) at **84%** (Exceeded goal for 35 months straight)
- First Call Resolution (FCR) at **73%**.

CALL CENTER DATA – July 2026

	February	March	April	May	June	July	Key Performance Indicator
Calls Received	45,949	58,952	54,165	57,498	59,518	40,986	<i>Budget: 29,400 per month</i>
Average Speed of Answer	9:14	19:27	17:23	32:33	31:29	10:11	15 Minutes
Email Interactions	5,776	7,849	6,627	6,404	6,284	5,068	
Average Speed of Response (Email)	5d 16h	8d 16h	10d 1h	10d 22h	10d 22h	26d	
Total Interactions	51,725	66,801	60,792	63,902	65,802	46,054	
Average Handle Time	10:54	11:19	11:05	11:35	11:51	10:51	10 Minutes
Average Talk Time	6:55	7:10	7:01	7:17	7:21	6:48	7 Minutes
Average Hold Time	7:07	6:55	6:50	6:57	7:18	7:00	7 Minutes
After Call Work	2:05	2:04	2:04	2:03	2:05	2:06	2 Minute
Abandoned Calls	3.62%	5.85%	5.15%	7.13%	7.12%	3.72%	< 5%
Avg. Staffing	52	48	48	51	51	51	
First Call Resolution	71%	69%	72%	76%	74%	73%	71%
Customer Satisfaction	84%	82%	82%	84%	82%	84%	75%



Lifeline H2O, EasyPay

Presented by: Matthew Phillips

August 5, 2026

Lifeline H2O and EasyPay FACTS



4,710

Households approved



**Current H2O enrollee benefits
have been extended through
June 30, 2027**



**Notification has been sent via
Email, Phone and Text**

**Any past due balance is frozen while actively enrolled in
Lifeline H2O and the household is protected from service
interruption.**



57,827

Households enrolled in EasyPay since launch



36,213

Households current or completed agreement



63% Success Rate **4,787** Settled



\$29.3M

EasyPay installments received

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



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Lifeline H2O Fast Facts

- Current Lifeline H2O enrollees, have been notified their enrollment has been **extended** through June 30, 2027.
 - Current enrollees **do not** need to re-certify for Lifeline H2O at this time.
 - Notification has been sent via Email, Text and Phone
- Lifeline **H2O** is currently closed as funding has been exhausted
- We expect to **reopen** the program in Q4 2026
- The capacity will be based on **funding**
- All active H2O enrollees also have their **past due balance frozen** to prevent any service interruptions
- Customers who are not enrolled in Lifeline H2O, but require assistance, can opt into **EasyPay**, an interest and penalty free payment plan
- Active EasyPay participants also receive **shut off protection** as long as they make their monthly payment



Water & Sewerage
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Planning Calendar:

Public Affairs

Presented by: Sonali Patel

August 5, 2026



**Water & Sewerage
Department**

THANK YOU!

Customer Service

Detroit Water & Sewerage Department

Email: mydwsd@detroitmi.gov

Phone: 313.267.8000

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

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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 & 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			
January	February	March	April
Customer Communication • Methods of Communication	Customer Education • Protect your pipes	Customer Communication • Lifeline	Customer Communication • EasyPay
May	June	July	August
Customer Communication • Business Opportunity	Customer Service • Service Metrics	Customer Communication • Ways to pay your bill	Customer Communication • Public Affairs
September	October	November	December
Customer Communication • Customer Service Portal	Customer Education • Public Affairs	Customer Communication • Business Opportunity	Customer Communication • Lifeline