



Detroit Board Of Water Commissioners

Customer Service Committee

October 1, 2025



**Water & Sewerage
Department**

Customer Service September 2025

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

September 2025

- 51,805 calls and responded to 6,776 email inquiries
 - **58,581** total customer touchpoints
 - 2,467 contacts per day vs 1,400 budgeted
 - 141,147 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: **76%** over forecast per day

September 2025

- Average Speed of Answer: 11:47
 - 5:44 on the emergency line
 - 14:00 non-emergency line
- Customer Satisfaction (CSAT) at **83%**, First Call Resolution (FCR) at **73%**.
- Customer Satisfaction exceeded goal for **25** straight months.
- First Call Resolution goal exceeded goal for **5** straight months

CALL CENTER DATA – September 2025

	April	May	June	July	August	September	Key Performance Indicator
Calls Received	55,882	51,293	55,817	52,295	43,392	51,805	29,400/mo or 1400 per day
Average Speed of Answer	20:54	24:44	19:09	23:16	11:12	11:47	15 Minutes
Email Interactions	6,542	6,418	6,801	7,033	6,607	6,776	
Average Speed of Response (Email)	13d 1h	11d 13h	13d 5h	12d 5h	8d 4h	4d 23h	
Total Interactions	62,424	57,711	62,618	59,328	49,999	51,805	70% over forecast
Average Handle Time	9:29	10:46	10:53	10:40	10:45	10:47	10 Minutes
Average Talk Time	6:07	7:07	7:02	6:57	7:01	6:58	7 Minutes
Average Hold Time	7:02	6:42	6:58	6:56	7:05	6:58	7 Minutes
After Call Work	1:39	1:49	1:53	1:50	1:52	1:55	2 Minute
Abandoned Calls	17%	18%	6%	8%	4.33%	4.66%	< 5%
Avg. Staffing	43	60	58	58	58	56	11 in training
First Call Resolution	70%	73%	72%	72%	72%	72%	71%
Customer Satisfaction	80%	82%	82%	81%	82%	83%	72%

2025 Lifeline (9/1/2025)

Lifeline	Total Households	Results
Receiving Lifeline Benefit	7,930	Benefits Provided since 10/1/2024: \$7.5M in GAP \$1M in Arrears
Made a Payment (Partial or in Full)	4,248	54%
Did Not Make a Payment	3,682	46%

- Wayne Metro indicated on 3/31/2025 funds have been exhausted.

2025 EasyPay – Going Strong for 14 Months

67% Success Rate

25,699 Accounts are Current and Settled

EasyPay	Total Households	Results
EasyPay	38,206	Arrearage Installment Payments Received: \$12.7M

22,438 accounts are current and 3,261 have completed their agreement



DWSD Lifeline Key Results

September 2025

2025 Lifeline Enrollment Dashboard

September 2025

Performance Metric			%
Receiving Lifeline Benefit		7,930	
Enrolled Tier 1*	\$18	7,099	89.5%
Enrolled Tier 2*	\$43	281	3.5%
Enrolled Tier 3*	\$56	550	7%
Plumbing Audits		1,476	

Benefit Received by Tier – *September 2025*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$61.71	\$1,254.59
Enrolled in Tier 2	\$43	\$35.29	\$1,136.20
Enrolled in Tier 3	\$56	\$27.43	\$1,225.85
<i>Average</i>		<i>\$58.39</i>	<i>\$1,248.40</i>

Lifeline Tier Groups: Enrollments and Usage

Based on Household Size

September 2025

Group	HH Members	Base Allocated Gallons per month using Water Conservation Techniques	Average Usage (June)	% Enrolled
Group A	0-4	4,500 or 6ccf	6.59 ccf	92.9%
Group B	5-6	6,750 or 9ccf	10.38 ccf	6.0%
Group C	7-8	9,000 or 12ccf	10.42 ccf	1.0%
Group D	9-10	11,250 or 15ccf	17.50 ccf	.1%
Group E	11-12+	13,500 or 18ccf	7.67 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 & Appointments

Payment Drop Box and Appointments

735 Randolph St. –
Bates St. Entrance

DIVDAT Kiosks
Payments

(50+ stations located
throughout the city)
Dwsdkiosk.com



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

FOLLOW US!



Facebook.com/DWSDDetroit



@DetroitWaterDep



@detroitwatersewerage

