

# Director's Report

July 15, 2026



Water & Sewerage  
Department



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# Director Gary Brown's Message to the Board

## Safety Month Celebrated in June

June was National Safety Month. The DWSD Safety team celebrated with activities for employees to highlight the importance safety plays in our roles everyday – for employees primarily in the field to those in the office. Activities included spin-the-wheel safety trivia, “I Work Safe Because” recognitions, and a Safety Appreciation Hot Dog Lunch at the CSF parking lot. Employees who participated were awarded with cooling towels, gloves, lip balm, and water bottles.



## Extreme Heat Precautions

Safety month was timely with the heat wave we experienced at the end of the month and continuing into July. **Employees working outdoors are required to take breaks and reminded to stay hydrated.**

Through Mayor Sheffield's Executive Order, water service interruptions due to nonpayment are temporarily paused during extreme heat.



# Investigations

Scott MacGriff, Chief General Counsel & Compliance Officer



# Investigations: Results



**8,004**

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2025

Money Owed to DWSD identified by Investigators

**\$16,023,768**

Total since July 1, 2025

**\$2,610,384**

Back billed

**\$3,521,456**

Future owed in 12 months

**\$10,194,286**

Water loss

Revenue Identified Since Investigation Unit Began

**\$69M**

Total since August 14, 2017

- In addition to helping resolve past due balances, the Revenue Protection Unit has helped greatly with a variety of investigations that are especially important.

# Legal Services

Scott MacGriff, Chief General Counsel & Compliance Officer

# Legal: Cases and Collections



0

Cases resolved in June 2026

0

New cases filed by DWSD

1

New cases filed against DWSD

40

Pending cases handled in-house

Collections actions: 17

Defended cases: 23

Non-defense cases: 0

## Damage Claims

206

Number of Pending Damage Claims

16

Number of Damage Claims Reviewed  
in June 2026

1

Total Settlements Offered  
in June 2026

\$4,248.96

Total Settlements Offered  
in June 2026



# Public Affairs

Bryan Peckinpagh, Public Affairs Director



# Public Affairs: Social Media Activity



32

New Facebook Followers

10,961

Total Followers on Facebook

16,131

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



41

New Instagram Followers

3,199

Total Followers on Instagram

5,267

Views on Instagram



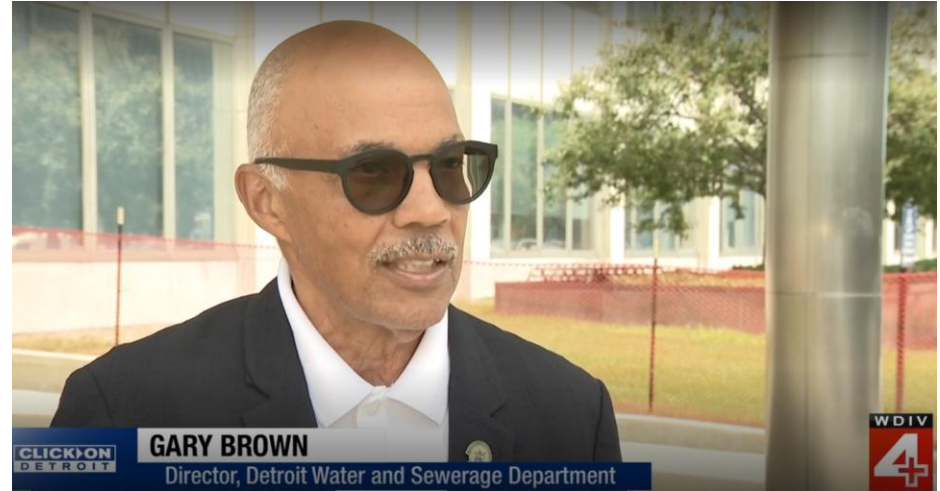
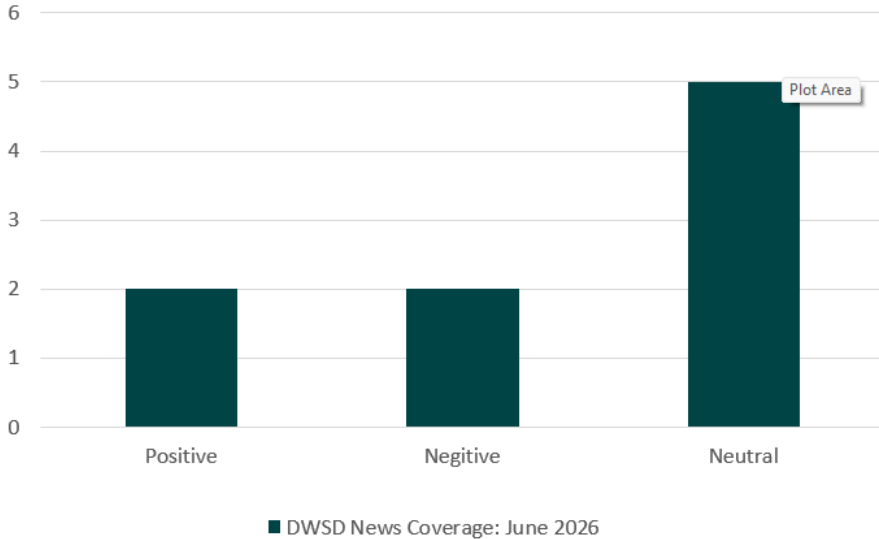
The top performing post by views for Facebook for the month of June was a photo of members of the executive team wearing orange to recognize National Gun Violence Awareness Day. The post had a total of 3,945 views and 45 interactions.

For Instagram, the top performing post by views for the month of June was a severe weather alert. The post received 1,818 views, 1,240 reach, and 22 interactions.

# Public Affairs: Positive v. Negative News Stories



DWSD News Coverage: June 2026

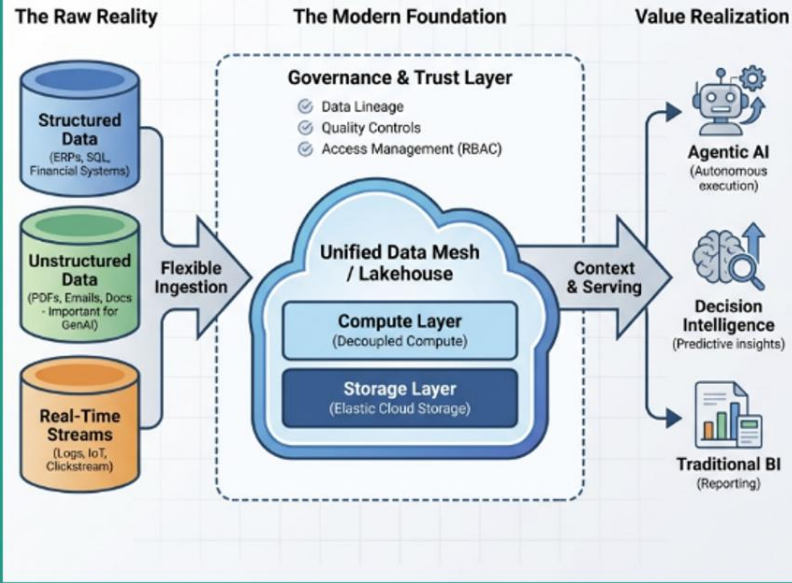


In June, we had a total of 9 stories this month that mentioned Detroit Water and Sewerage Department. Of all the stories DWSD were mentioned in – two were positive, two were negative and five stories were neutral. One positive story addressed the zoning approval of the Freud Sanitary Pump Station and the other shared tips on what to do during heavy rain events. The two negative stories addressed the verdict of a collision involving a DWSD vehicle and the other story discussed extreme water usage. The five neutral stories discussed water affordability, DWSD’s medical hold, a shooting near a DWSD property, lead level exceedances in Michigan, and the water service interruption hiatus during the extreme heat.

# Information Technology

Anil Gosine, Chief Strategy & Process Improvement Officer

## The Anatomy of an AI-Ready Data Foundation



### DWSD Teams Participate in Data Governance Framework Workshop

True decision-ready context requires additional layers of governance, explainability, and business intent so that staff and technology can trace how an output was generated and safely act.

### Oracle Integration Cloud (OIC) Modernization:

Successfully completed the migration from Oracle Integration Cloud (OIC) Generation 2 to Generation 3, expanding the production integration portfolio from **56 to 141 active integrations**. The modernization improved platform scalability, performance, reliability, and enterprise connectivity while positioning DWSD for future growth.

### Operational Performance:

Integration metrics continue to demonstrate improved runtime stability, increased successful transaction processing, and reduced error and aborted transaction rates.

### Future Readiness:

The ongoing **Oracle Database 26ai** modernization initiative will strengthen disaster recovery (DR) capabilities and enable advanced analytics, AI-driven innovation, and long-term scalability.



# Customer Service

# Lifeline Plan – Protected From Shut Off

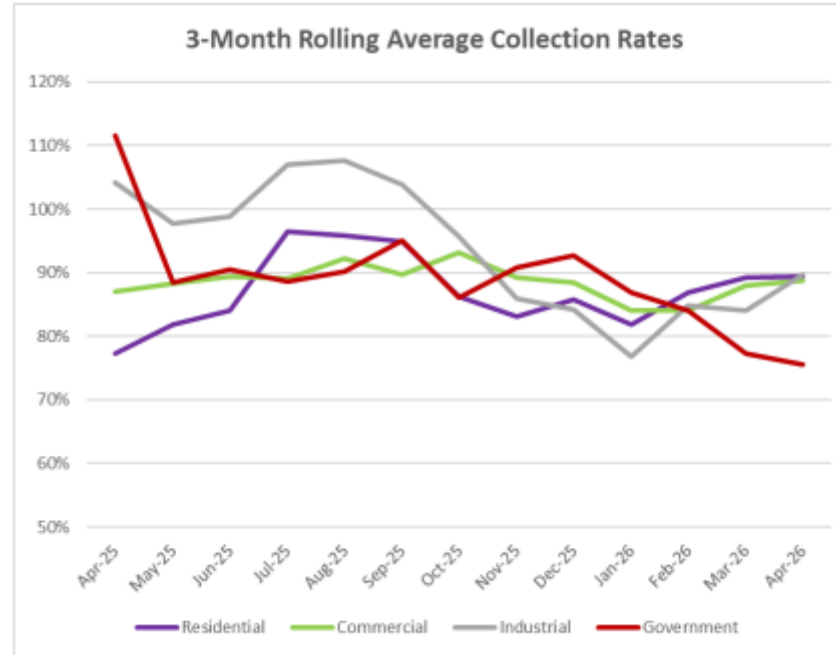
| <b>Protected From Shut Off</b>               | <b>Total</b>  |
|----------------------------------------------|---------------|
| <b>Receiving Lifeline Plan benefit</b>       | <b>4,710*</b> |
| <b>Enrolled in EasyPay Plan</b>              | <b>56,971</b> |
| <b>Total Number of Households Protected*</b> | <b>61,681</b> |

\*Lifeline benefits ended on September 30, 2025. The program restarted in November 2026 as Lifeline H2O utilizing a new income verification tool and currently available funding from the Great Lakes Water Authority (GLWA) WRAP allocation for Detroit.

\*Data from March 2026.

# Finance

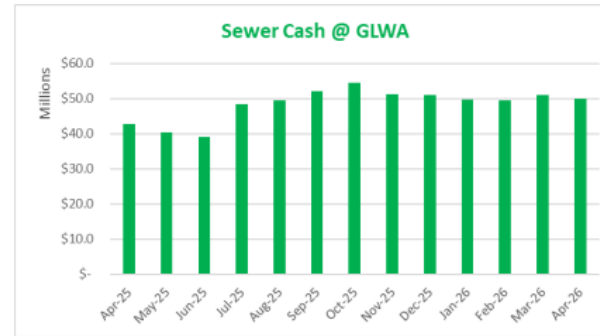
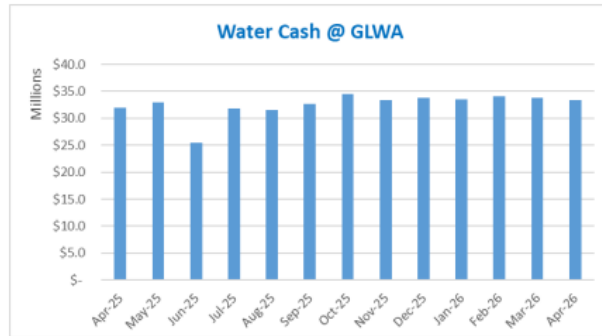
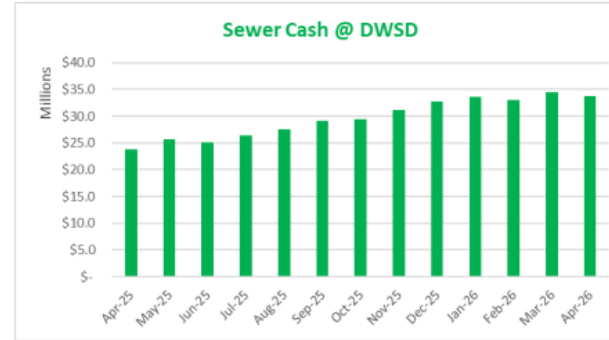
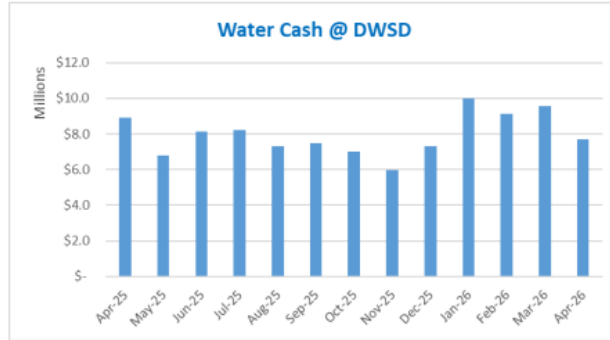
# Finance: Collection Rates



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



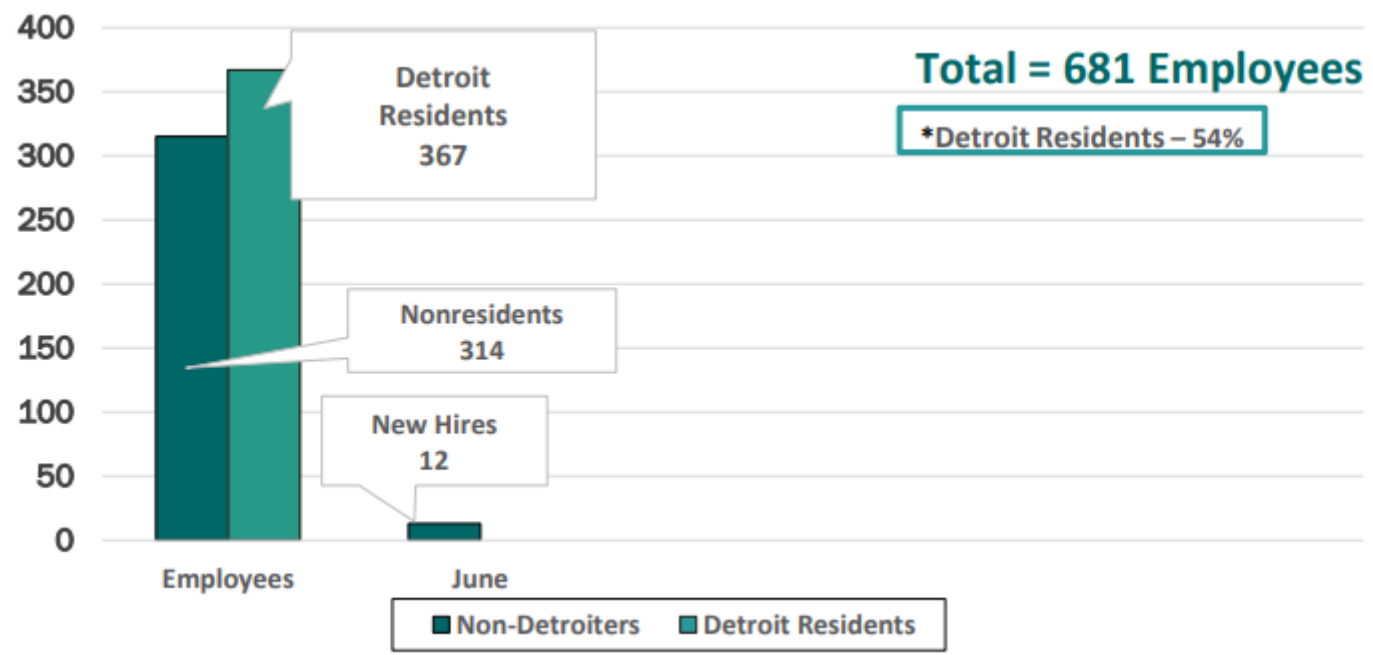
# Finance: Cash Balance



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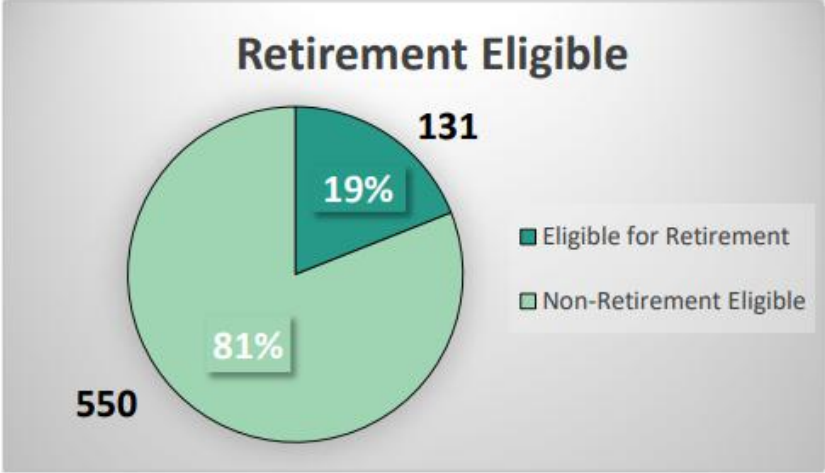
# Human Resources

# Human Resources: Detroit Residents and Hiring



# Human Resources: Retirement Eligible

With a current population of **681** employees, there are **131** DWSD employees eligible for retirement



| Retirement Criteria                | Total      |
|------------------------------------|------------|
| 30 YOS/Any Age (Legacy and Hybrid) | 54         |
| 25 YOS/55 years old (Legacy)       | 22         |
| 10 YOS/60 years old (Legacy)       | 48         |
| 10 YOS/62 years old (Hybrid)       | 3          |
| 8 YOS/65 years old (Legacy)        | 4          |
| <b>TOTAL</b>                       | <b>131</b> |

**LEGACY** = HIRED BEFORE 2014

**HYBRID** = HIRED AFTER JANUARY 1, 2014

- Eighteen percent (19%) of DWSD’s workforce is retirement eligible
- Succession plans have been developed for retirement eligible employees and those employees who have a skill that is critical to the business.



# Human Resources: Recruitment Efforts



| Date of Event | Type of Event         | Location          | Number of Candidates Seen | Number of Candidates Interviewed/Hired (List DWSD Division) |
|---------------|-----------------------|-------------------|---------------------------|-------------------------------------------------------------|
| 6/23/2026     | FST Interviewing Fair | 6425 Huber<br>CSF | 34                        | 16 offers<br>(12 put on waitlist)                           |
|               |                       |                   |                           |                                                             |
|               |                       |                   |                           |                                                             |
|               |                       |                   |                           |                                                             |