



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

December 4, 2024



**Water & Sewerage
Department**

Customer Service November 2024

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

November 2024

- Call volume driven by Service Line Material letter, Non-Payment enforcement, EasyPay and Lifeline.
- 56,461 calls and responded to 6,262 email inquiries
 - **62,723** total customer touchpoints
 - 2,851 contacts per day vs 1,400 forecasted
 - 147,281 contacts: Customer Service Calls, Email and Self Service
- Customer contact volume: **104%** over forecast per day
- **11%** of calls were answered within 2 minutes

November 2024

- Average Speed of Answer:
 - 9:42 (37% SL) on the emergency line
 - 24:11 (4% SL) non-emergency line
- Customer Satisfaction (CSAT) at **79%**, First Call Resolution (FCR) at **69%**.
- Customer Satisfaction exceeded goal for **15** straight months.
- Received 8,118 EasyPay calls in November



Water & Sewerage
Department

DWSD Key Results

Lifeline Affordability and EasyPay Programs

October 2024

2024 Lifeline – Protected From Shut Off

Protected From Shut Off	Total Households
Receiving Lifeline Benefit	13,834
EasyPay	14,973
Pending Eligibility by WM	8,113
Pending Re-Certification by WM	11,284
	48,204

EasyPay Results November 2024



- 14,973 Enrolled since rollout in August
 - 9,528 actively paying
- \$5.3M collected
- Promise Pay (vendor) secured to take over EasyPay and collect monthly payments Q2 2025





Water & Sewerage
Department

Planning Calendar Diversity, Opportunity & Inclusion

Presented by: Tiffany Jones – Diversity, Opportunity & Inclusion Director

November 2024



National Federation of the Blind: Detroit Chapter

- Federation made public comment to BOWC on June 18
- Formed subcommittee with all necessary groups
- Have had five meetings
 - July 10
 - August 8
 - August 14
 - October 16
 - November 21
- In-person appointments available at any time
- Written messages on invoices (Aug and Nov)
- Time extended on phone to input credit card info
- Large print bills will be available at the first of year
- Braille option still under research



**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





Water & Sewerage
Department

DWSD Key Results

November 2024

CALL CENTER DATA – November 2024

	June	July	August	September	October	November	Key Performance Indicator
Calls Received	50,892	57,739	55,490	62,794	65,337	56,461	29,400/mo or 1400 per day
Average Speed of Answer	16:15	21:57	17:53	22:57	23:55	19:15	2 Minutes
Email Interactions	6,761	7,329	7,804	7,239	8,062	6,262	
Average Speed of Response (Email)	5d 7h	7d 5h	8d 10h	10d 13h	10d 16h	10d 18h	24 Hours
Total Interactions	57,653	64,068	63,294	70,033	73,399	62,723	104% over forecast
Service Level	9%	21%	22%	13%	10%	11%	70%/120 seconds
Average Handle Time	8:35	9:39	9:24	9:23	10:35	10:36	8 Minutes
Average Talk Time	6:14	6:50	6:37	6:41	7:04	6:59	7 Minutes
Average Hold Time	6:12	6:32	6:34	6:35	6:50	6:27	3 Minutes
After Call Work	0:38	0:40	0:39	0:39	1:15	1:43	1 Minute
Abandoned Calls	14%	17%	14%	16%	16%	19%	< 5%
Avg. Staffing	39	52	51	45	45	44	6 in training
First Call Resolution	62%	64%	63%	72%	71%	69%	71%
Customer Satisfaction	76%	77%	74%	81%	81%	79%	72%

→ 104% over forecast (Daily)



2024 Lifeline Enrollment Dashboard

November 2024

Performance Metric		%
Applied for Lifeline		
Receiving Lifeline Benefit		
Enrolled Tier 1* \$18	12,024	87%
Enrolled Tier 2* \$43	576	4%
Enrolled Tier 3* \$56	1,234	9%
Plumbing Audits	1,476	6%



Benefit Received by Tier – *November 2024 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$54.29	\$1,607
Enrolled in Tier 2	\$43	\$31.58	\$1,433
Enrolled in Tier 3	\$56	\$20.97	\$1,782
<i>Average</i>		<i>\$49.85</i>	<i>\$1,617</i>

Lifeline Tier Groups: Enrollments and Usage Based on Household Size

November 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	5.35 ccf	91%
Group B	5-6	6,750 or 9ccf	8.59 ccf	7.3%
Group C	7-8	9,000 or 12ccf	9.8 ccf	1.5%
Group D	9-10	11,250 or 15ccf	11.0 ccf	.2%
Group E	11-12+	13,500 or 18ccf	8.16 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

Planning Calendar

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

Updated: 1/2024





**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

