



Customer Service November 2025

Presented by:

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November 2025

- 36,498 calls and responded to 4,796 email inquiries
 - 41,294 total customer touchpoints
 - 2,949 contacts per day vs 1,400 budgeted
 - 101,615 contacts: Customer Service Calls, Email and Self-Service Interactions
- Customer contact volume: 110% over forecast per day



November 2025

- Average Speed of Answer: 10:52
 - 4:55 on the emergency line
 - 12:41 non-emergency line
- Customer Satisfaction (CSAT) at 83%, First Call Resolution (FCR) at 72%.
- Customer Satisfaction exceeded goal for 27 straight months.
- First Call Resolution goal exceeded goal for 7 straight months



CALL CENTER DATA – November 2025

	June	July	August	September	October	November	Key Performance Indicator
Calls Received	55,817	52,295	43,392	51,805	52,517	36,498	29,400/mo or 1400 per day
Average Speed of Answer	19:09	23:16	11:12	11:47	8:36	10:52	15 Minutes
Email Interactions	6,801	7,033	6,607	6,776	7,193	4,796	
Average Speed of Response (Email)	13d 5h	12d 5h	8d 4h	4d 23h	5d 13h	7d 15h	
Total Interactions	62,618	59,328	49,999	58,581	59,710	41,294	85% over forecast
Average Handle Time	10:53	10:40	10:45	10:47	10:36	10:41	10 Minutes
Average Talk Time	7:02	6:57	7:01	6:58	6:55	6:53	7 Minutes
Average Hold Time	6:58	6:56	7:05	6:58	6:50	6:59	7 Minutes
After Call Work	1:53	1:50	1:52	1:55	1:58	2:00	2 Minute
Abandoned Calls	6%	8%	4.33%	4.66%	4.03%	3.75%	< 5%
Avg. Staffing	58	58	58	56	54	53	
First Call Resolution	72%	72%	72%	73%	73%	72%	71%
Customer Satisfaction	82%	81%	82%	83%	83%	83%	72%



2025 EasyPay – Going Strong for 16 Months

67% Success Rate

28,683 Accounts are Current and Settled

EasyPay	Total Households	Results
		Arrearage Installment Payments Received:
EasyPay	42,639	\$15.4M

25,236 accounts are current and 3,447 have completed their agreement







Lifeline H₂O by the Numbers





167

147

Denied





Lifeline H₂O is Now Live!

- The Lifeline H₂O website and application are now live, and we are accepting applications.
- Detroit residents can apply online or by phone through the Lifeline H2O Application Hotline.
- Designed for ease and accessibility mobile-friendly and bilingual support available.







Customer Notice

- A flyer has been mailed to 8,000 customers previously enrolled in Lifeline
- Introduces the new Lifeline H2O program
- Includes: program overview, \$34 bill amount, eligibility requirements, QR code/website for application, and the H20 Hotline

NOTICE TO LIFELINE PLAN HOUSEHOLD:

INTRODUCING LIFELINE H,O



The Lifeline Plan has transitioned to the DWSD Lifeline H₂O, which offers a single affordable all-in bill amount of \$34 per month* for eligible households.

*Up to 6 CCF (4,500 gallons) of water usage per month and includes the monthly drainage charge. If your household uses more water in any month, you will be billed at regular DWSD rates.

WHY THE **CHANGE?**

The plan has been updated to enroll the most households possible based on currently available funding.

The Detroit Water & Sewerage Department (DWSD) Lifeline Plan requires an income-eligible household to apply to determine if you qualify for Lifeline H.O.

HOW TO APPLY AND ENROLL

Eligibility Requirements:

- · Household income is at or below 200% of the federal poverty level (FPL)
- A current DWSD account holder
- Water meter is installed and functioning
- Your account is registered in the DWSD Customer Self-Service Portal
- No past-due balance

You'll Need:

- Proof of household income or enrollment verification from FAP. MEAP, SNAP, or an eligible public benefit program
- DWSD Account Number

Submit Application

Go to lifeline.detroitmi.gov or scan the QR code below:







313-435-2055





Easy Ways to Apply

Online



Visit lifeline.detroitmi.gov or scan the QR Code:



- Upload required documents securely
- Receive confirmation on-screen

Lifeline Application Hotline



313-435-2055

- Staff assist customers step-by-step
- Ideal for residents with limited internet access

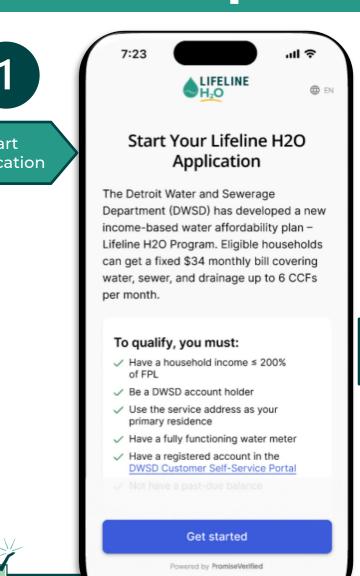




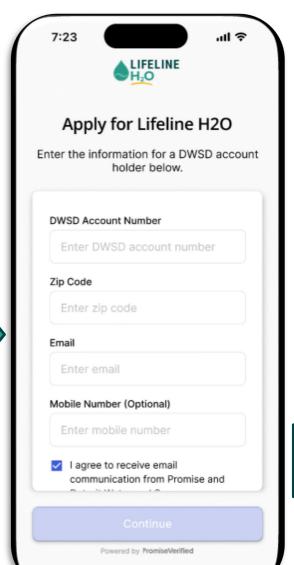
Five Simple Steps to Apply

Start Application

Water & Sewera Department

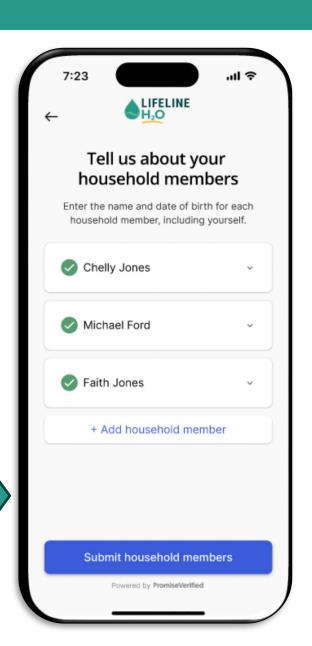


Enter Account # & Contact Info



3

Add Household & Income Info

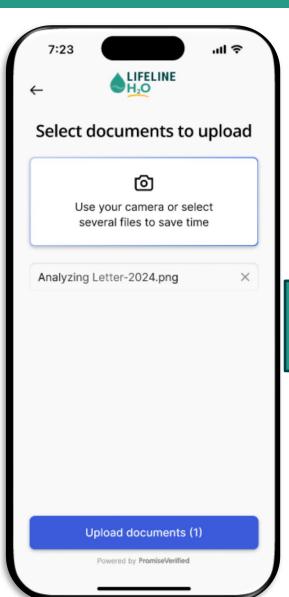




Five Simple Steps to Apply

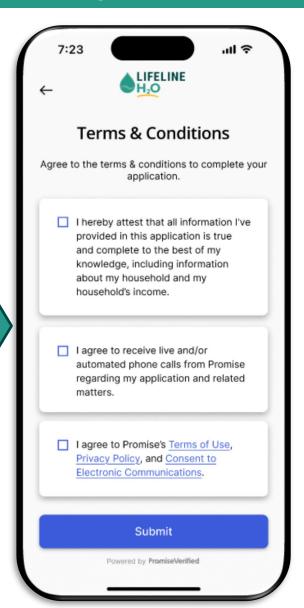


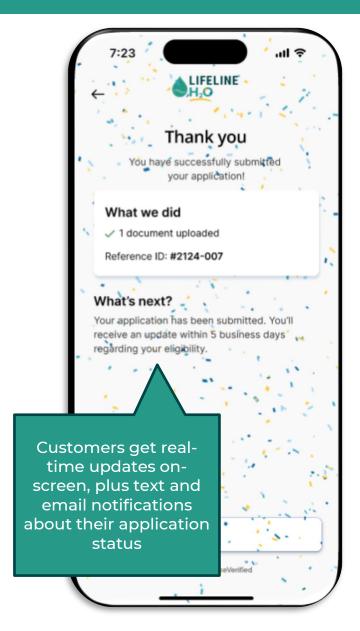
Upload Documents





Agree to Terms & Submit







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





THANK YOU!

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

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