



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

March 5, 2025



**Water & Sewerage
Department**

Customer Service February 2025

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

February 2025

- 44,203 calls and responded to 5,702 email inquiries
 - **49,905** total customer touchpoints
 - 2,935 contacts per day vs 1,400 forecasted
 - 122,985 contacts: Customer Service Calls, Email and Self Service
- Customer contact volume: **110%** over forecast per day
- 19% of calls were answered within 2 minutes
- 1,400 Calls received for SW 54WMB in first 7 days

February 2025

- Average Speed of Answer:
 - 7:52 (32% SL) on the emergency line
 - 20:23 (14% SL) non-emergency line
- Customer Satisfaction (CSAT) at **80%**, First Call Resolution (FCR) at **69%**.
- Customer Satisfaction exceeded goal for **18** straight months.
- Received 5,846 EasyPay calls in February

CALL CENTER DATA – February 2025

	September	October	November	December	January	February	Key Performance Indicator
Calls Received	62,794	65,337	56,461	47,182	55,543	44,203	<i>29,400/mo or 1400 per day</i>
Average Speed of Answer	22:57	23:55	19:15	16:57	20:16	29:02	2 Minutes
Email Interactions	7,239	8,062	6,262	6,787	7,222	5,702	
Average Speed of Response (Email)	10d 13h	10d 16h	10d 18h	10d 12h	3d 15h	4d 19h	24 Hours
Total Interactions	70,033	73,399	62,723	53,969	62,765	49,905	<i>111% over forecast</i>
Service Level	13%	10%	11%	21%	23%	19%	70%/120 seconds
Average Handle Time	9:23	10:35	10:36	10:40	10:51	11:21	8 Minutes
Average Talk Time	6:41	7:04	6:59	7:02	6:43	6:57	7 Minutes
Average Hold Time	6:35	6:50	6:27	6:47	6:17	6:44	3 Minutes
After Call Work	0:39	1:15	1:43	1:42	2:06	2:06	1 Minute
Abandoned Calls	16%	16%	19%	16%	13%	17%	< 5%
Avg. Staffing	45	45	44	43	39	36	
First Call Resolution	72%	71%	69%	67%	72%	69%	71%
Customer Satisfaction	81%	81%	79%	79%	82%	80%	72%





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Planning Calendar: Lifeline

Presented by: Matthew Phillips

February 2025

2025 Lifeline and EasyPay

Lifeline and EasyPay	Total Households
Receiving Lifeline Benefit	12,604
EasyPay	20,380
LL Recertification Approved	6,260
LL Pending Re-Certification by WM	410
LL Pending Eligibility by WM	5,807

\$13.1M



**Water & Sewerage
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THANK YOU!

Matthew Phillips

Detroit Water & Sewerage Department

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

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DWSD Key Results

February 2024

2024 Lifeline Enrollment Dashboard

February 2025

Performance Metric		%
Applied for Lifeline		
Receiving Lifeline Benefit		
Enrolled Tier 1* \$18	10,921	87%
Enrolled Tier 2* \$43	520	4%
Enrolled Tier 3* \$56	1,163	9%
Plumbing Audits	1,476	6%



Benefit Received by Tier – February 2025 Billing Cycle

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$54.56	\$1,313
Enrolled in Tier 2	\$43	\$30.51	\$1,120
Enrolled in Tier 3	\$56	\$20.57	\$1,509
<i>Average</i>		<i>\$50.37</i>	<i>\$1,323</i>

Lifeline Tier Groups: Enrollments and Usage Based on Household Size

February 2025 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	5.5 ccf	92.4%
Group B	5-6	6,750 or 9ccf	9.4 ccf	6.2%
Group C	7-8	9,000 or 12ccf	9.1 ccf	1.1%
Group D	9-10	11,250 or 15ccf	9.4 ccf	.2%
Group E	11-12+	13,500 or 18ccf	10.5 ccf	.1%

- 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



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THANK YOU!

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