



**Water & Sewerage  
Department**

# DIRECTOR'S REPORT

September 21, 2022



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# DIRECTOR GARY BROWN'S MESSAGE TO THE BOARD

The Detroit Water and Sewerage Department (DWSD) and Wayne Metropolitan Community Action Agency have hosted seven Lifeline Plan Enrollment Fairs and have three more to go to reach our initial goal. DWSD has provided information on the new plan and how to enroll at more than 70 community events since July 1.

Wayne Metro is receiving more than 500 calls per day from Detroiters who want to apply for the Lifeline Plan. More than 10,000 households have applied for Detroit's new income-based water affordability plan as of September 12.

- **10,165 households:** Total number of income-eligible households who have applied since July 1
- **4,224 households:** Completed enrollment and will receive their first bill in September reflecting the income-based plan
- **84% of households:** Percentage of households enrolled at Tier 1 for a monthly \$18 total bill
- **5% of households:** Percentage of households enrolled at Tier 2 for a monthly \$43 total bill
- **11% of households:** Percentage of households enrolled at Tier 3 for a monthly \$56 total bill

### Upcoming Lifeline Plan Enrollment Fairs:

District 5 – Thursday, September 22 at 3 p.m. – 7 p.m.  
Sacred Heart Activities Building, 3451 Rivard, Detroit, MI 48207

District 1 – Thursday, September 29 at 3 p.m. – 7 p.m.  
Christ Fellowship of Love Church, 22400 Grand River, Detroit, MI 48219





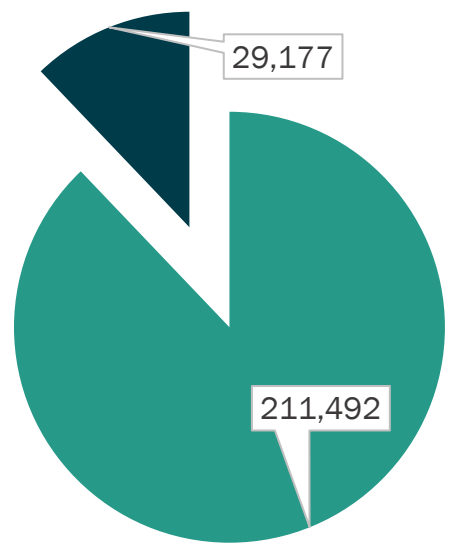
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# Customer Service

# CUSTOMER SERVICE: Number of Active Accounts

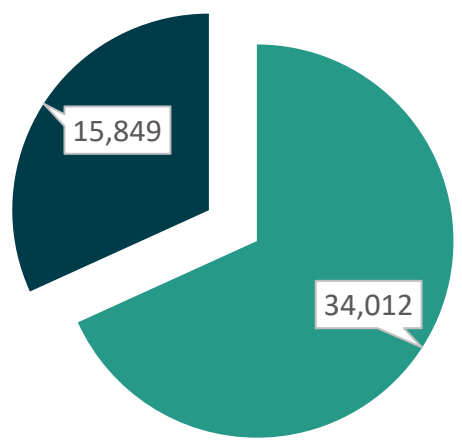


### Active Residential Accounts



■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

### Active Non-Residential Accounts



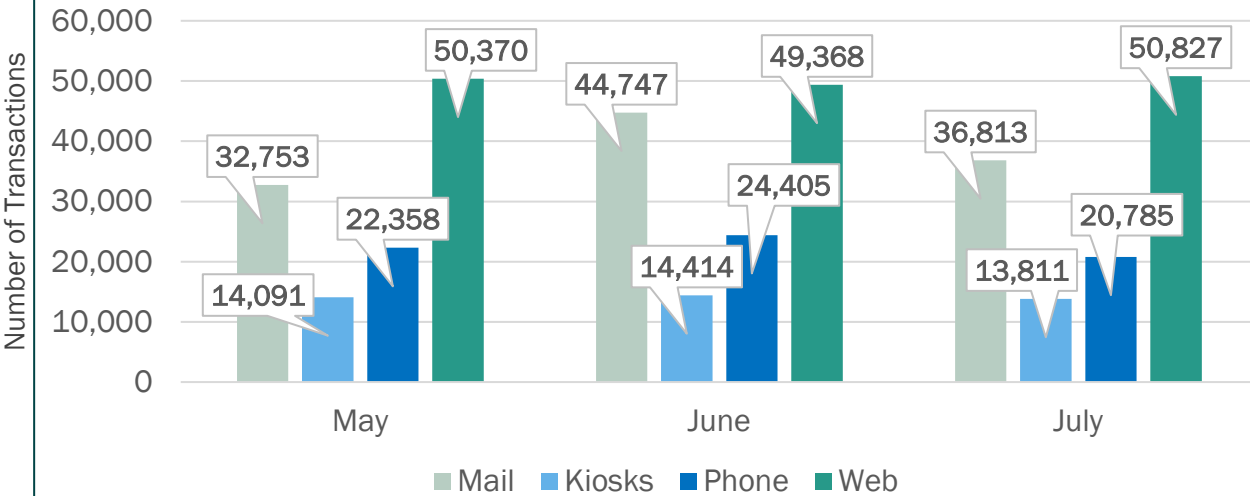
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

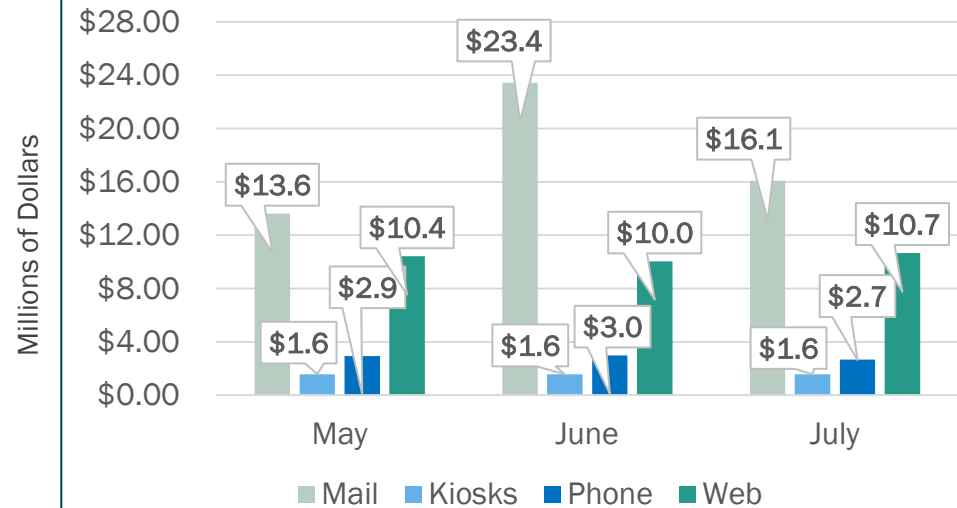
# CUSTOMER SERVICE: Transactions



## Payment Transactions by Platform Type



## Revenue Collected by Platform Type



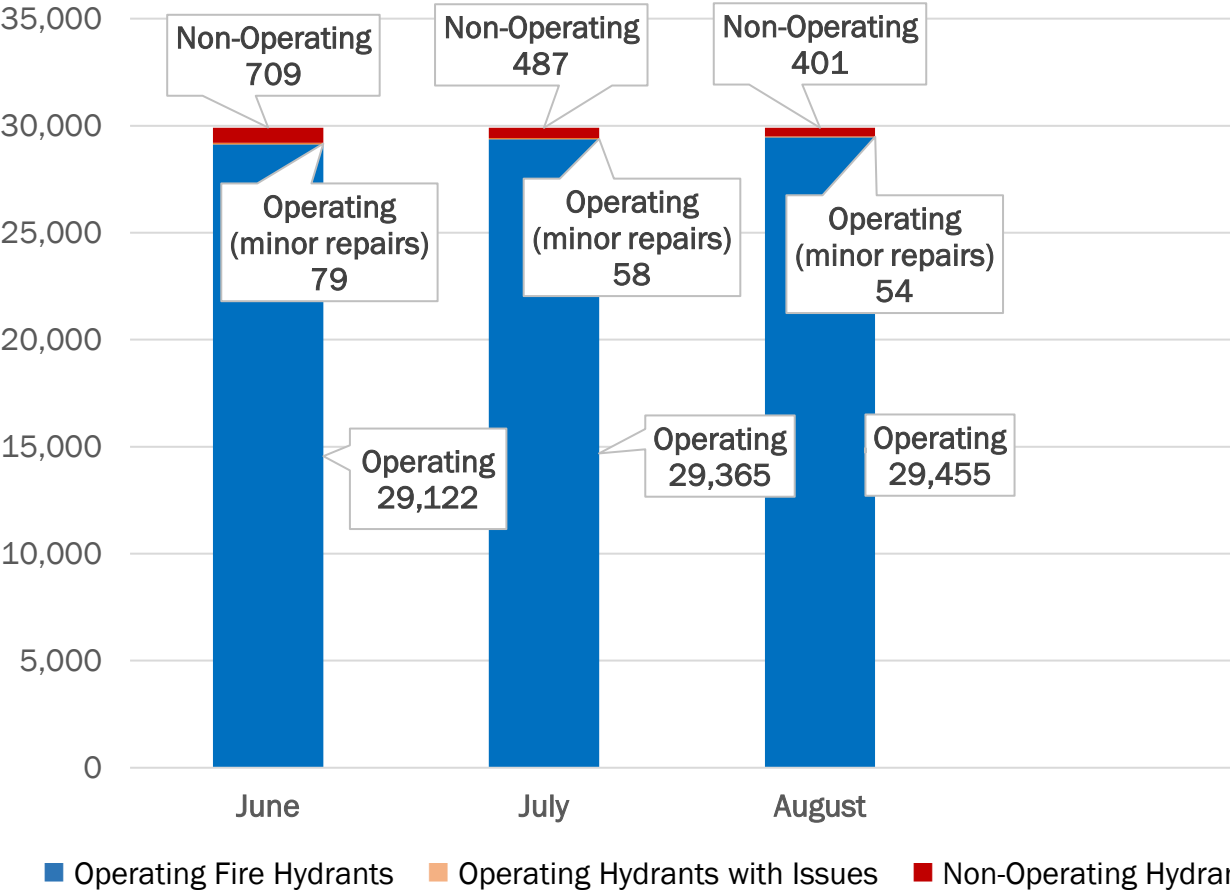
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including the launch of enhanced services on the Customer Web Portal at [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill) and contact via email at [mydwsd@detroitmi.gov](mailto:mydwsd@detroitmi.gov). DWSD is also communicating all the convenient, safe ways to pay and how customers can access their account(s).



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# Field Services

# FIELD SERVICES: Fire Hydrant Maintenance

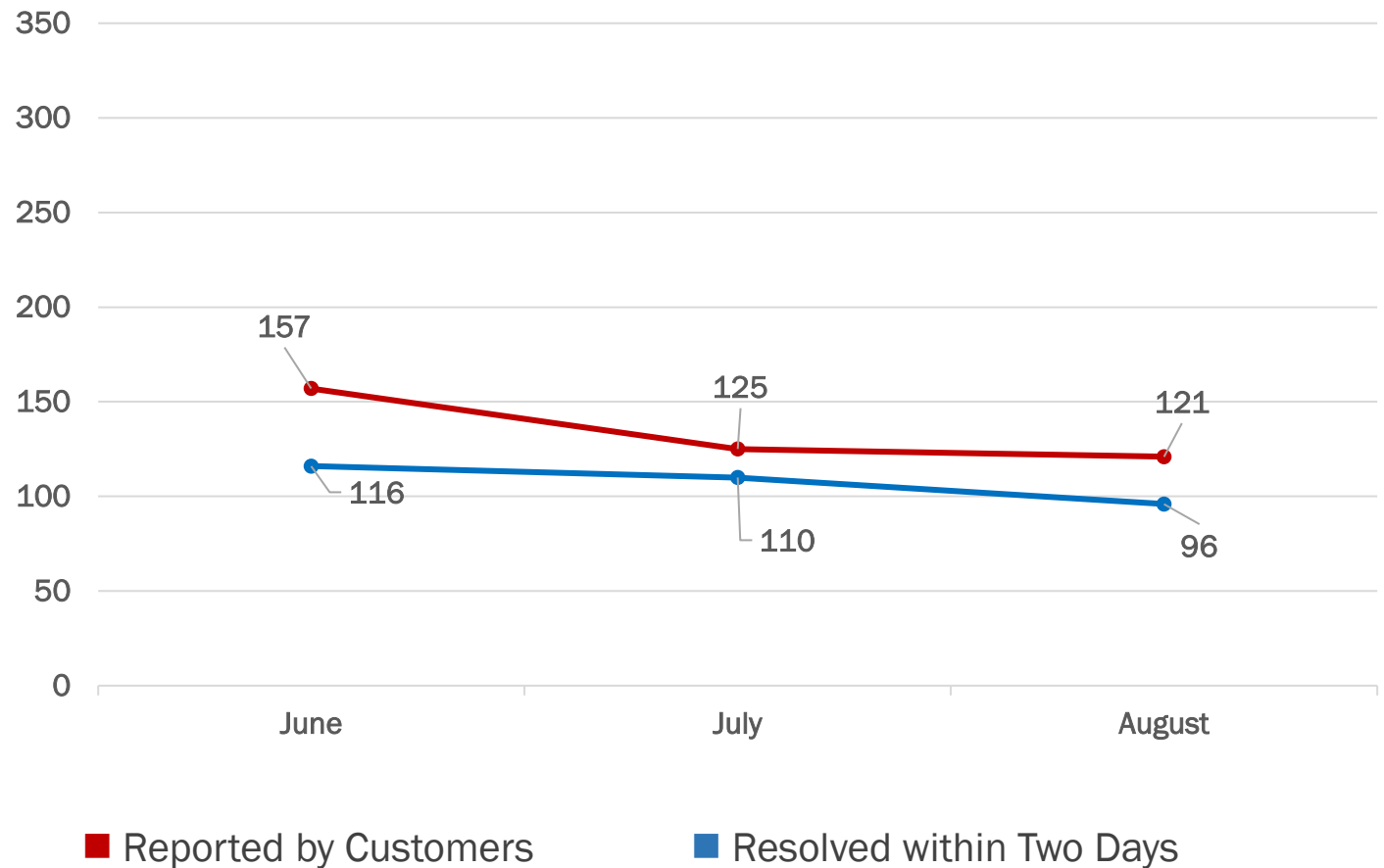


DWSD prioritizes fire hydrant maintenance as a key component of providing essential and exceptional service delivery led by the Maintenance & Repair Service Line in our Operations Group. During the Fall season, Detroit Fire Department staff conduct inspections and share the data through a dashboard with DWSD if hydrants need to be repaired or replaced. The community can report hydrant issues via the Improve Detroit mobile app.



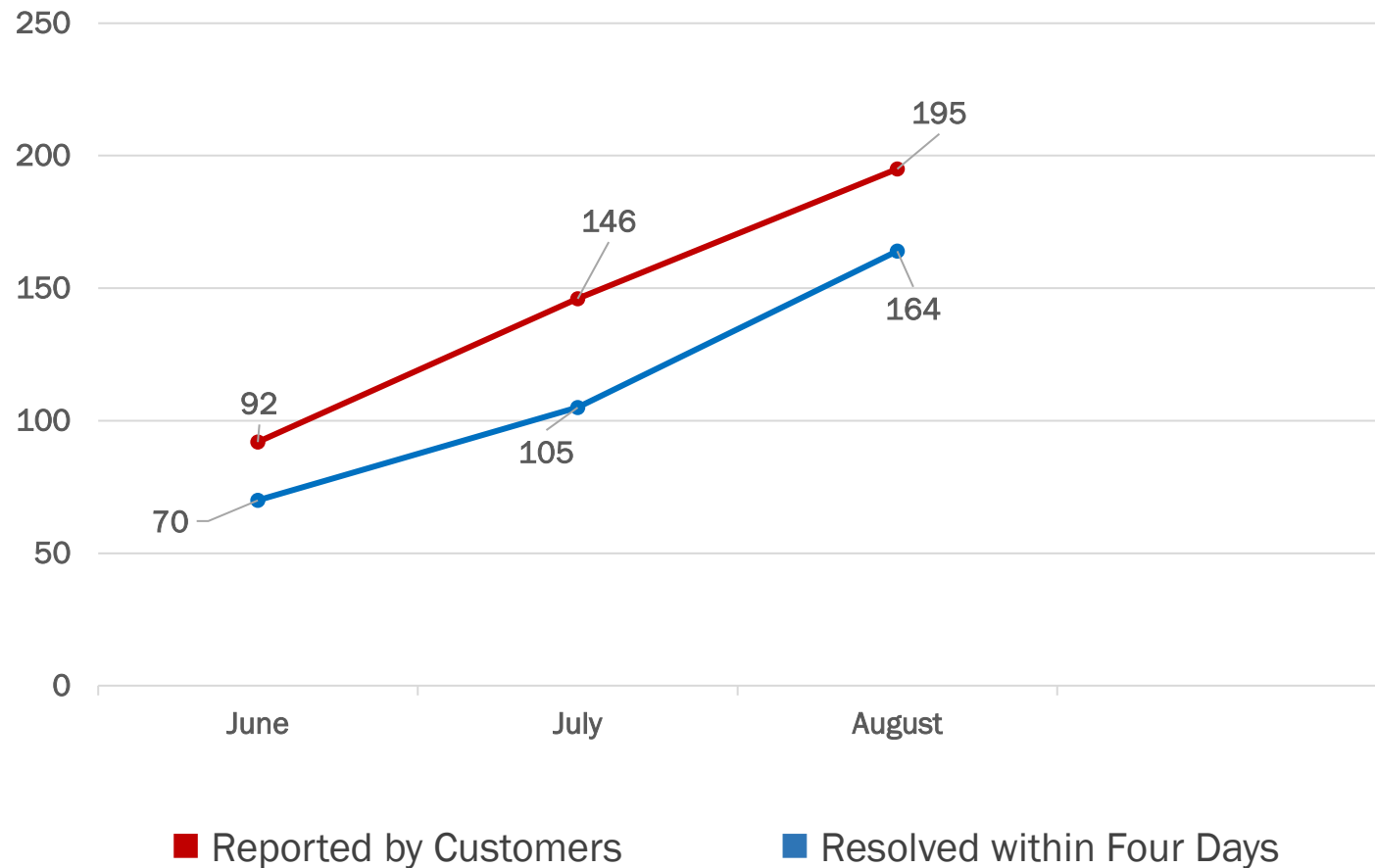


# FIELD SERVICES: Running Water



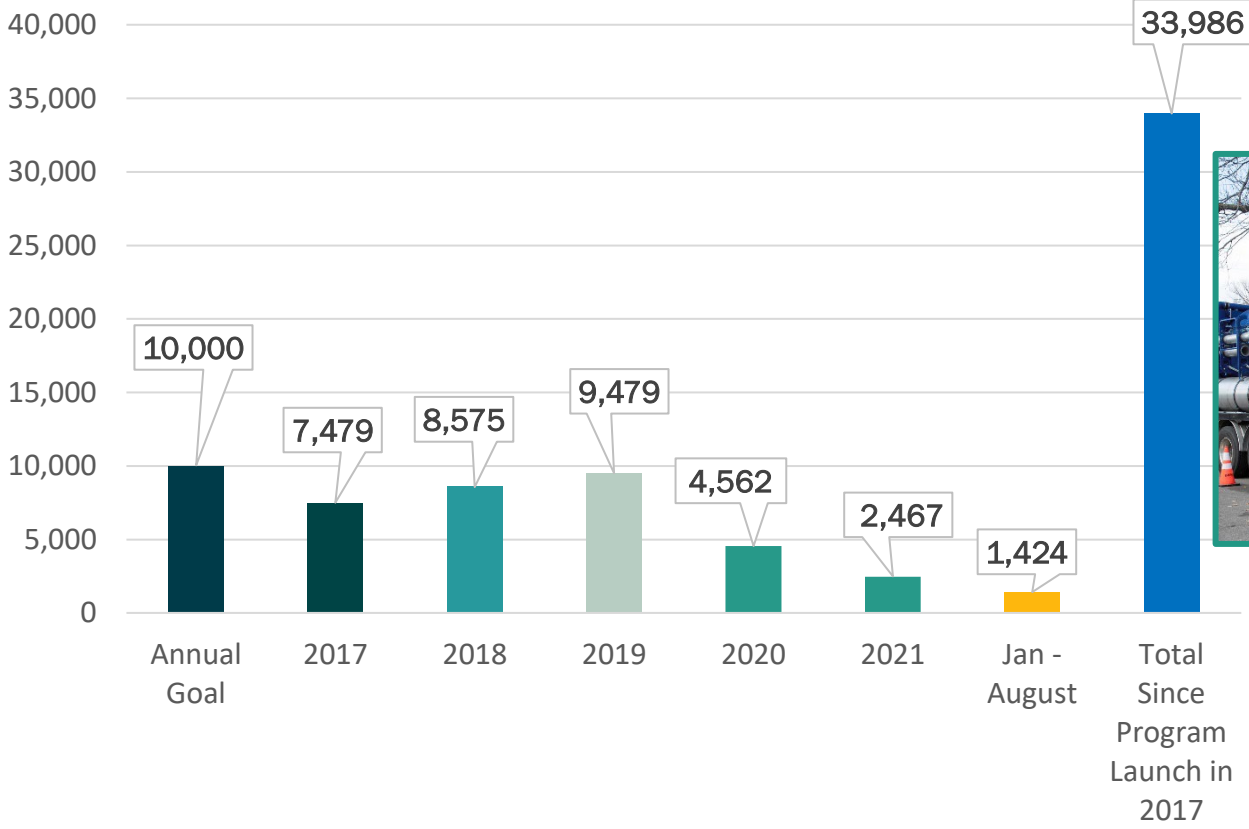
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

# FIELD SERVICES: Water Main Breaks



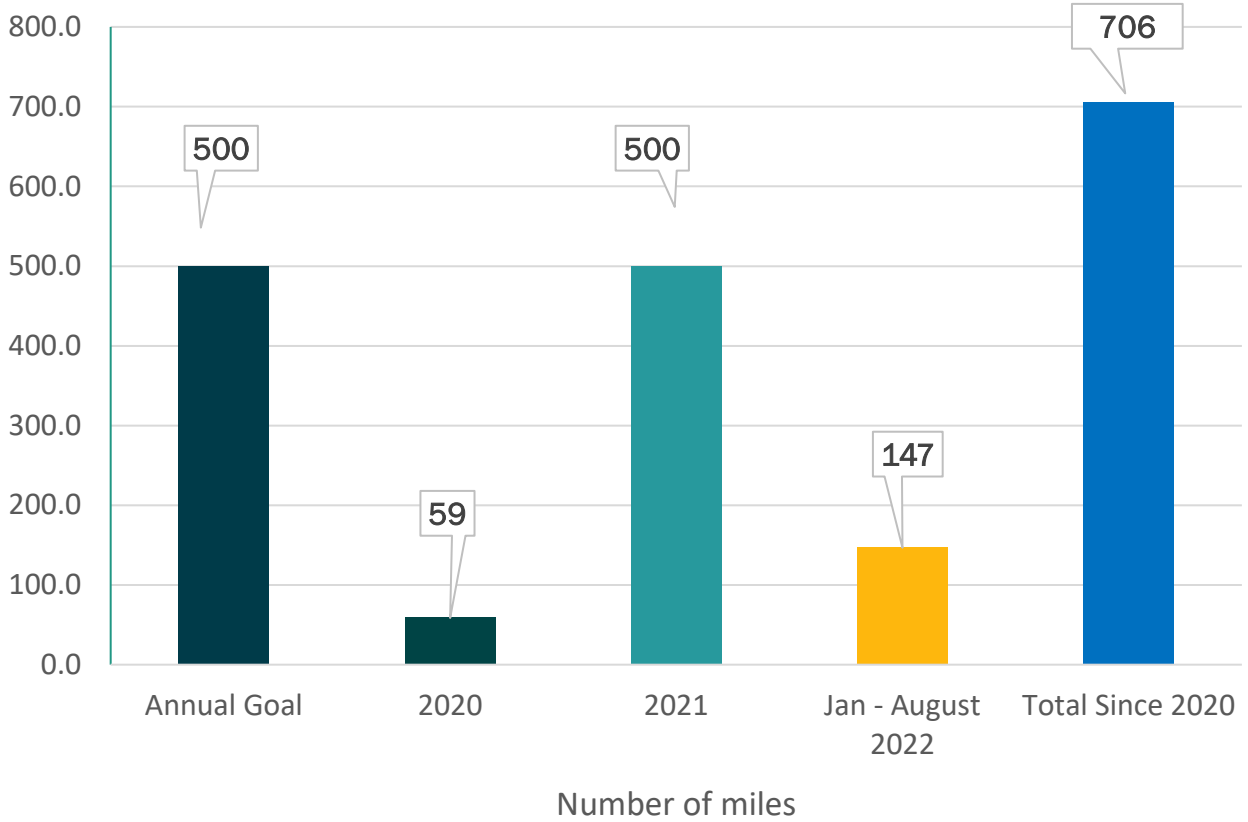
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected and water service outage, to determine priority.

# FIELD SERVICES: Catch Basin Inspection & Cleaning



DWSD Operations prioritizes catch basin cleaning based on the level of severity and street flooding.

# FIELD SERVICES: Sewer Cleaning



DWSD is expanding sewer cleaning for preventative maintenance to help reduce street flooding and basement backups. Crews cleaned 499.5 miles of city sewer pipe in calendar year 2021 compared with 59 miles in calendar year 2020.



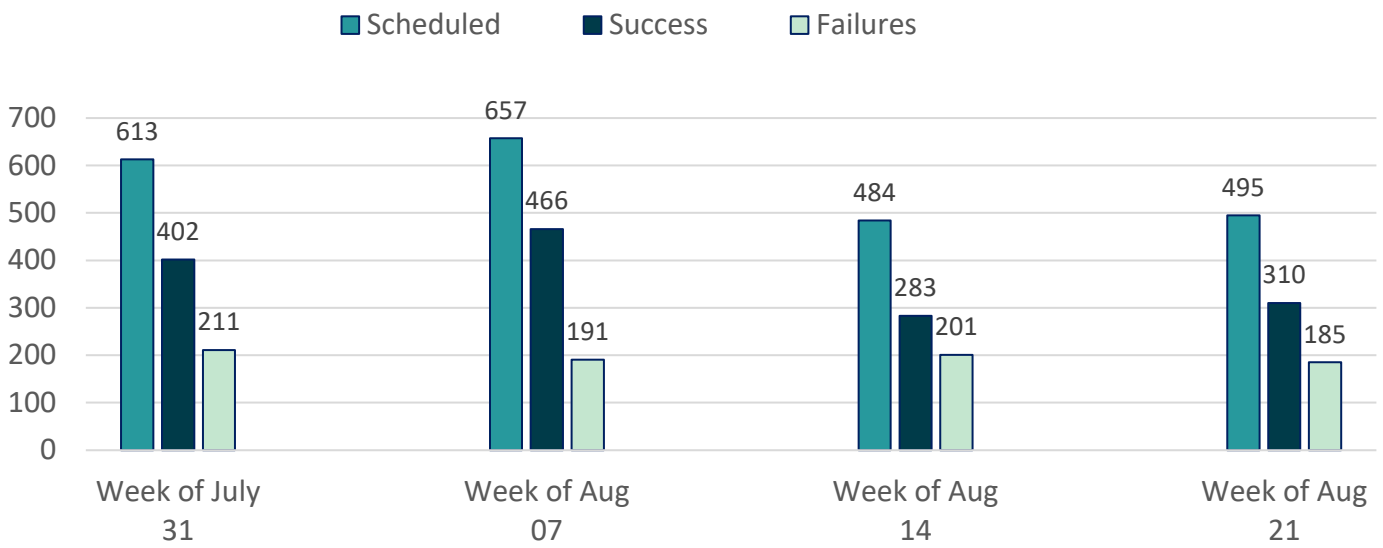
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# Meter Operations

# METER OPERATIONS: Scheduled Meter Work



## Scheduled Work

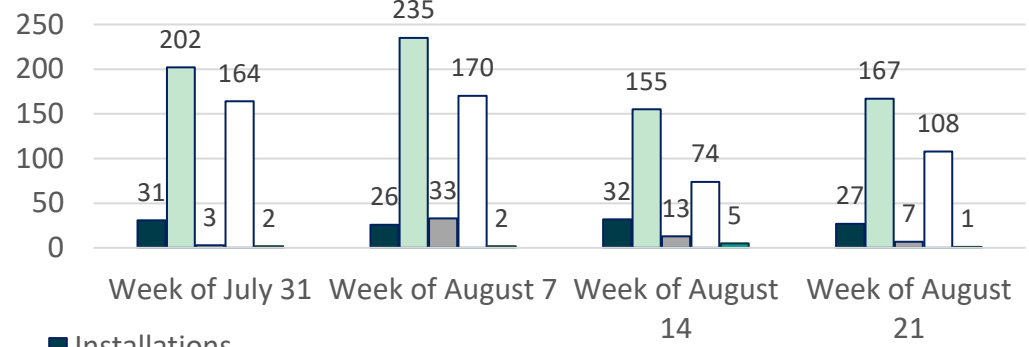


Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation and emergency repairs.

# METER OPERATIONS: Scheduled Meter Work

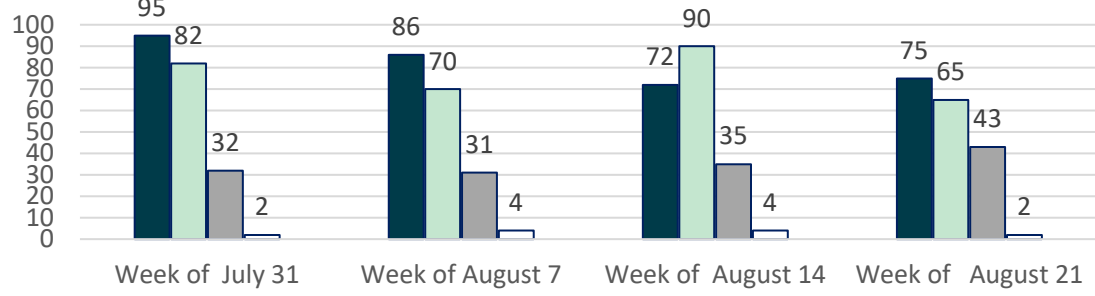


### Success Details



- Installations
- Exchanges
- Removals
- Investigation
- Emergency

### Failure Details



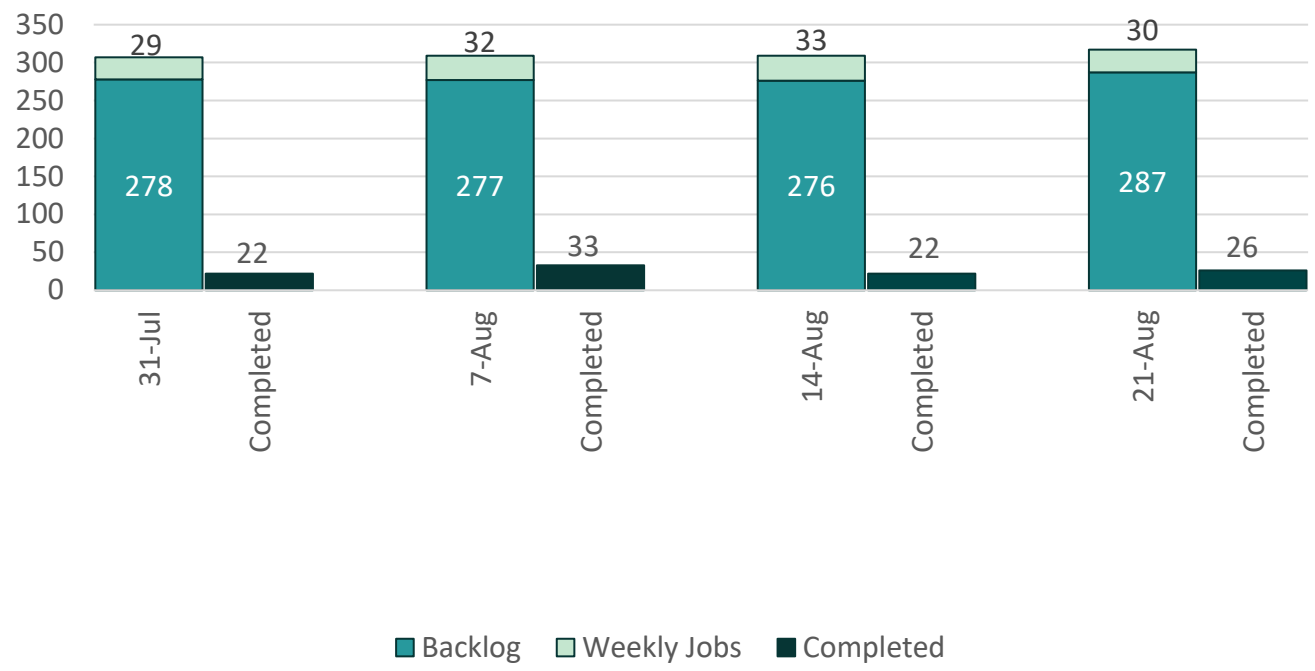
- No Access
- Plumbing
- Stop Box
- Health/Unsanitary

Scheduled work by the Meter Operations team includes meter installations, exchanges, removals, investigation and emergency repairs.

# METER OPERATIONS: Real Estate Reads



Real Estate Read



Customers are notified that a real estate closing read may take up to 30 days to be completed.





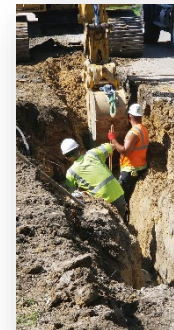
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# Capital Improvement Program

# Capital Improvement Program: Application Availability

	Water Main Assessed*	Water Main Replaced	Lead Service Line Replacement	Sewer Assessed*	Sewer Replaced or Lined
Total CIP 2002-2018	N/A	236 miles	None	N/A	371 miles
CIP since FY2018-2019 which has been accelerated due to GLWA lease payment	75 miles	67 miles	1,182 homes	295 miles	50 miles
January 2022 - June 2022 progress	In progress	9.28 miles	379 homes	N/A	2.34 miles

\*The data-driven condition assessment program for water and sewer systems was implemented by DWSD in 2018 as part of the re-design of the Capital Improvement Program.

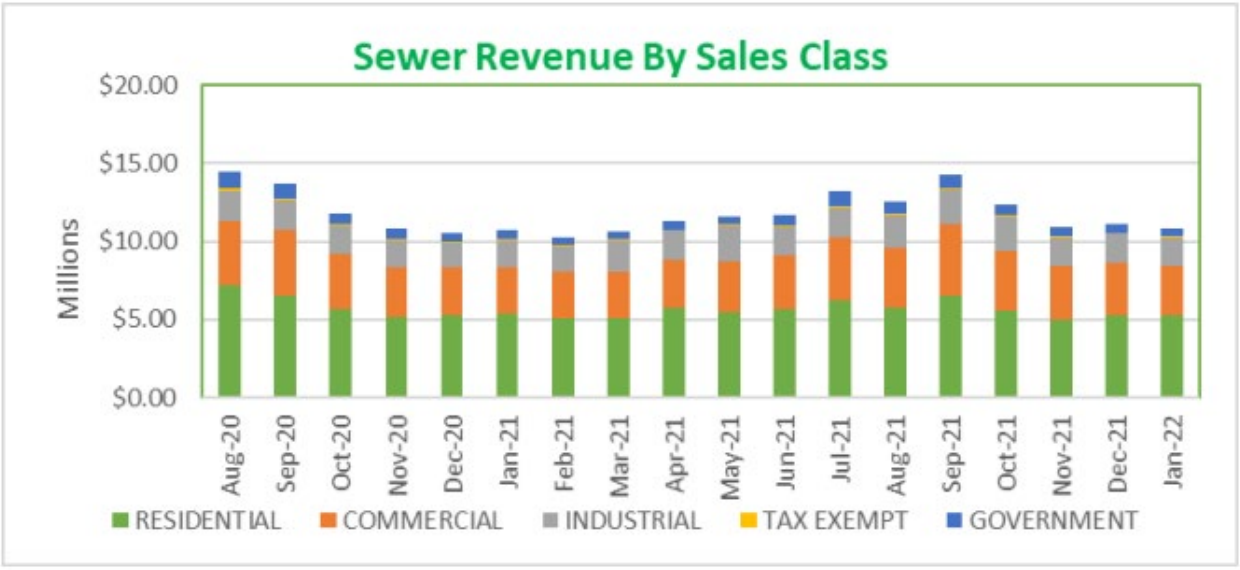
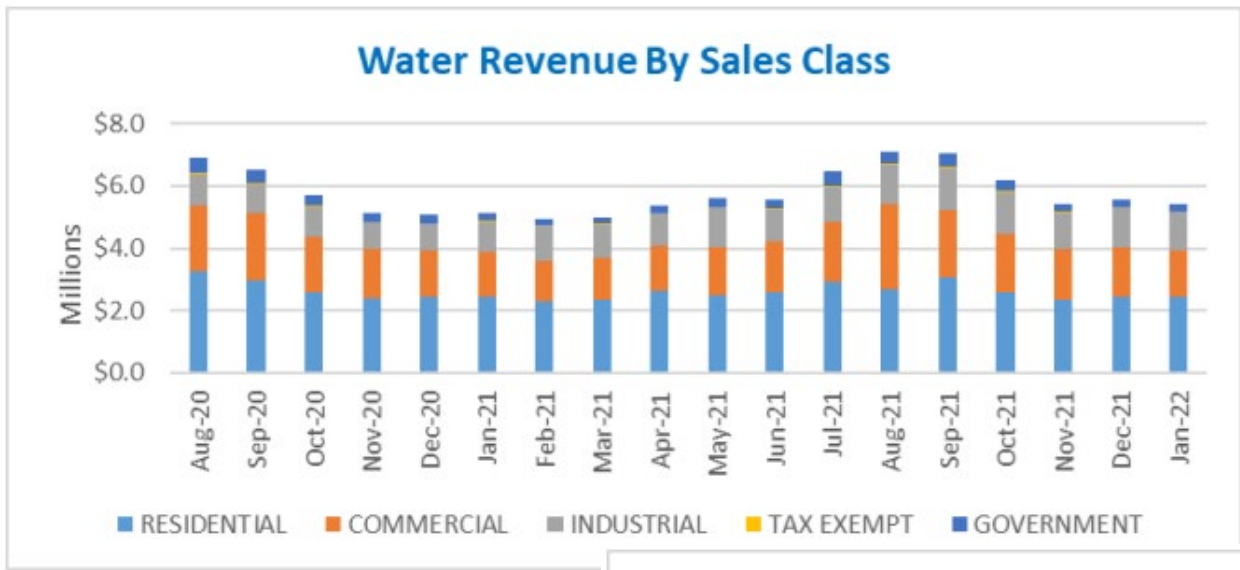




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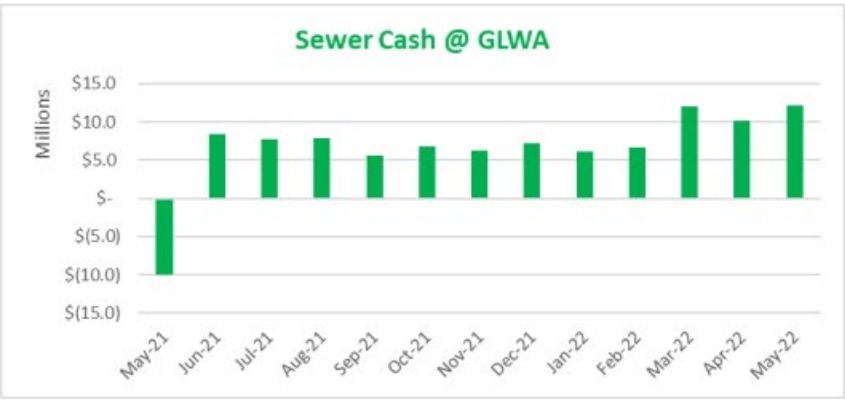
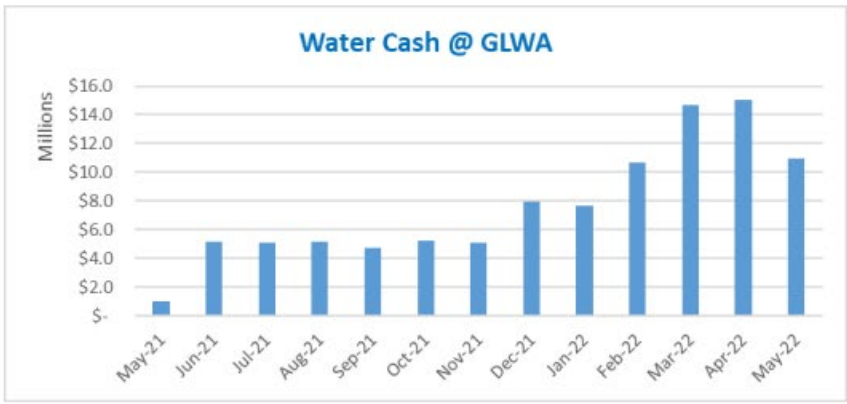
# Finance

# FINANCE: Revenue by Sales Class



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



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



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# Legal Services

# LEGAL: Claims, Hearings and Cases



**32**  
Cases handled by  
in-house staff

**20**  
Cases handled by  
outside counsel

**14**  
Collection cases  
currently in suit

**\$1.37M**  
Amount claimed in  
collection cases

**55**  
Pending Billing Disputes

**11**  
Disputes Closed in  
August 2022

**\$7,972.44**  
Total Amount Disputed

**\$2,054.46**  
Total Credits to Customers

**1**  
Total Resolved Utilizing  
Leak Policy

**828**  
Property damage claims  
pending\*

**\$371,474.82**  
Amount claimed

**37**  
Claims closed  
In July 2022

**1**  
Claims approved

**\$3,780**  
Settlements offered

\*Claims unrelated to the 2021 rain events



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# Investigations



# INVESTIGATIONS: Results

**146**

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2022



Money Owed to DWSD identified by Investigators

**\$645,410**

Total since July 1, 2022

**\$49,060**

Back billed

**\$105,862**

Future owed in 12 months

**\$490,488**

Water loss



Revenue Identified Since Investigation Unit Began

**\$25,326,625**

Total since August 14, 2017

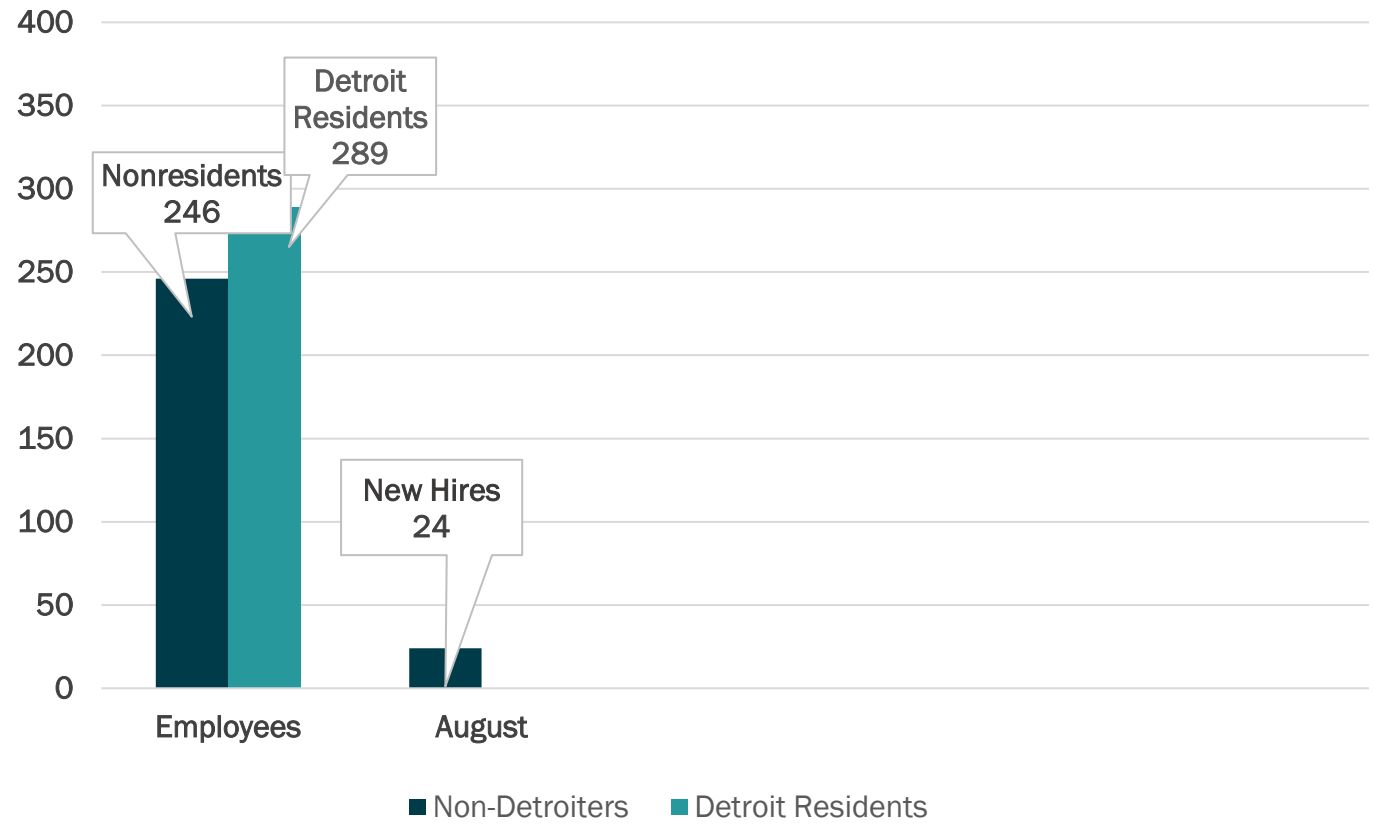
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$25 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's water main without a meter and/or permit. The unit works closely with the Finance/Collections and Legal Groups.



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# Human Resources

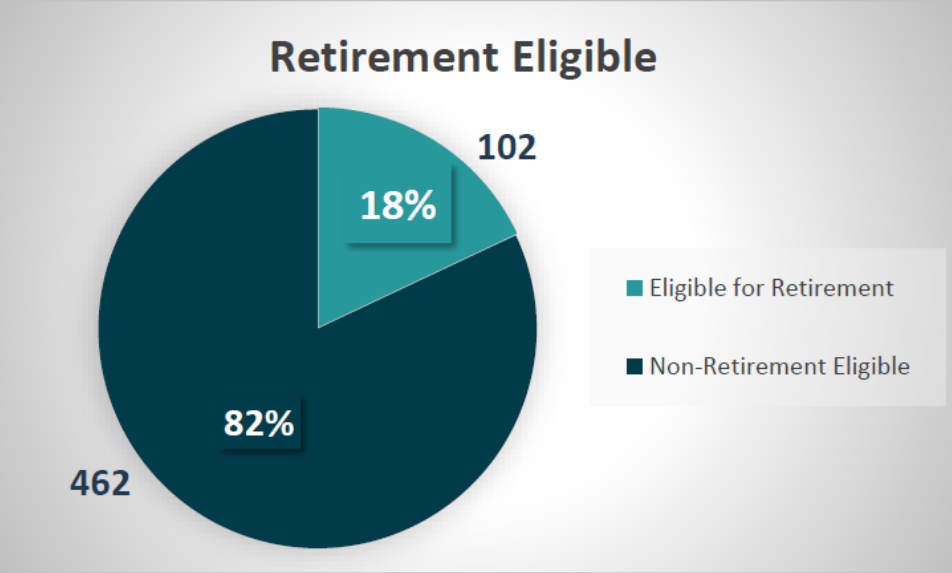
# HUMAN RESOURCES: Detroit Residents and Hiring



Total of 535 DWSD employees, 54% of which live in Detroit.\*

\*DWSD and the City of Detroit do not require residency to be employed, per Michigan law.

# HUMAN RESOURCES: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	52
10 YOS/60 years old (Legacy)	39
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	11
<b>TOTAL</b>	<b>102</b>

LEGACY = HIRED BEFORE 2014  
 HYBRID = HIRED AFTER JANUARY 1, 2014

With a current population of 526 employees, there are 102 DWSD employees eligible for retirement.



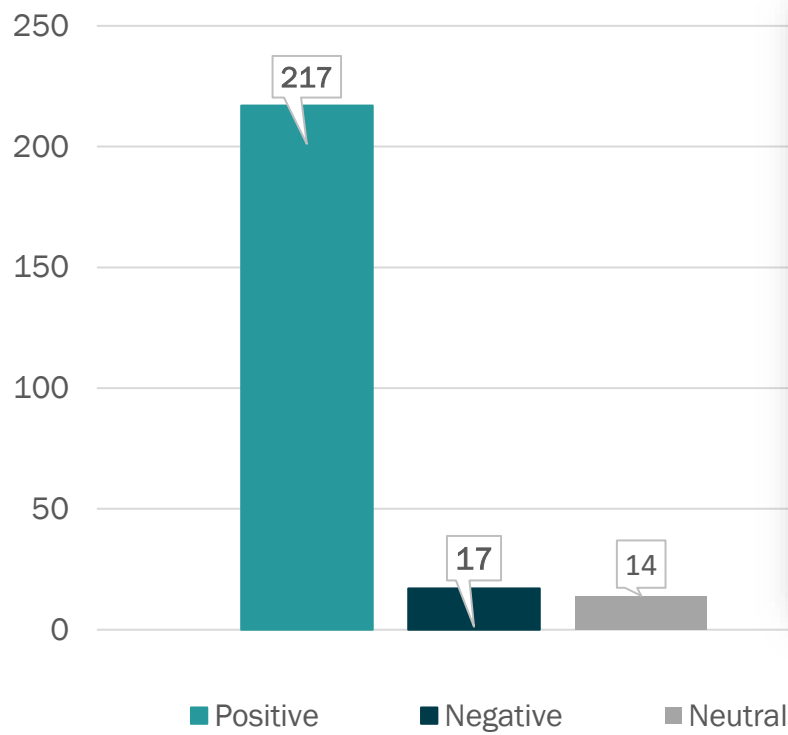
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# Public Affairs

# PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: August 1 – August 30, 2022



**Detroit Free Press**  
**Detroiters enrolled in city's water affordability program will see bills change this fall**



Residents sign-in to learn about the City of Detroit's Lifeline Plan, a water affordability program, at the Fellowship Chapel on August 4. Provided By The Detroit Water And Sewerage Department

**CISION**  
**City-wide DivDat Bill Pay Kiosks Available to Accept Detroit Basement Backup Protection Program Homeowner Deposit**  
*Residents can pay their deposit for the City of Detroit Basement Backup Protection Program with cash, personal or business check, or card at any DivDat kiosk*

In August, the DWSD Public Affairs team had a total of **248** media stories. One of the positive stories was an article published by the Detroit Free Press on the DWSD Lifeline Plan. The article highlighted that enrolled Detroiters will begin seeing their income-based bill in September. The other positive stories covered DivDat's addition of the Basement Backup Protection Program to their kiosks, allowing residents to pay their deposit at a DivDat kiosk. The neutral and negative stories focused on water main breaks across the city.

**PLEASE NOTE:** For this metric, each story/interview published or aired is counted.

# PUBLIC AFFAIRS: Social Media Activity



**56**  
New Facebook Followers

**9,035**  
Total Followers on Facebook

**9,622**  
Engagement on Facebook



**25**  
New Twitter Followers

**1,911**  
Total Followers on Twitter

**75**  
Engagement on Twitter



**7**  
New Instagram Followers

**1,794**  
Total Followers on Instagram

**8**  
Engagement on Instagram



The DWSD Public Affairs team gained 88 new followers on social media in August 2022, bringing the total number of followers to **12,740**. In addition to the metrics above, Facebook saw a total of **323,631** impressions and 3,246 link clicks for the month. The top performing Facebook post was on August 6, promoting the DWSD Lifeline Plan Enrollment Fair in District 3. The post received 241 engagements, including 44 shares.



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# Information Technology



# TECHNOLOGY: Top Ten Projects Scorecard

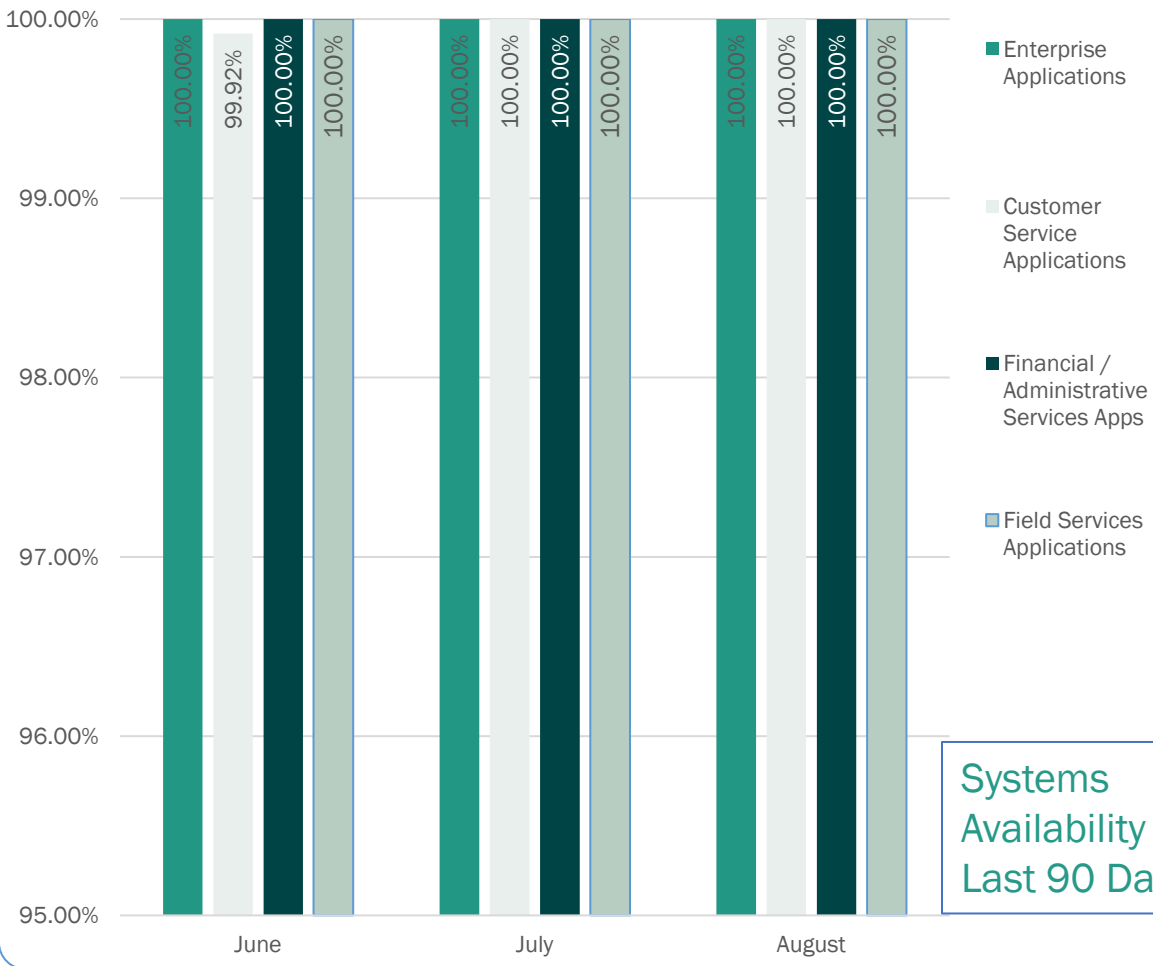


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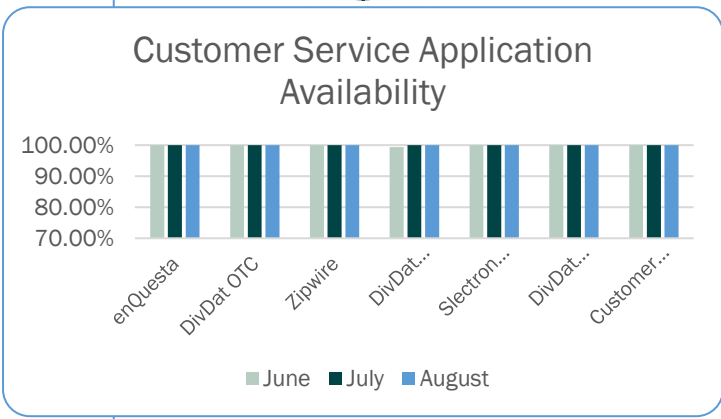
Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	J Payne	\$ 2,161,250	8/29/2022	EnQuesta v6 is live. IT is working with Business units as each is completing standard tasks and working go live issues as they are discovered.	Live
2	Operations: Basement Backflow Prevention Program	C Penozza	\$140,000	3/31/2022	Version 2 of the project is currently in development with Smartsheet.	Live
3	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,000,000	6/01/2022	Cityworks Integration is live.	Live
4	Operations (M&R, MTR OPS, Fleet)-2:Itron Meter Replacement	C Penozza	\$ 1,000,000	12/31/2023	Additional testing is progressing with iTron. Pilot has been postponed until October 2022 due to EnQuesta v6 Go Live and additional testing is ongoing.	Active Design
5	Administrative and Compliance: Major Event Handling	E Taiariol	TBD	TBD	Scoping activities are ongoing.	Active Scoping
6	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$150,000	TBD	New candidate has been hired in Customer Service for Work Force Management and additional changes to the call tree are being reviewed for development. Meetings have kickoff for the IVR rewrite to enhance service offerings.	Active Design
7	Administrative and Compliance-7: 800 MHz Radio Upgrade	R Burke	\$ 330,000	6/30/22	A new SPO has been issued and 30 Radios have been ordered. Awaiting delivery date form Motorola.	Procurement
8	Administrative and Compliance-6:Security Infrastructure Repair	G Burrell	\$ 350,000	6/30/2022	Working with Finance on planned CIP spend. Also working with the Vendor on spend true-up.	Active Design
9	Administrative and Compliance-7 Oracle Database Cluster Migration	G Burrell	\$0	11/1/2022	Initial round of migration shas completed. Multiple old databases are scheduled for shutdown at the end of September.	Active Implementation
10	Operations (Stormwater)-1:Billable Impervious Acreage Rate Analysis	E Taiariol	\$0	08/01/2022	New accounts have been entered into EnQuesta and billing has begun for August 2022	Live



# TECHNOLOGY: Application Availability



Systems Availability Last 90 Days



**100%**  
SYSTEMS AVAILABILITY  
99.9% = TARGET

August 2022 Cherwell Stats	Totals
Total Tickets	189
New Tickets Received	615
Total Tickets Resolved	615
Average Time to Resolve in Days	7
Total Tickets Resolved within SLA	566
Total Tickets Resolved not in SLA	49