



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

October 2, 2024



**Water & Sewerage
Department**

Customer Service September 2024

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

September 2024 a/o 9/24/2024

- Call volume driven by Non-Payment enforcement, EasyPay and Lifeline.
- 60,138 calls and responded to 7,032 email inquiries
 - 67,413 total customer touchpoints
 - 3,548 contacts per day vs 1,400 forecasted
 - 154,415 contacts: Customer Service Calls, Email and Self Service
- Customer contact volume: **153%** over forecast per day
- 14% of calls were answered within 2 minutes

September 2024 a/o 9/24/2024

- Average Speed of Answer:
 - 8:11 (27% SL) on the emergency line
 - 30:35 (1% SL) non-emergency line
- Customer Satisfaction (CSAT) at **81%**, First Call Resolution (FCR) at **72%**, both exceeding target.
- Customer Satisfaction exceeded goal for **13** straight months.



Water & Sewerage
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DWSD Key Results

Lifeline Affordability and EasyPay Programs

September 2024

2024 Lifeline – Protected From Shut Off – 48,168 a/o August 2024

Protected From Shut Off	Total Households
Receiving Lifeline Benefit	25,649
EasyPay	8,026*
10/30/50 Payment Plan Enrolled	2,161
Pending Eligibility by WM	6,157*
Pending Re-Certification by WM	6,175*
	48,168

*a/o 9/23/24



Lifeline Financial Dashboard

Lifeline Financials	August 2022- August 2024
Gap Difference	\$18,767,007
Arrears Forgiveness	\$43,226,519
Total Gap + Arrears	<i>\$61,993,526</i>
Total Funds Received for Lifeline*	\$22,877,594
Balance Remaining	-\$39,115,678



*Local(WRAP), State and Federal(LIHWAP) funding



**Water & Sewerage
Department**

Planning Calendar: Public Affairs – Speakers Bureau

Presented by:
Matthew Phillips – COS and CCSO



Community Partnerships on Engagement & Education

- Engaging new partners in our community outreach and education efforts, including the Detroit Zoo via the Belle Isle Nature Center
- Getting families in the door by offering branded items, including a school backpack, then teaching them about the water and sewer systems
- DWSD staff from across the department volunteer for the Speakers Bureau, including Sunday events!



Social Media Content Enhancements

- New social “reels” – short videos to explain our work, educate our customers
- Heavy emphasis on Facebook and Instagram
- Capacity to capture conversation “in the moment” or planned, scheduled video





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DWSD Key Results

September 2024

CALL CENTER DATA – September 2024 a/o 9/29/2024

	April	May	June	July	August	September	Key Performance Indicator
Calls Received	44,328	44,430	50,892	57,739	55,490	60,381	<i>29,400/mo or 1400 per day</i>
Average Speed of Answer	6:50	6:05	16:15	21:57	17:53	22:23	2 Minutes
Email Interactions	6,741	7,902	6,761	7,329	7,804	7,032	
Average Speed of Response (Email)	2d 16h	1d 11h	5d 7h	7d 5h	8d 10h	10d 13h	24 Hours
Total Interactions	51,069	52,323	57,653	64,068	63,294	67,413	<i>129% over forecast</i>
Service Level	35%	43%	9%	21%	22%	14%	70%/120 seconds
Average Handle Time	8:59	8:20	8:35	9:39	9:24	9:20	8 Minutes
Average Talk Time	6:23	6:02	6:14	6:50	6:37	6:39	7 Minutes
Average Hold Time	6:23	5:51	6:12	6:32	6:34	6:32	3 Minutes
After Call Work	0:37	0:38	0:38	0:40	0:39	0:39	1 Minute
Abandoned Calls	10%	8%	14%	17%	14%	14%	< 5%
Avg. Staffing	39	39	39	52	51	45	<i>6 in training</i>
First Call Resolution	75%	76%	62%	64%	63%	72%	71%
Customer Satisfaction	86%	82%	76%	77%	74%	81%	72%

→ 153% over forecast (Daily)



2024 Lifeline Enrollment Dashboard a/o August 2024

Performance Metric		%
Applied for Lifeline		
Receiving Lifeline Benefit		
Enrolled Tier 1* \$18	21,910	85%
Enrolled Tier 2* \$43	1,130	5%
Enrolled Tier 3* \$56	2,609	10%
Plumbing Audits	1,476	6%



Benefit Received by Tier – August 2024 Billing Cycle

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$54.45	\$1,532
Enrolled in Tier 2	\$43	\$30.90	\$1,402
Enrolled in Tier 3	\$56	\$20.58	\$1,691
<i>Average</i>		<i>\$49.96</i>	<i>\$1,543</i>

Lifeline Tier Groups: Enrollments and Usage Based on Household Size

August 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	6.25 ccf	91.0%
Group B	5-6	6,750 or 9ccf	9.6 ccf	7.3%
Group C	7-8	9,000 or 12ccf	11.9 ccf	1.5%
Group D	9-10	11,250 or 15ccf	10.8 ccf	0.17%
Group E	11-12+	13,500 or 18ccf	10.7 ccf	0.03%

- 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!

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

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