

# Director's Report

July 17, 2025



Water & Sewerage  
Department



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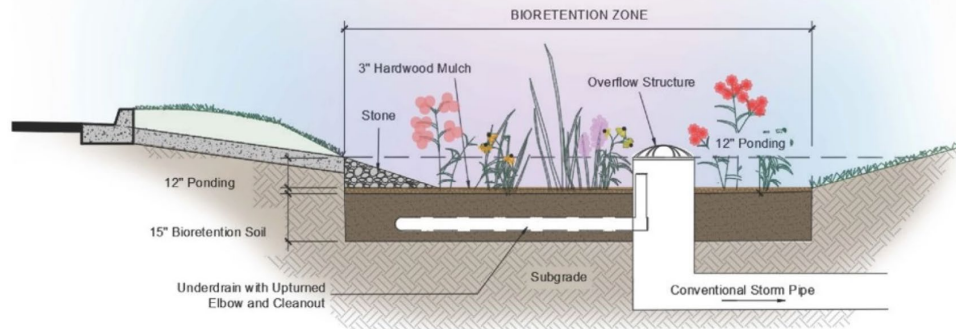
# Director Gary Brown's Message To The Board

## Brightmoor Stormwater Improvement Project making strides!

The Brightmoor Stormwater Improvement Project has been making strides since its inception in 2015 as a study to mitigate flooding, with a new plan recently approved by City Council. Through our City's combined sewer system and extreme wet weather events, we have learned how important it is to prioritize flood mitigation, given increased precipitation.

The goal is to provide more capacity in the combined sewer system by utilizing Green Stormwater Infrastructure (GSI) as a tool to capture rainfall and snowmelt and divert it to the Rouge River. The completion of this project will result in reducing sewage overflows to the Rouge River, reducing basement backups and street flooding, and improving the water quality of the Rouge River.

Since Dec. 2024, we have conducted outreach to gain support of property purchases and anticipate construction beginning in spring or summer 2025.

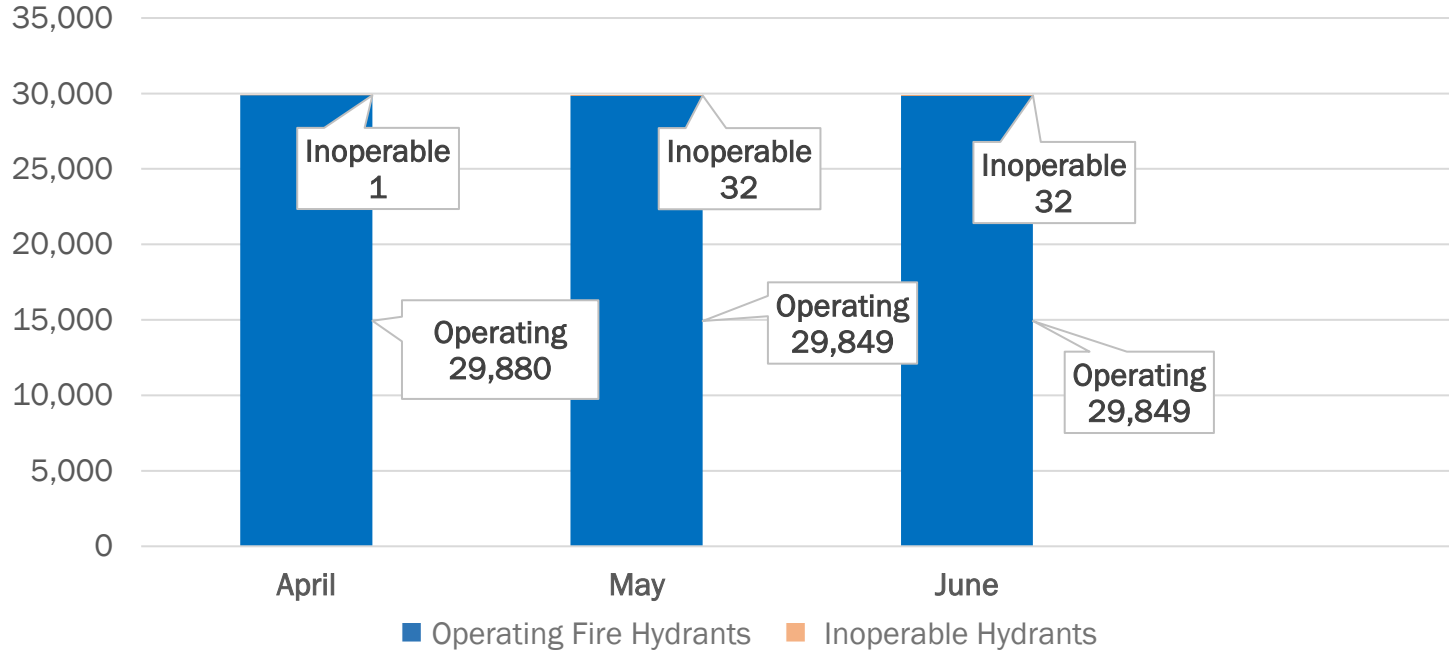


# Field Services

Sam Smalley, Deputy Director



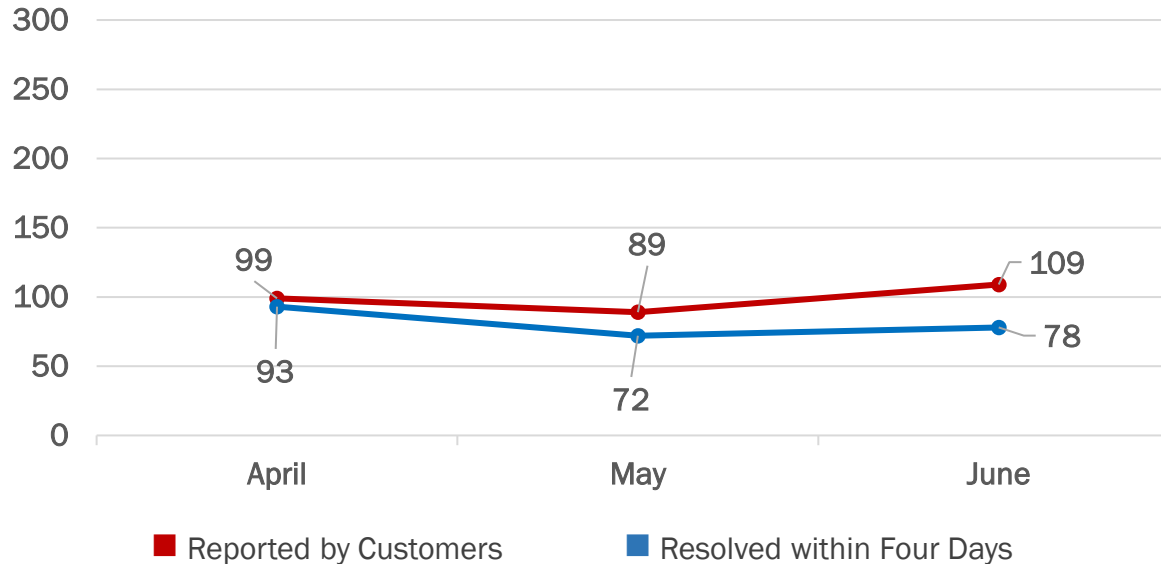
# Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department hydrant inspections were October through February.
- DWSD teams are keeping the number of inoperable hydrants low and following up with our own inspections to determine repairs/replacements.

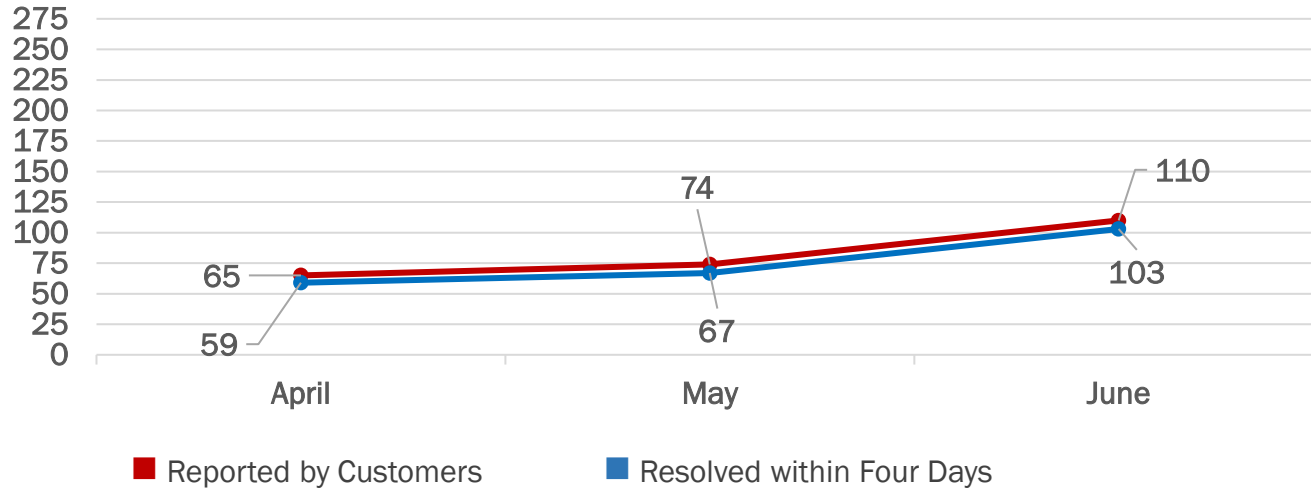


# Field Services: Running Water



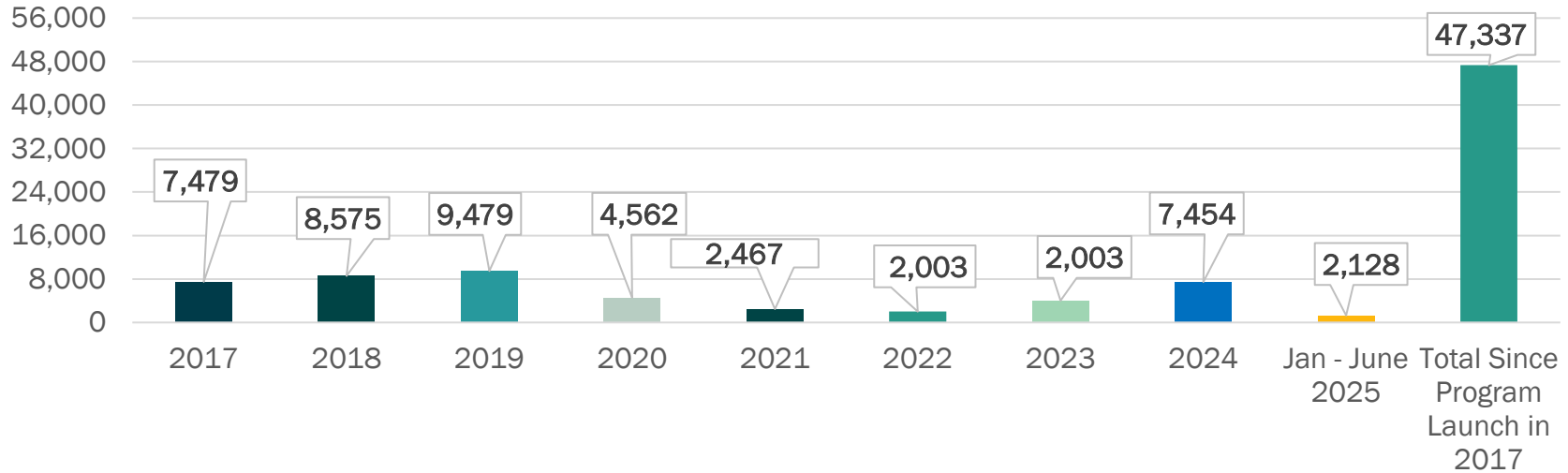
- The number of leaking water services has dropped dramatically with the warming spring temperatures.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

# Field Services: Water Main Breaks



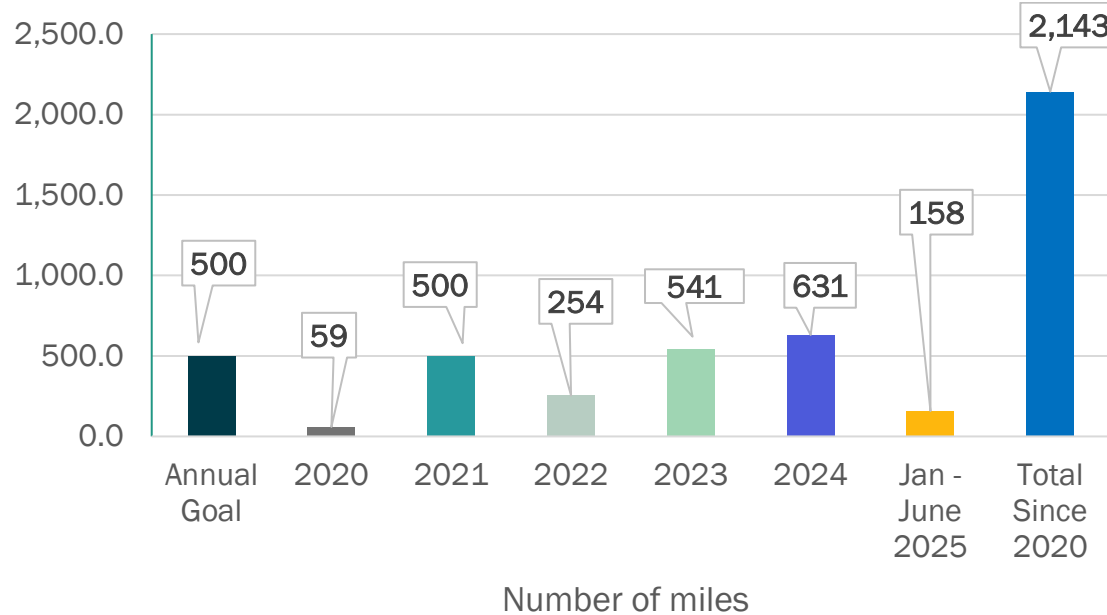
- The DWSD service level remains up to four days for repair, with water service outages and major thoroughfares prioritized.

# Field Services: Catch Basin & Inspection Cleaning



- The Sewer Team is addressing the backlog of clogged basins and is far exceeding the number of cleaned basins in the 2021-2023 timeframe.
- We are thankful to the Sewer Team on their efforts to reduce flooding in our neighborhoods.

# Field Services: Sewer Cleaning



- DWSD exceeded 500 miles cleaned last year and has already surpassed that threshold as well in 2024.
- The Sewer Team has committed to clean 600 miles of local sewer of 24-inches in diameter or less in calendar year 2025.

# Meter Operations

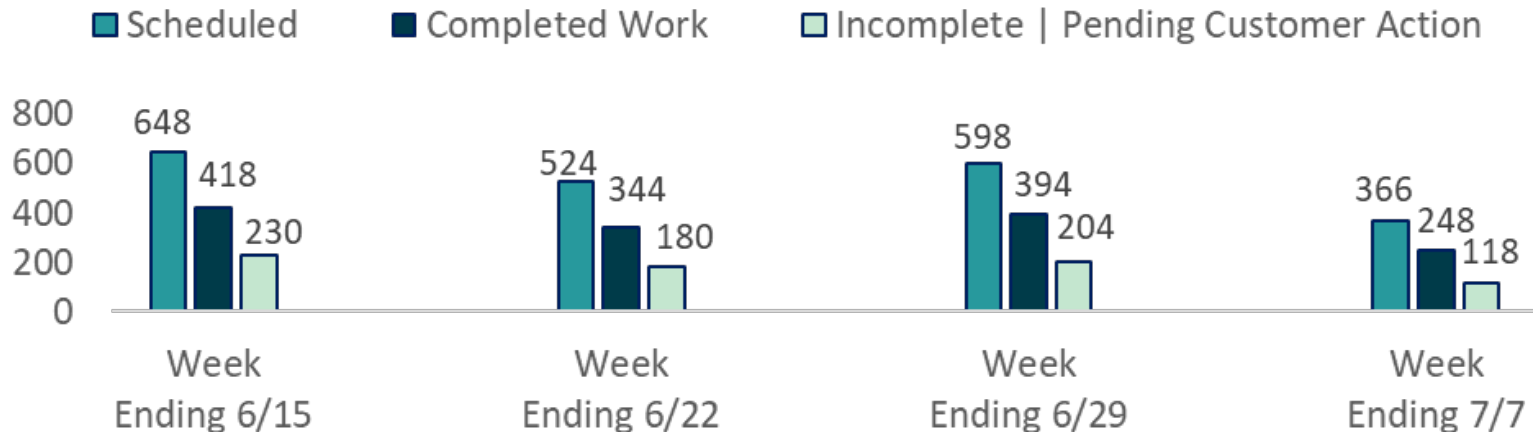
Sam Smalley, Deputy Director



# Meter Operations: Scheduled Meter Work



## Scheduled Work

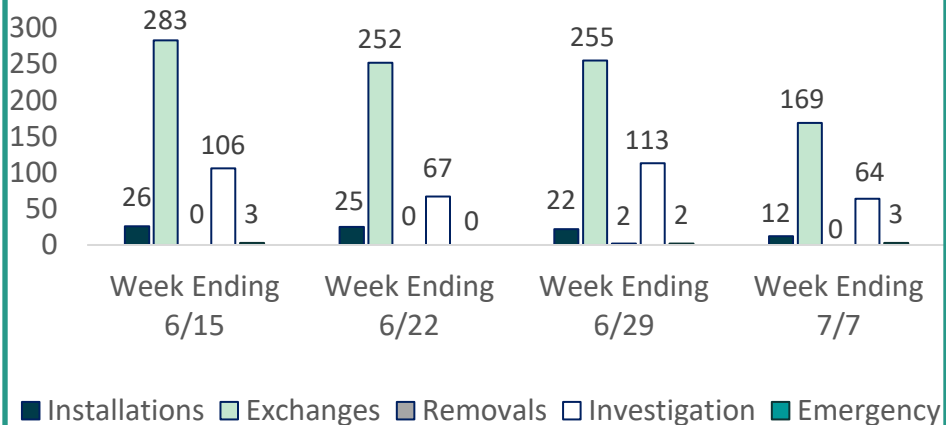


- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

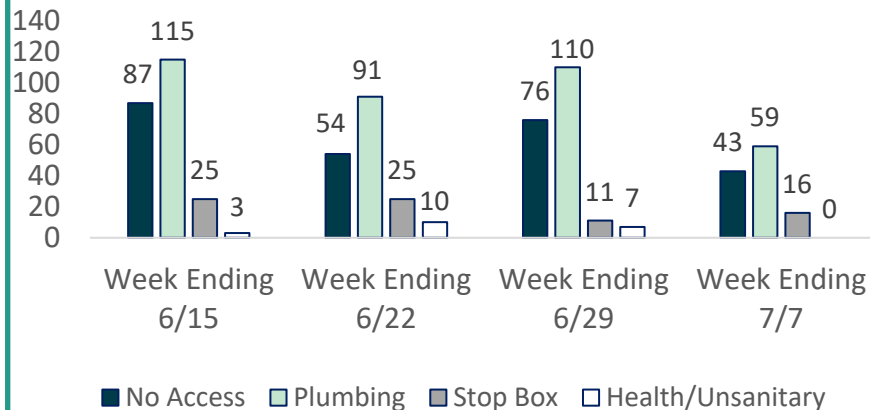
# Meter Operations: Scheduled Meter Work



## Success Details

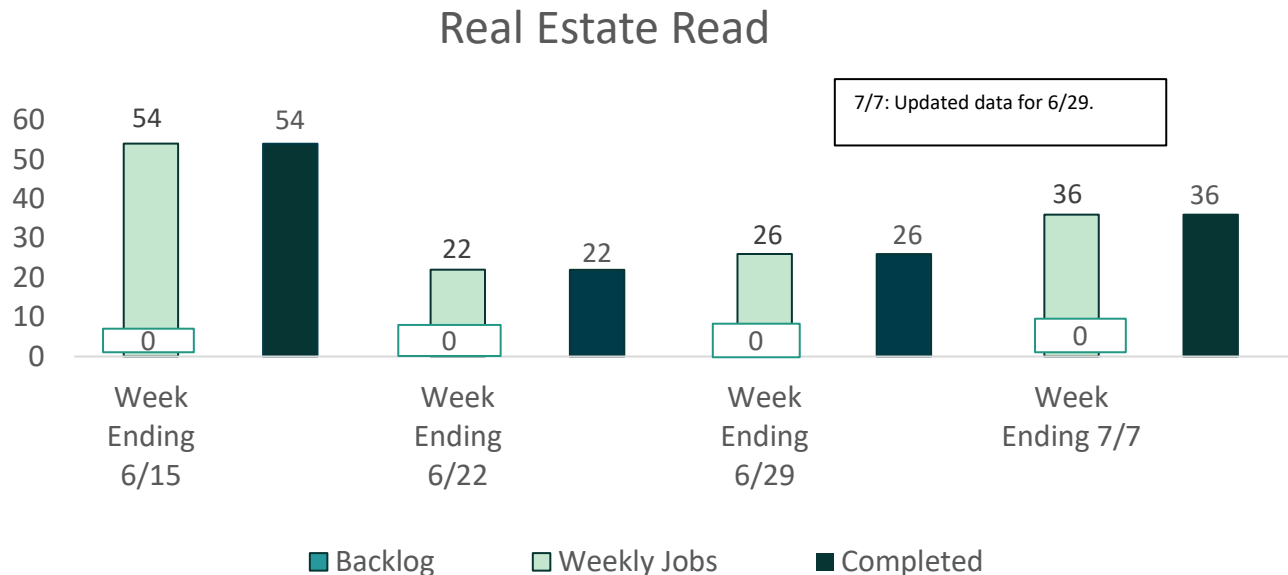


## Customer Issues



- Every week, DWSD technicians install or exchange more than 230 water meters.
- An average of over 20 new service accounts are metered weekly.
- Meter Ops installed more than 12,000 meters in 2024.

# Meter Operations: Real Estate Reads



- We are working to increase the number of real estate work orders completed by making this work type a scheduled appointment.
- DWSD Meter Ops has been able to keep the wait for a meter appointment down to a 7-day average or less.

# Investigations

Sam Smalley, Deputy Director



# Investigations: Results



**1,502**

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2024

Money Owed to DWSD  
identified by Investigators

**\$11,867,058**

Total since July 1, 2024

**\$1,977,488**

Back billed

**\$3,004,143**

Future owed in 12 months

**\$6,885,427**

Water loss

Revenue Identified Since  
Investigation Unit Began

**\$56M**

Total since  
August 14, 2017

- In addition to helping resolve past due balances, the Revenue Protection Unit has helped greatly with a variety of investigations that are especially important.

# Legal Services

Nikkiya Branch-Penson, Deputy Chief General Counsel

# Legal: Cases and Collections



0

Cases resolved in June 2025

0

New cases filed by DWSD

1

New cases filed against DWSD

34

Pending cases handled in-house

Collections actions: 18

Defended cases: 16

Non-defense cases: 0

## Damage Claims

316

Number of Pending Damage Claims

49

Number of Damage Claims Reviewed  
in June 2025

0

Total Settlements Offered  
in June 2025

\$0

Total Settlements Offered  
in June 2025

# Public Affairs

Bryan Peckinpagh, Public Affairs Director



# Public Affairs: Social Media Activity



77

New Facebook Followers

10,597

Total Followers on Facebook

24,303

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



65

New Instagram Followers

2,858

Total Followers on Instagram

3,255

Views on Instagram



The top performing post for Facebook and Instagram for the month of June was a flier promoting DWSD's Career Fair at Triumph Church. The post had a total of 7,311 views, 2,433 impressions, 135 interactions, and a reach of 2,175. For Instagram, the top performing post for the month of June was the same event flier. The post received 449 views, 17 interactions and a reach of 246.

# Public Affairs: Positive v. Negative News Stories



## DWSD News Coverage: June 2025



■ DWSD News Coverage: June 2025



In June, we had a total of seven stories that mentioned the Detroit Water and Sewerage Department. Of all the stories, DWSD were mentioned in – 0 were positive, 0 were negative and 7 were neutral. While the bulk of the stories covered GLWA’s water main upgrade that caused temporary discolored water and the flooding of the Lodge Freeway, one story covered a sinkhole/sewer lateral line repair on the city’s east side in the Van Dyke area.

# Information Technology

Anil Gosine, Chief Strategy & Process Improvement Officer

# IT: Delivery Metrics

The migration to Oracle Integration Cloud 3 has provided improved stability, performance, and manageability of our integrations, leading to reduced operational overhead and enhanced business process efficiency.

Key metrics show a marked improvement in error rates, successful integration instances, and a reduction in aborted and incomplete integrations.

- **Improved Runtime Stability & Performance:** enhanced scaling capabilities, ability to handle growing workloads.
- **Advanced Monitoring & Observability:** richer dashboards, improved logging.
- **Enhanced Error Handling:** more robust retry mechanisms, better visibility into failures.
- **Simplified Management & Operations:** improved security protocols, productivity in designing, deploying and managing integrations.

Information Technology completes major data infrastructure upgrade OIC2 to OIC3 that supports the critical daily operations of multiple business units.

# Customer Service

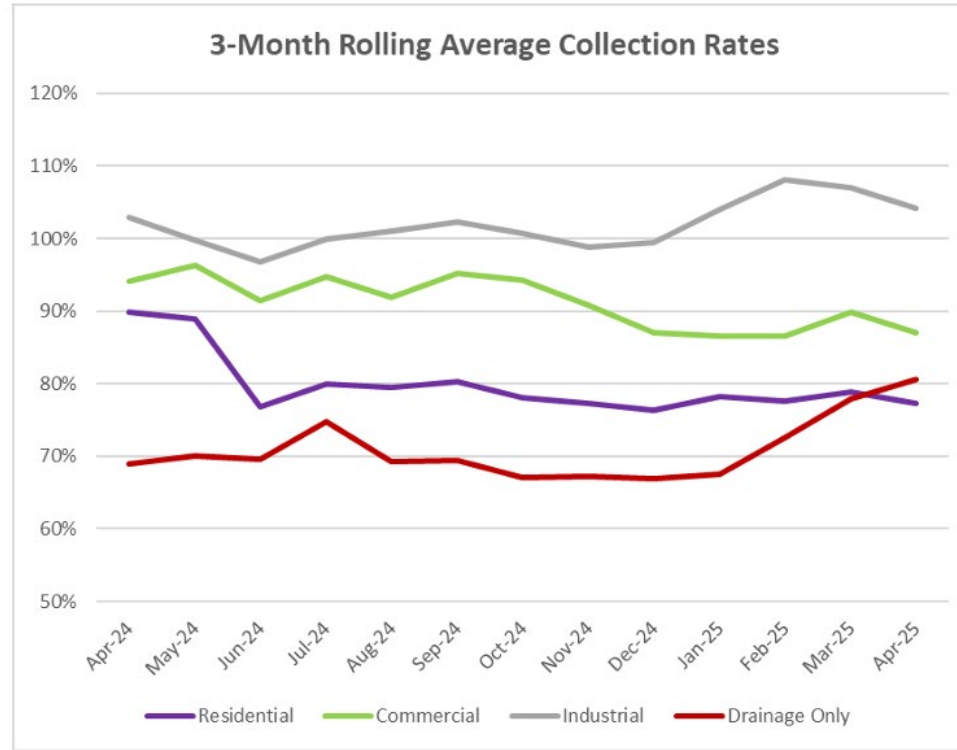
# Lifeline Plan – Protected From Shut Off

Protected From Shut Off	Total
Receiving Lifeline Plan benefit	8,136
Enrolled in EasyPay Plan	32,397
Total Number of Households Protected	40,533

# Finance

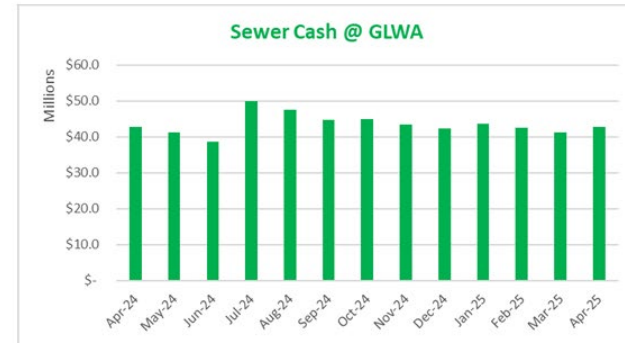
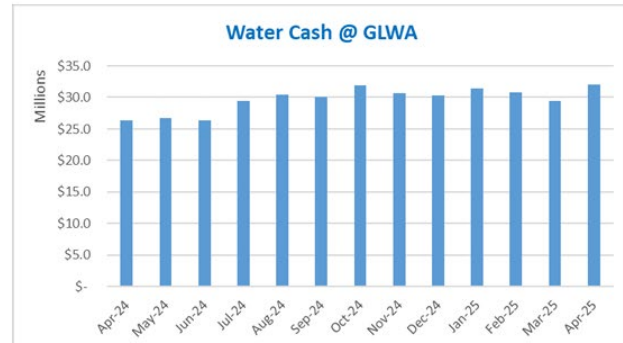
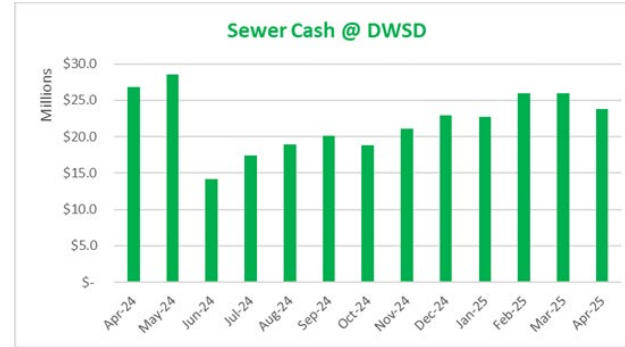
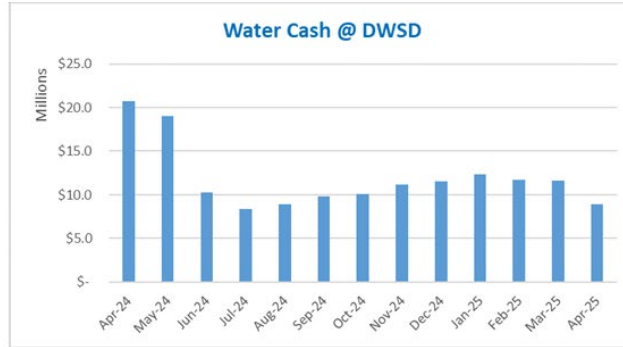


# Finance: Collection Rates



- 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

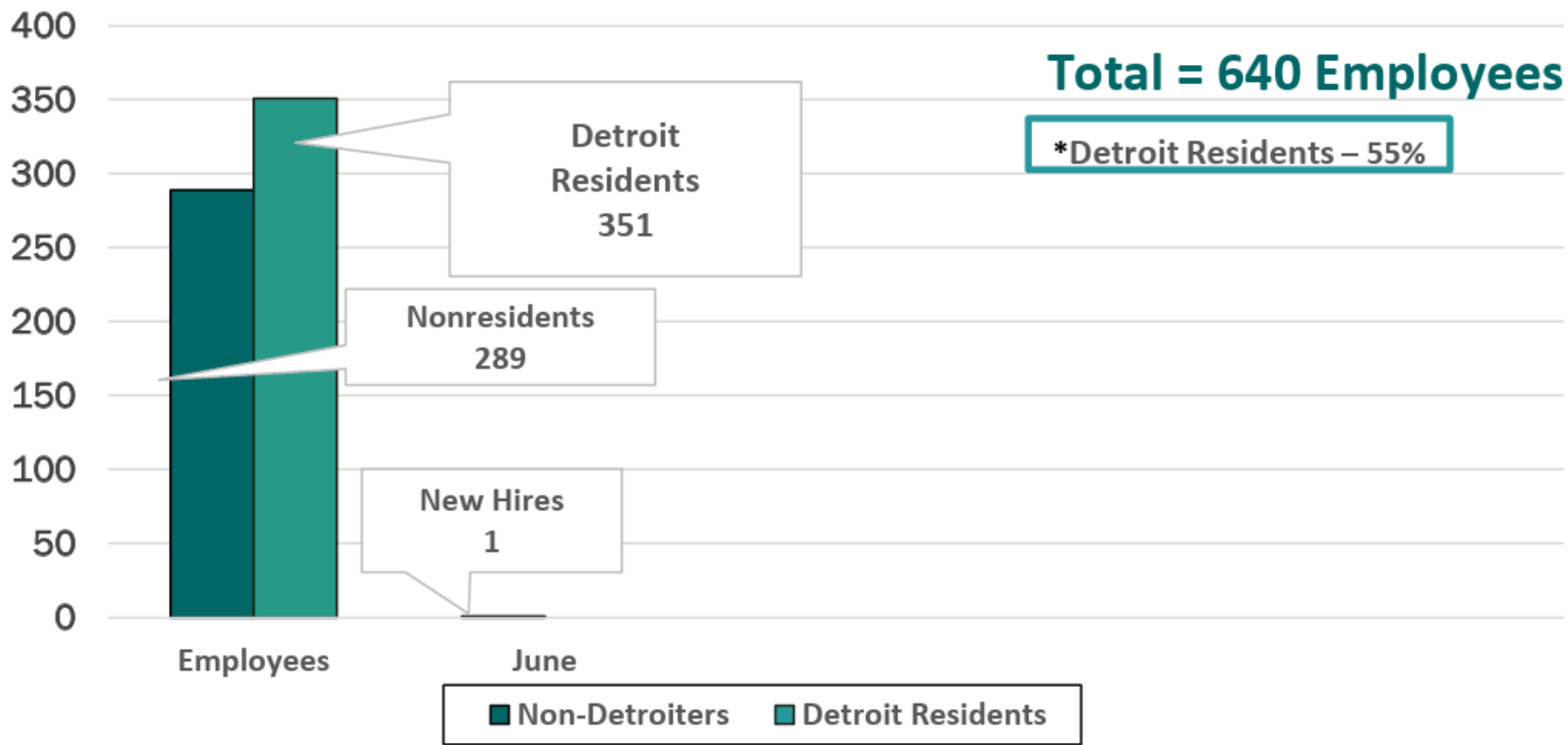


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# Human Resources

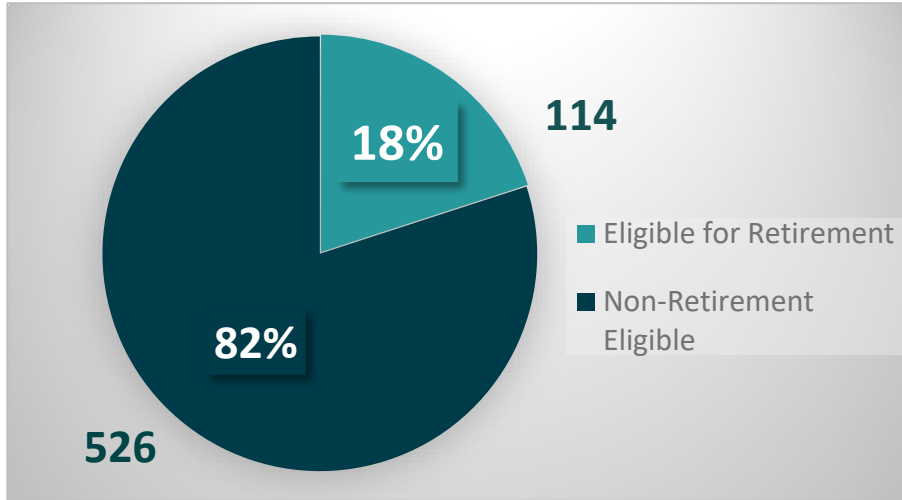


# Human Resources: Detroit Residents and Hiring



# Human Resources: Retirement Eligible

With a current population of **640** employees, there are **114** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	45
25 YOS/55 years old (Legacy)	25
10 YOS/60 years old (Legacy)	44
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	0
<b>TOTAL</b>	<b>114</b>

**LEGACY** = HIRED BEFORE 2014

**HYBRID** = HIRED AFTER JANUARY 1, 2014

- Seventeen percent (17%) of DWSD's workforce is retirement eligible
- Succession plans have been developed for retirement eligible employees and those employees who have a skill that is critical to the business.

# Human Resources: Recruitment Efforts



Date of Event	Type of Event	Location	Number of Attendees
05/28/2025	Career Fair	Durfee Innovation Society	50
05/28/2025	Career Fair	Detroit At Work 7 Mile and Gratiot	50
06/18/2025	Career Fair	Detroit At Work 7 Mile and Gratiot	100
06/18/2025	Open Forum Workshop	Focus Hope	60
06/26/2025	DWSD Career Fair	Triumph Church	TBD