

# Director's Report

March 18, 2026



Water & Sewerage  
Department



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# Director Gary Brown's Message to the Board

## Update on 42-Inch Water Main Break on E Jefferson

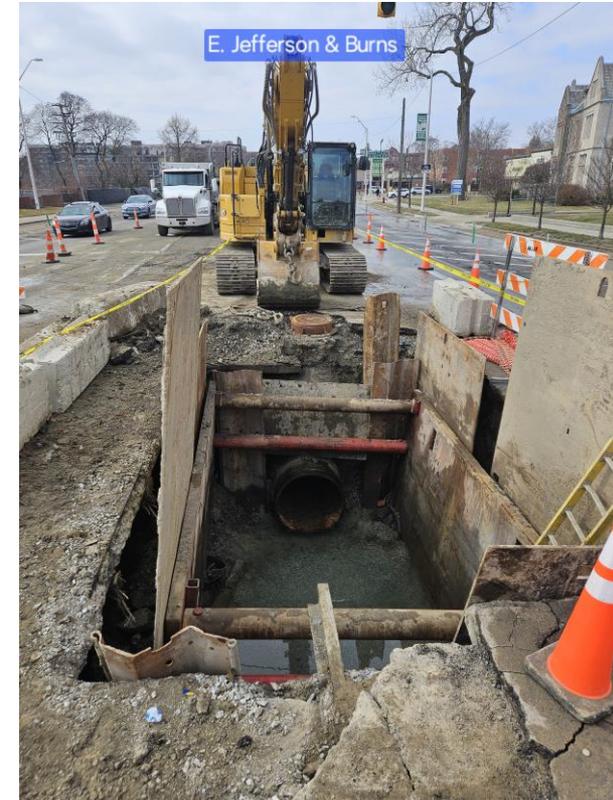
A water main break was reported in the late evening on Saturday, March 7 on E Jefferson near Burns. Crews verified the break was on a 42-inch main and immediately began isolating the water main. DWSD was on-site Saturday night into early Sunday morning.

Water service was restored for residential and commercial buildings in the area. Buildings connected to the 42-inch have been reconnected to the 12-inch water main also doing down Jefferson.

One lane of traffic in each direction remains open on Jefferson.

The broken portion of the water main was excavated and removed. The repair is underway. Once complete, the roadway will be restored, and all lanes of traffic will be reopened on Jefferson.

We appreciate the DWSD crews who responded immediately and worked through the night to make the area safe, and we thank residents for their patience as we complete the repair and fully reopen traffic.

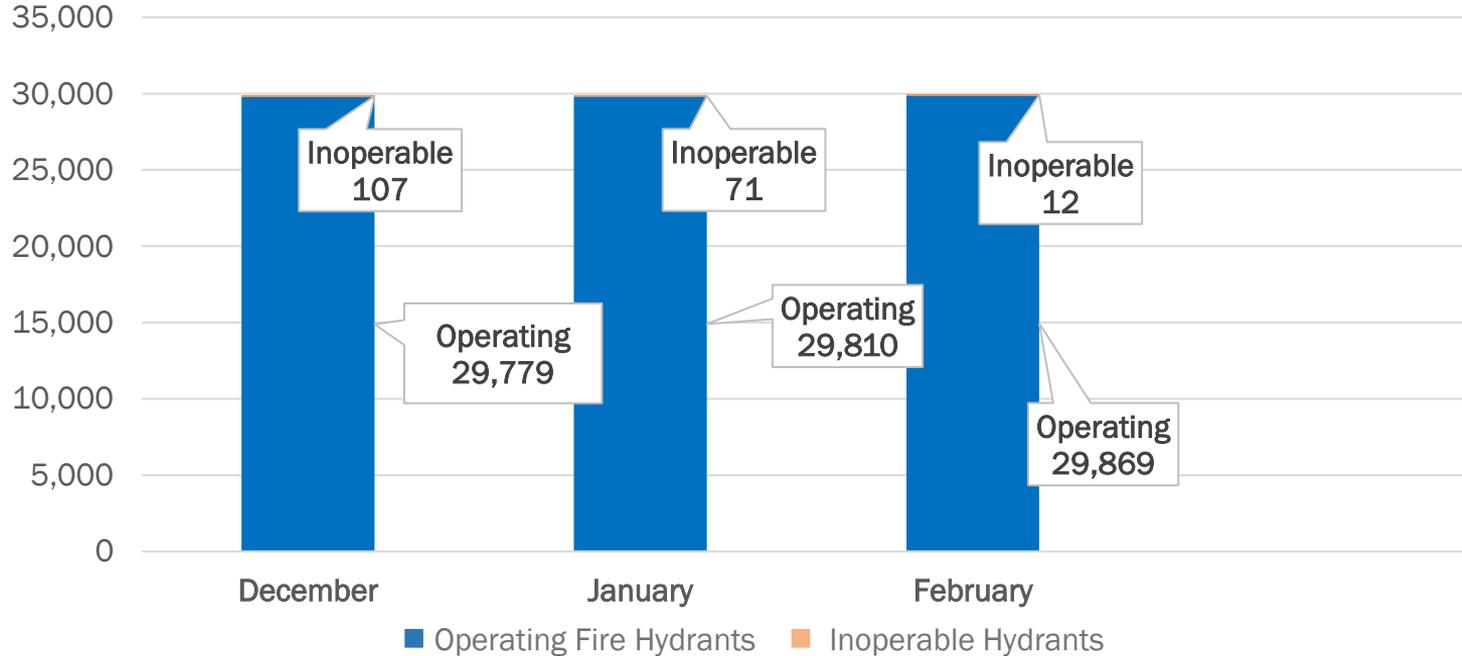


# Field Services

Sam Smalley, Deputy Director



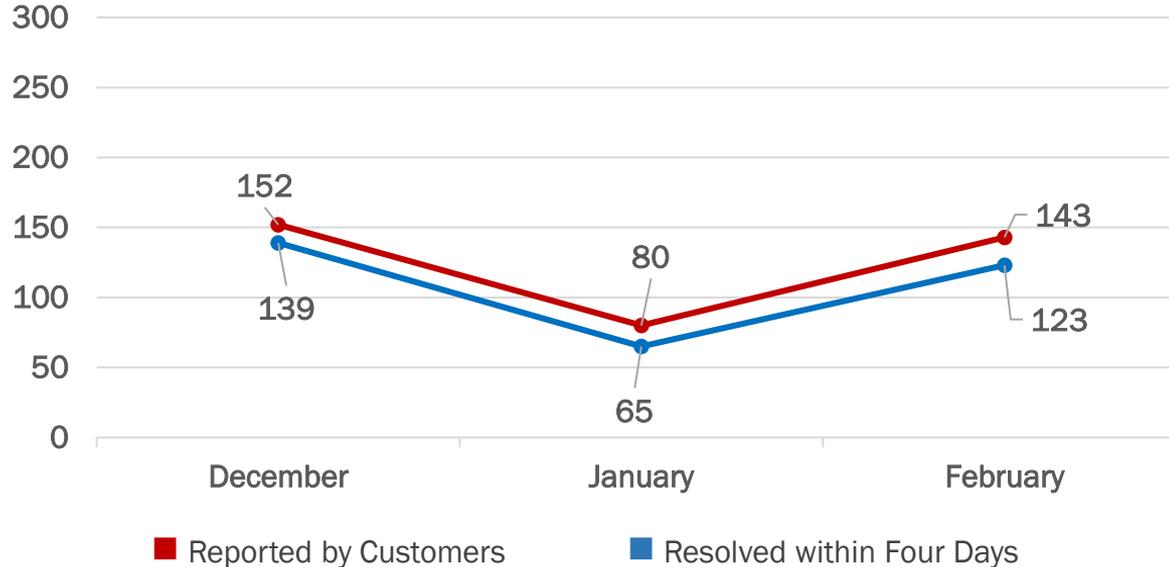
# Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department's annual hydrant inspections started in October.
- DWSD teams are keeping the number of inoperable hydrants low – below 1% outage.

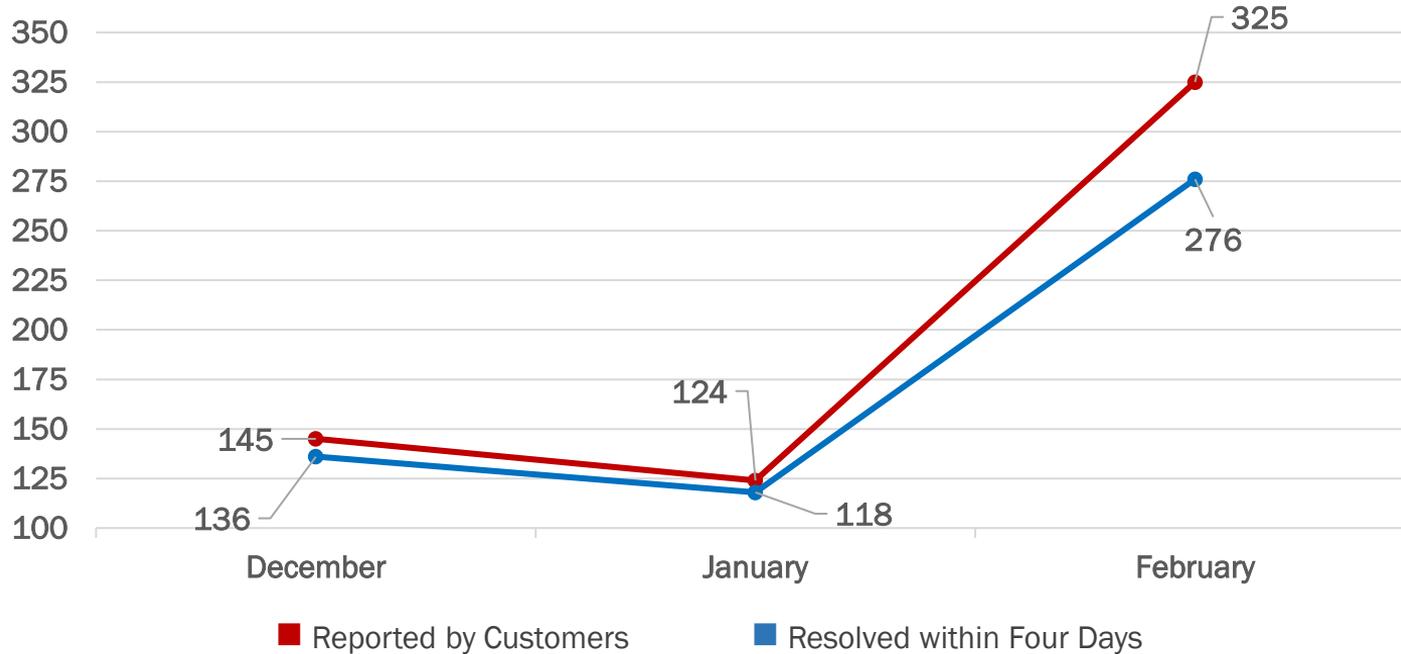


# Field Services: Running Water



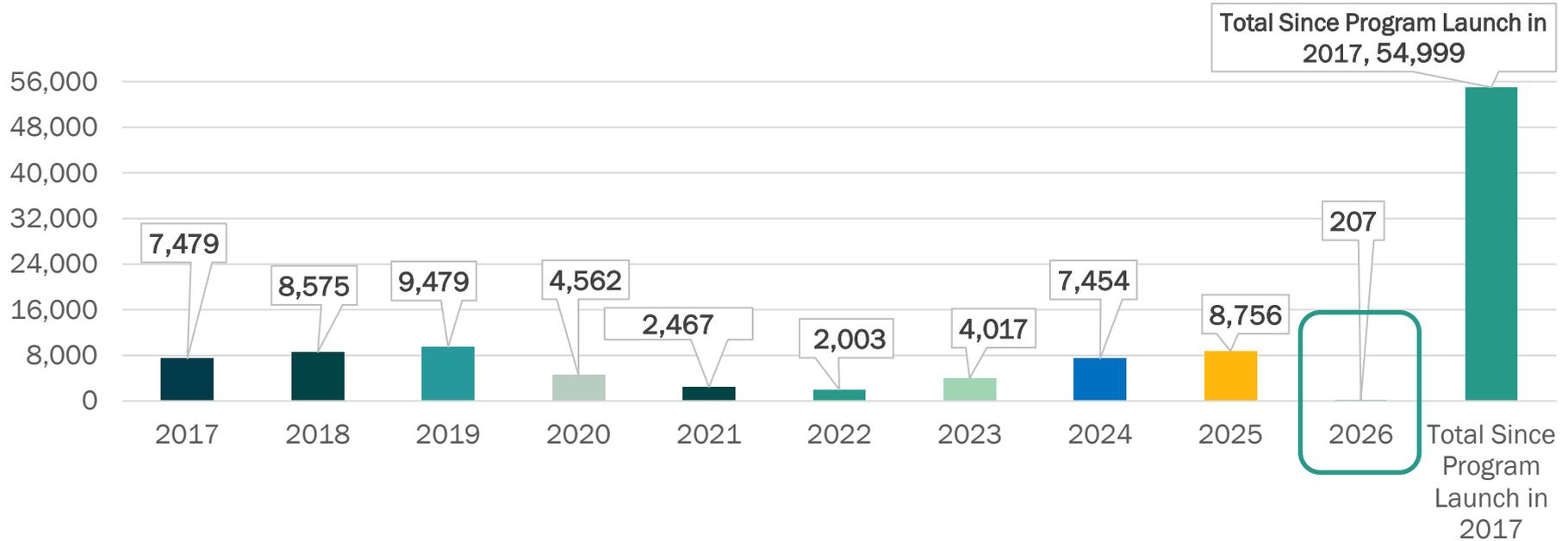
- The MARS Team within Maintenance & Repair is resolving the vast majority of service line issues within four days.

# Field Services: Water Main Breaks



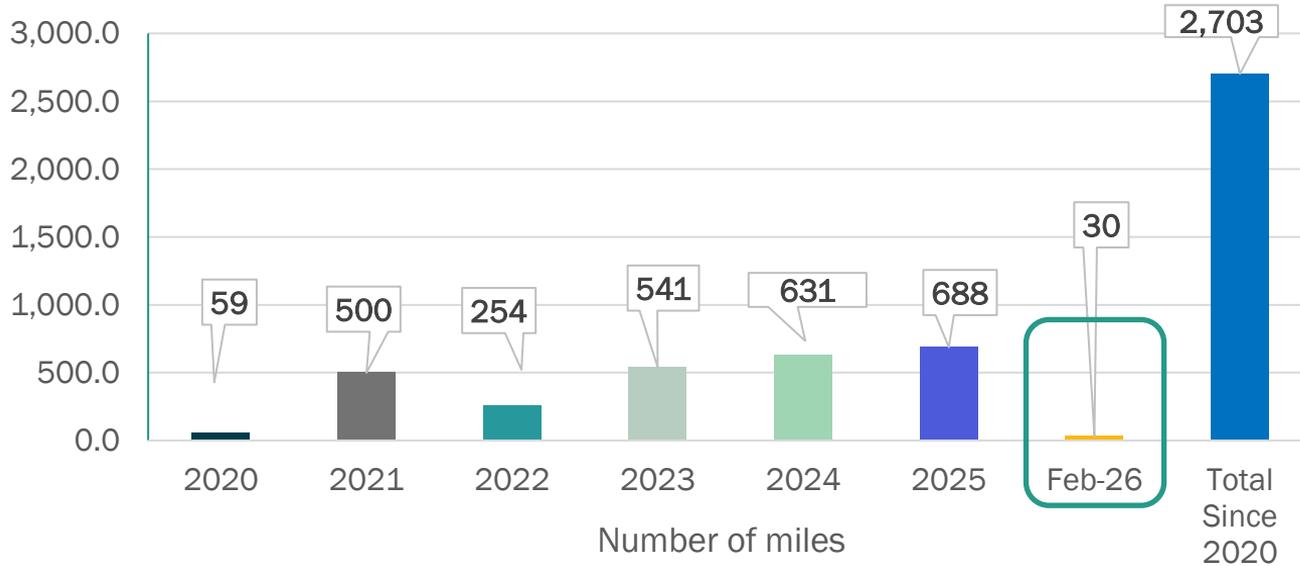
- Continued below-freezing temperatures caused an increase in water main breaks in January and February.
- Water service outages and major thoroughfares are the first priority.

# Field Services: Catch Basin & Inspection Cleaning



- With warmer temperatures returning, catch basin cleaning will ramp up.
- We are thankful to the Sewer Team on their efforts to reduce flooding in our neighborhoods.

# Field Services: Sewer Cleaning



- The Sewer Team has for the second-straight year exceeded the 600 miles cleaned goal for local sewers of 24-inches in diameter or less.
- Annual sewer cleaning on a 5-6 year rotation for the entire local system is the best action DWSD can take to improve capacity for rain and snowmelt events.

# Capital Improvement Program

Anil Gosine, Chief Strategy & Process Improvement Officer

# Field Engineering: CIP Metrics



FY26 Q1 & Q2 METRICS	Jul-Dec*
Miles of Water Main Replaced	9.72
Number of Lead Service Lines Replaced	2,499
Miles of Sewer Collection Pipeline or Replacement	3.44
Miles of sewer system condition assessed	12.77
Miles of water system condition assessed	0
Hydro-excavations for service lines	2,099

## • Trimble Asset Lifecycle Awarded to DWSD

<https://news.trimble.com/Announcing-the-2025-Trimble-Asset-Lifecycle-Management-Award-Winners>

## • DWSD Cross Connection Inspection Program Kicks Off

<https://detroitmi.gov/departments/water-and-sewerage-department/cross-connections-program>

## • US Army Corps of Engineers Lead Service Line disconnection program kicks off – DWSD builds on its efforts to ensure complete removal of lead from the distribution system

The Trimble Asset Lifecycle Management Awards recognize winners across four categories. The Infinity Award category recognizes the best-in-class organizations that embody excellence in capital program and infrastructure asset lifecycle management. Additional awards categories — Excellence, Growth and Trailblazer — highlight the diverse ways the public sector is harnessing digital technologies to advance capital improvement and infrastructure management.

### Best-in-Class Infinity Award Winners:

The **Detroit (MI) Water and Sewerage Department** created a single source of truth for real-time visibility and data-driven accountability across their ecosystem leveraging Trimble's asset lifecycle management solutions. This enabled a proactive approach to asset management through capital and operations funded work, resulting in improved asset reliability and fewer water main breaks.

\*Based off submitted, not approved quantities



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# Meter Operations

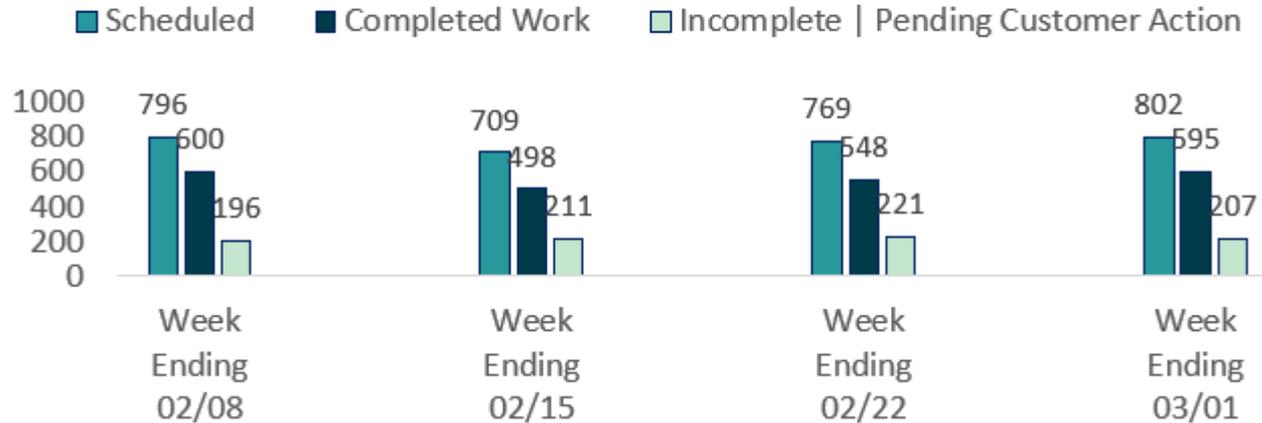
Sam Smalley, Deputy Director



# Meter Operations: Scheduled Meter Work

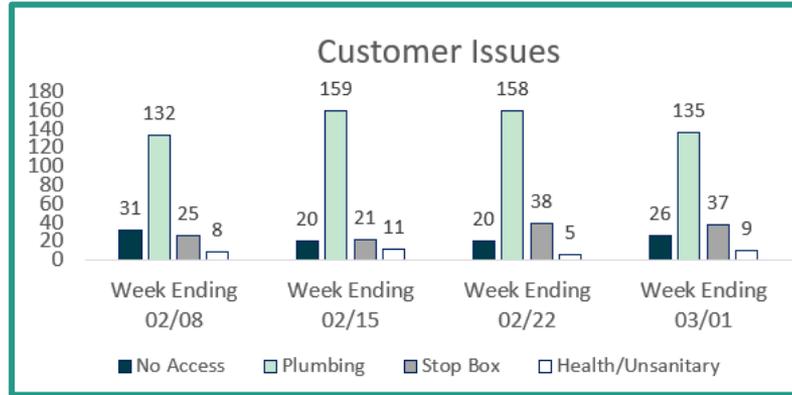
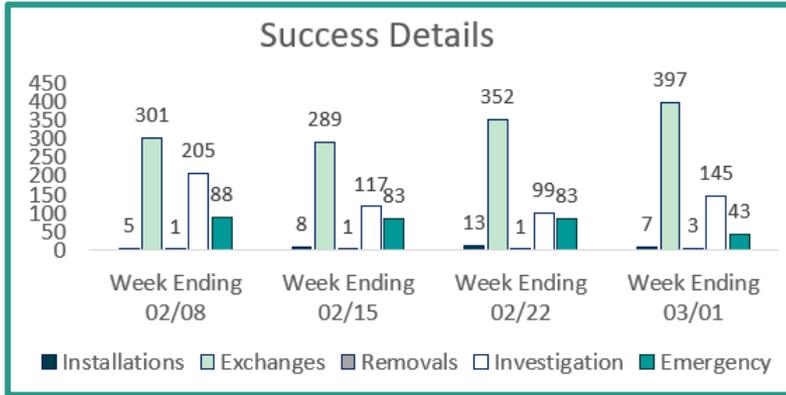


## Scheduled Work



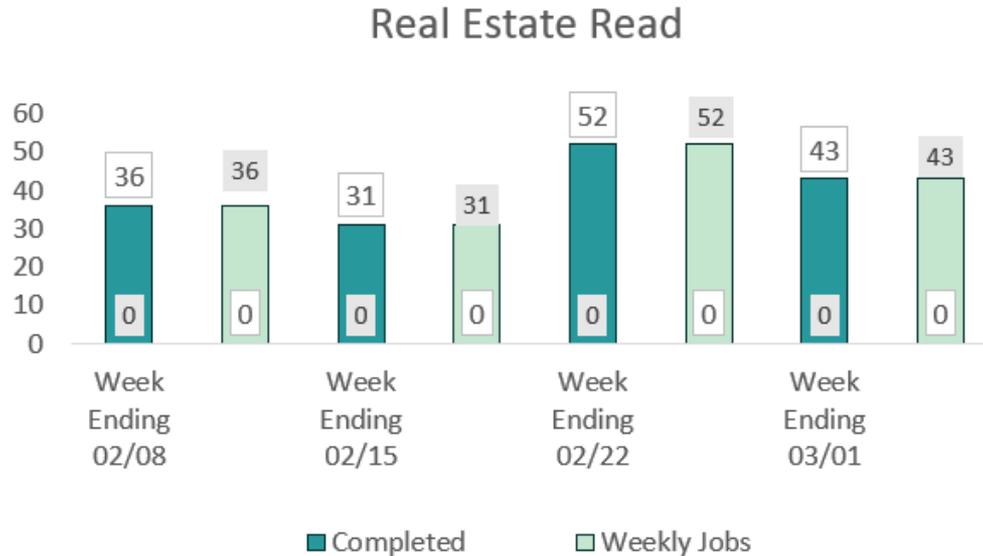
- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

# Meter Operations: Scheduled Meter Work



- Every week, DWSD technicians install or exchange more than 200 water meters.
- An average of more than 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

Scott MacGriff, Chief General Counsel & Compliance Officer



# Investigations: Results



**5,295**

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2025

Money Owed to DWSD identified by Investigators

**\$15,134,365**

Total since July 1, 2025

**\$2,579,506**

Back billed

**\$3,400,331**

Future owed in 12 months

**\$9,456,886**

Water loss

Revenue Identified Since Investigation Unit Began

**\$64M**

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

Scott MacGriff, Chief General Counsel & Compliance Officer

# Legal: Cases and Collections



**0**

Cases resolved in January 2026

**0**

New cases filed by DWSD

**2**

New cases filed against DWSD

**38**

Pending cases handled in-house  
Collections actions: 14  
Defended cases: 24  
Non-defense cases: 0

## Damage Claims

**162**

Number of Pending Damage Claims

**62**

Number of Damage Claims Reviewed  
in February 2026

**0**

Total Settlements Offered  
in February 2026

**\$0**

Total Settlements Offered  
in February 2026

# Public Affairs

Bryan Peckinpugh, Public Affairs Director



# Public Affairs: Social Media Activity



39

New Facebook Followers

10,856

Total Followers on Facebook

10,789

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



48

New Instagram Followers

3,121

Total Followers on Instagram

7,573

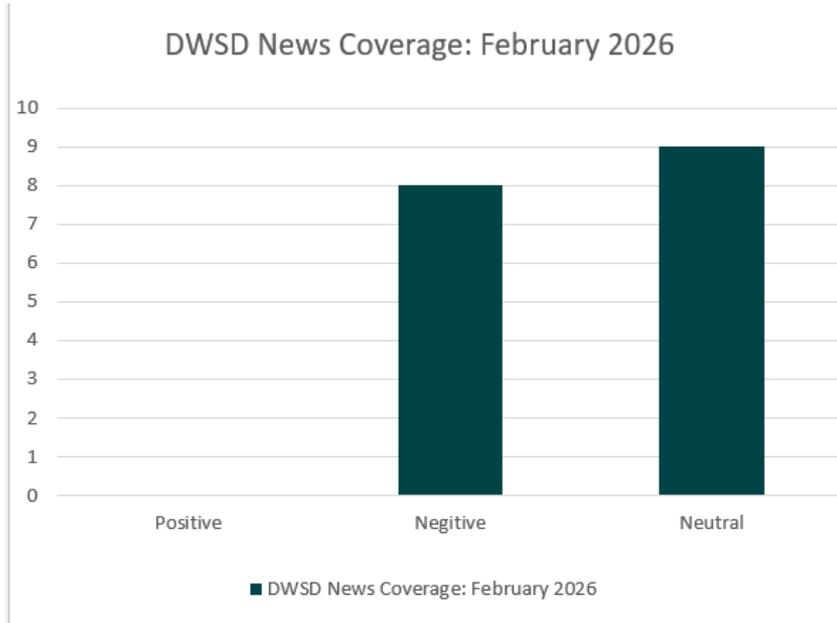
Views on Instagram



The top performing post by views for Facebook for the month of February was a photo post promoting DWSD's Lifeline H2O plan. The post had a total of 3,000 views and 36 interactions.

For Instagram, the top performing post by views for the month of January was a collab reel with the City of Detroit displaying the cleanup/removal of snow debris after an uptick in water main breaks. The post received 6,914 views, 4,848 reach and 121 interactions.

# Public Affairs: Positive v. Negative News Stories



In February, we had a total of 17 stories that mentioned Detroit Water and Sewerage Department. Of all the stories DWSD were mentioned in – 0 were positive, 8 were negative and 9 stories were neutral. Majority of the stories were about the one-year anniversary of the Southwest Detroit water main and the sinkhole on Chatham Street. there were also three stories about a burst pipe, one about a water main break, one about utility shutoff policies, and one about Lifeline H2O.

# Customer Service



# Lifeline Plan – Protected From Shut Off



<b>Protected From Shut Off</b>	<b>Total</b>
<b>Receiving Lifeline Plan benefit</b>	<b>3,157*</b>
<b>Enrolled in EasyPay Plan</b>	<b>47,607</b>
<b>Total Number of Households Protected*</b>	<b>45,044</b>

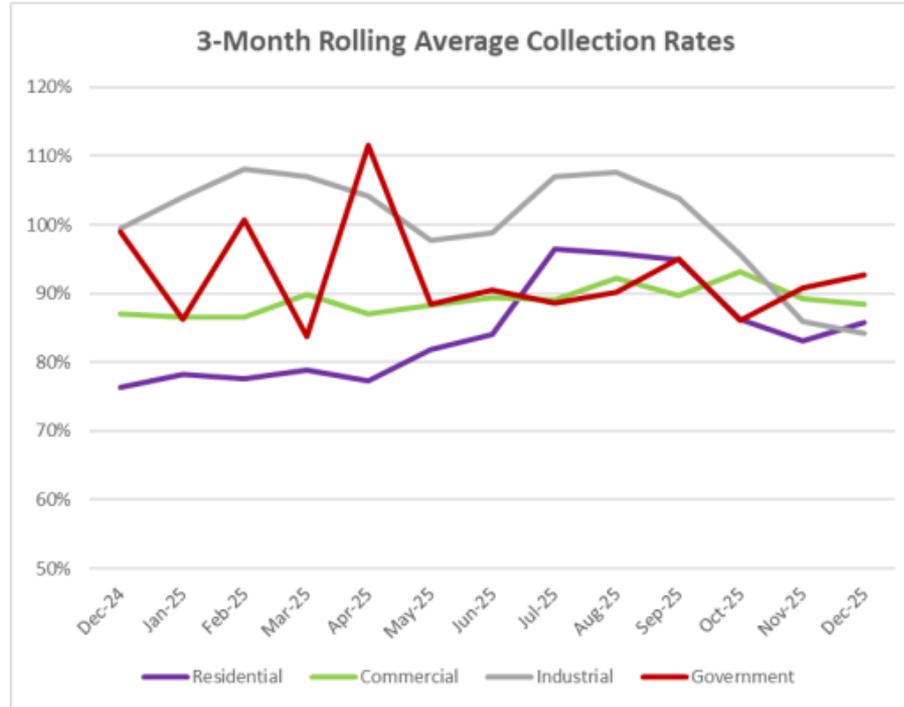
\*Lifeline benefits ended on September 30, 2025. The program restarted in November 2026 as Lifeline H2O utilizing a new income verification tool and currently available funding from the Great Lakes Water Authority (GLWA) WRAP allocation for Detroit.

\*Data from February 2026.

# Finance

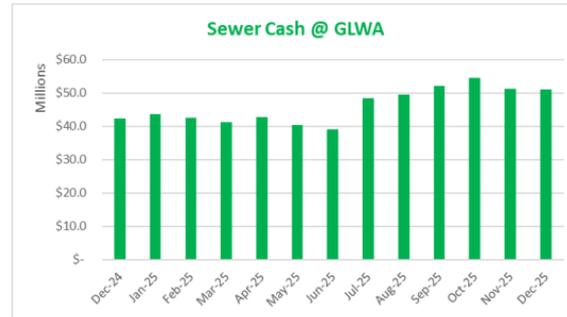
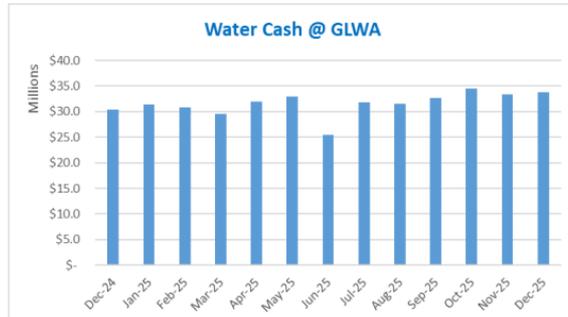
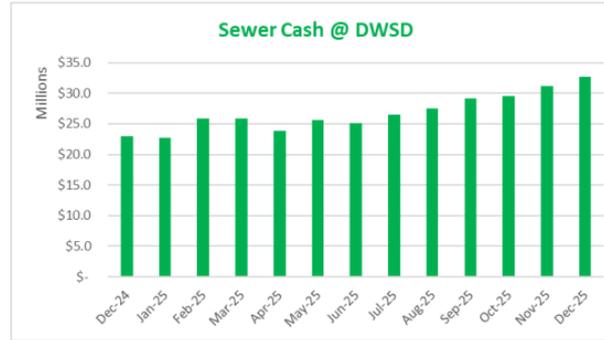
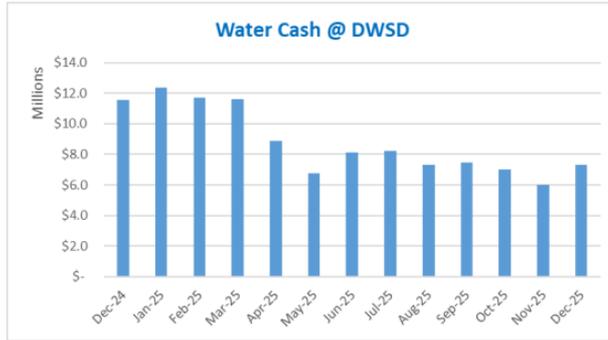


# Finance: Collection Rates



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

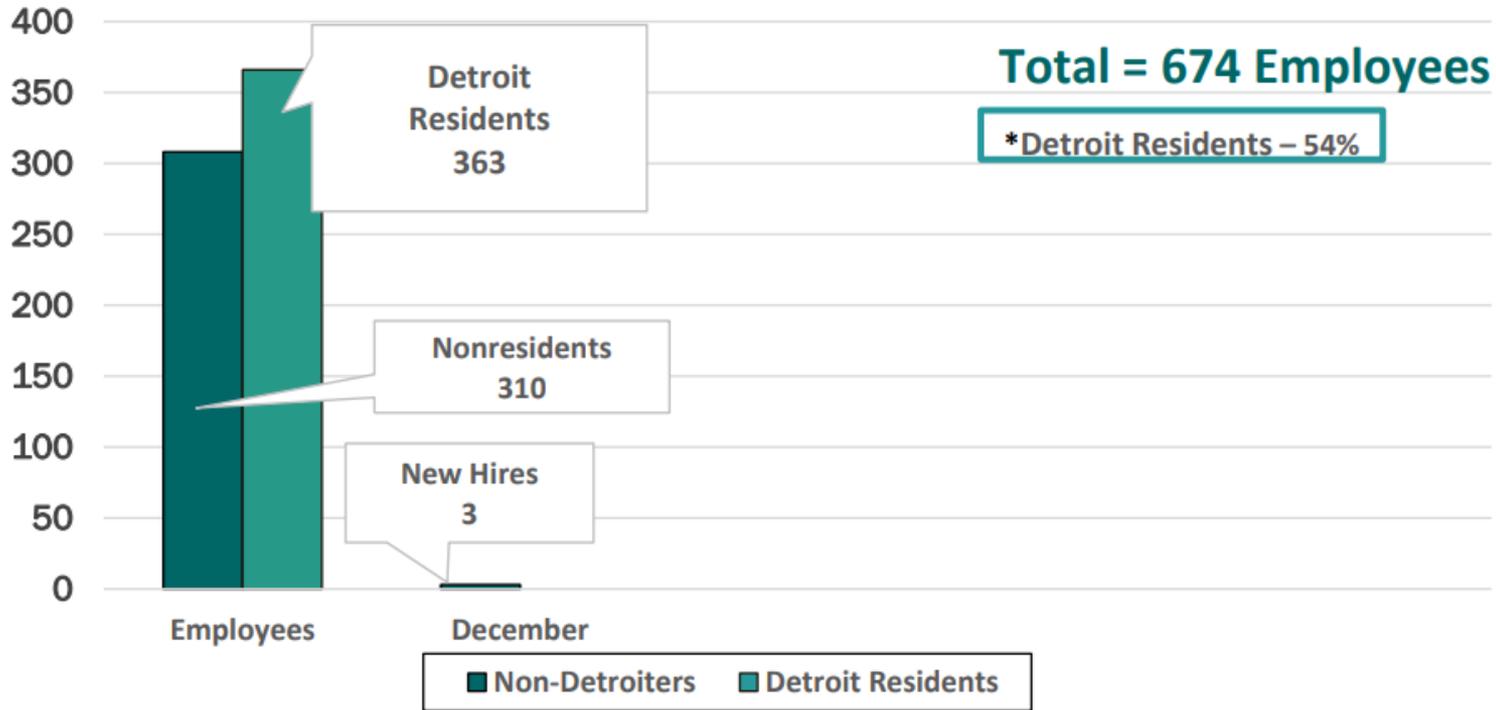
# Finance: Cash Balance



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

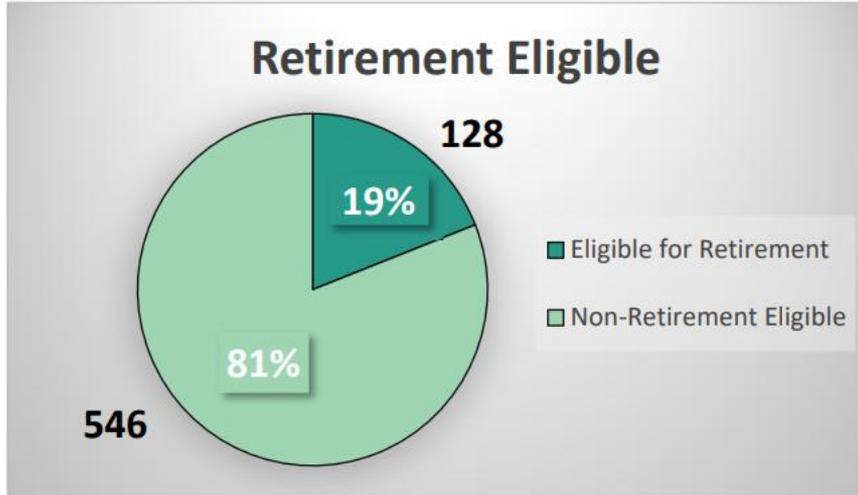
# Human Resources

# Human Resources: Detroit Residents and Hiring



# Human Resources: Retirement Eligible

With a current population of **674** employees, there are **128** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	48
25 YOS/55 years old (Legacy)	26
10 YOS/60 years old (Legacy)	51
10 YOS/62 years old (Hybrid)	3
8 YOS/65 years old (Legacy)	0
<b>TOTAL</b>	<b>128</b>

**LEGACY** = HIRED BEFORE 2014

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

- Eighteen percent (19%) 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
01/28/2026	Career Fair	14117 E 7 Mile Detroit At Work	100
02/04/2026	Career Fair	Detroit At Work Career Center Durfee Innovation Society- Collingwood	150
			BOWC: March 4, 2026