

# Director's Report

March 15, 2023



Water & Sewerage  
Department



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# Director Gary Brown's Message To The Board

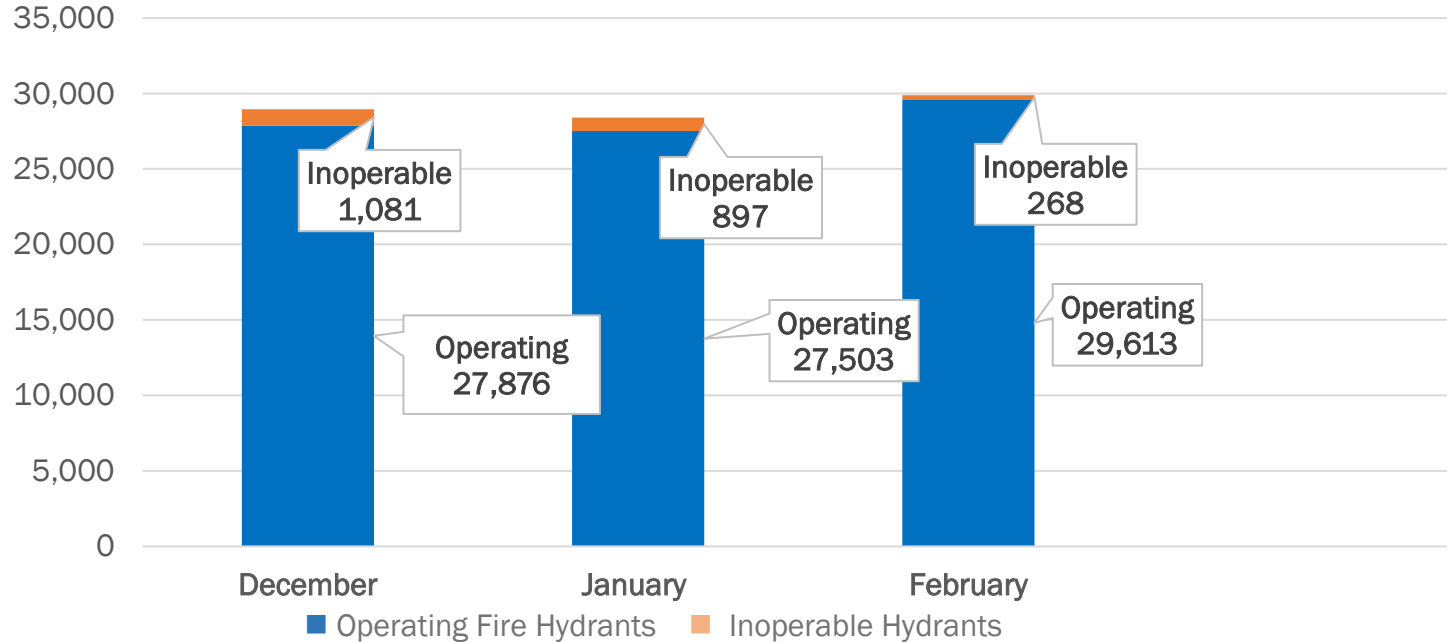
- Our Detroit Water and Sewerage Department (DWSD) teams have made tremendous progress on fire hydrant **maintenance**.
- Currently, less than 1% of the hydrants are inoperable.
  - The ISO Rating standard is 2% of all hydrants are inoperable.
  - The DWSD standard is 1.5% or less are inoperable.
- This an incredible feat and likely surpasses any other major city in America.
- We appreciate our partnership on this effort with the Detroit Fire Department who handles the inspections, while DWSD handles repairs.

# Field Services

Sam Smalley, Chief Operating Officer



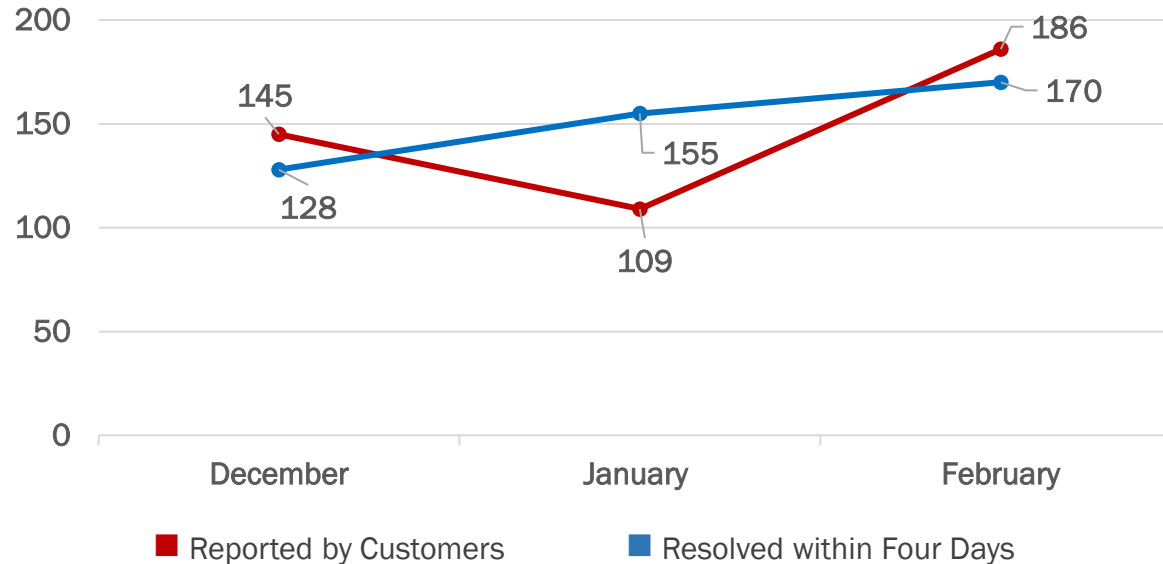
# Field Services: Fire Hydrant Maintenance



- Significant emphasis placed on repairing the number of inoperable hydrants over the last month.
- DWSD prioritizes fire hydrant repairs starting with critical areas near hospitals and schools as well as clusters of inoperable hydrants.

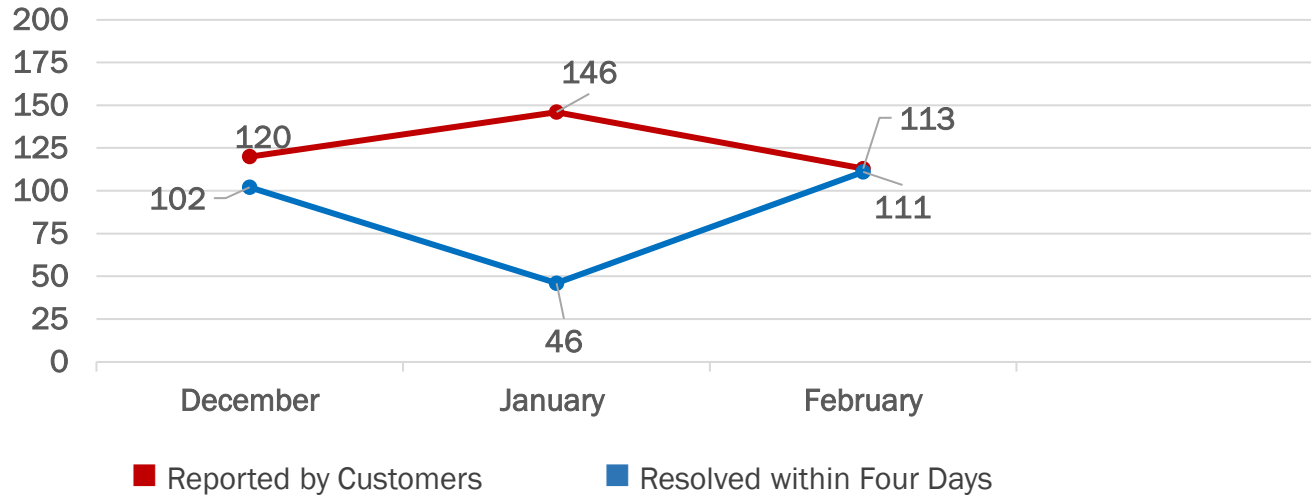


# Field Services: Running Water



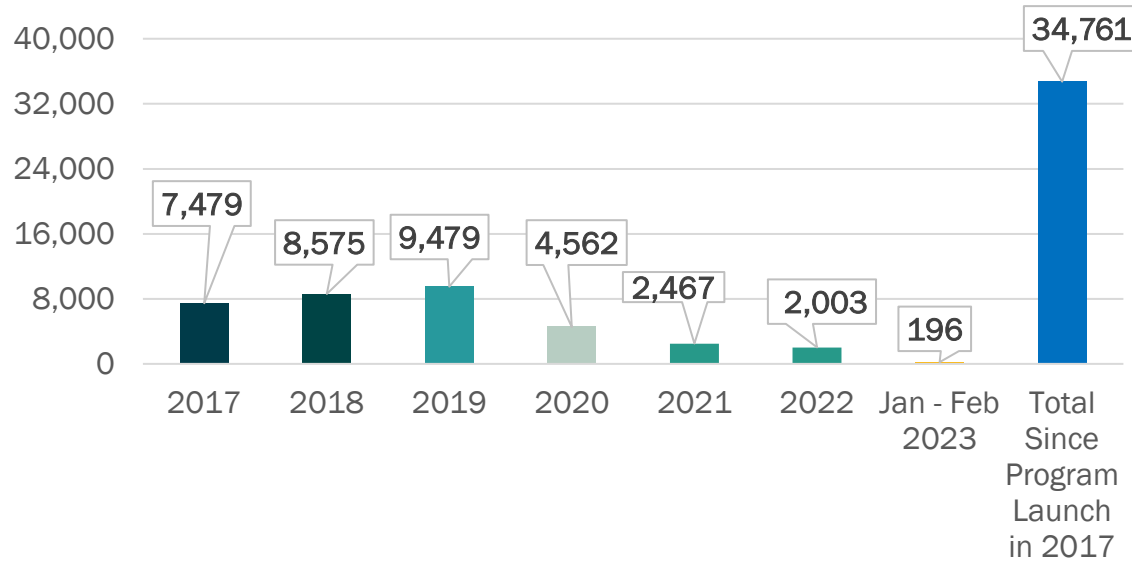
- MARS team is doing a great job completing service line work orders as February clearly shows.
- No hard or soft restorations during the winter months due to closure of asphalt and concrete plants.

# Field Services: Water Main Breaks



- DWSD has enjoyed a historically low number of water main breaks this winter after a historically high number last summer.

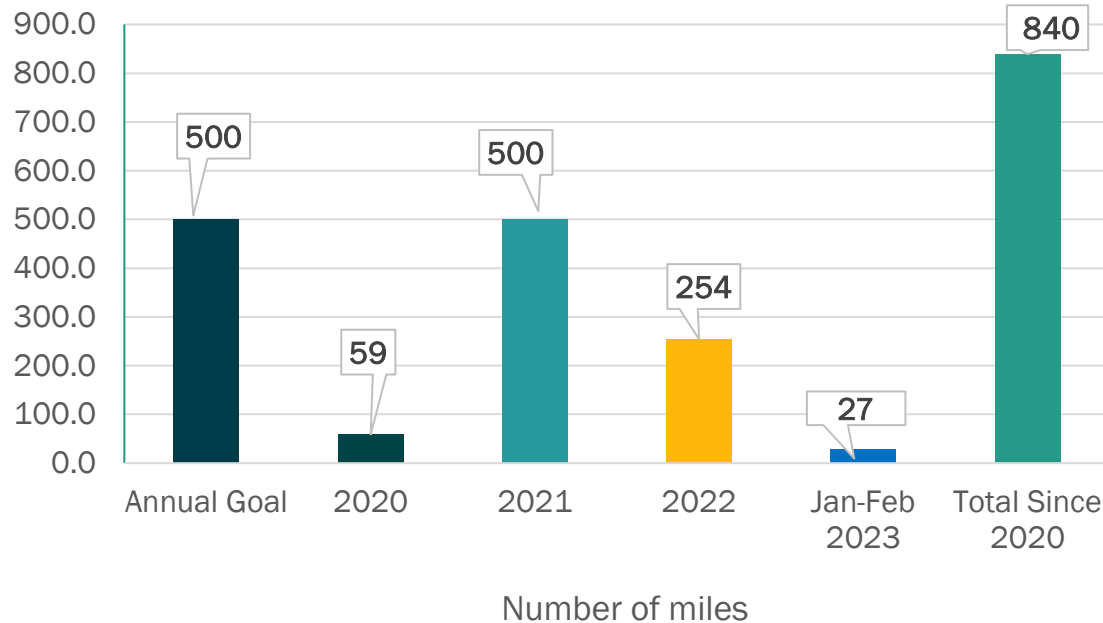
# Field Services: Catch Basin & Inspection Cleaning



- Sewer team responding only to emergency requests including flooded streets or surcharged sewers due to cold temperatures; Vactor trucks will freeze if out in frigid elements too long.
- Sewer team also helping with water main break and hydrant repairs.



# Field Services: Sewer Cleaning



- Sewer team responding to emergency requests including flooded streets and surcharged sewers due to cold temperatures; Vactor trucks will freeze if out in frigid temperatures too long.
- Sewer team and contractor starting preventative maintenance cleaning in mid-March.

# Meter Operations

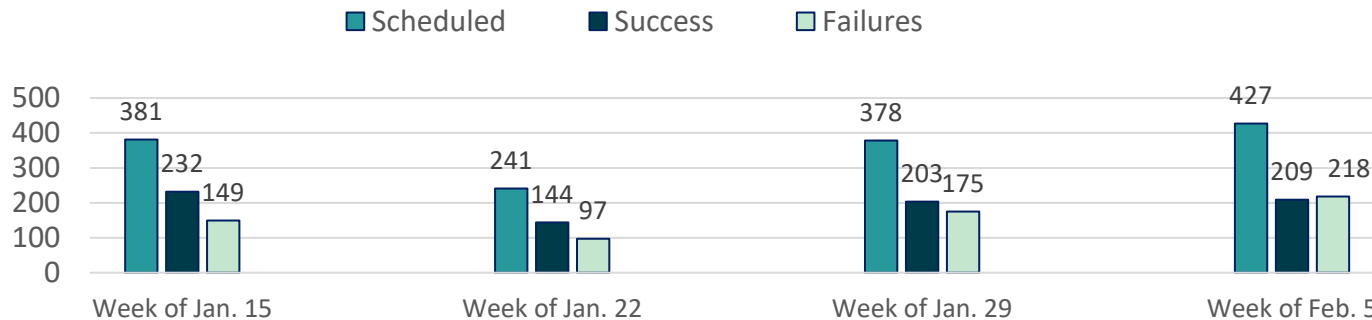
Sam Smalley, Chief Operating Officer



# Meter Operations: Scheduled Meter Work



## Scheduled Work

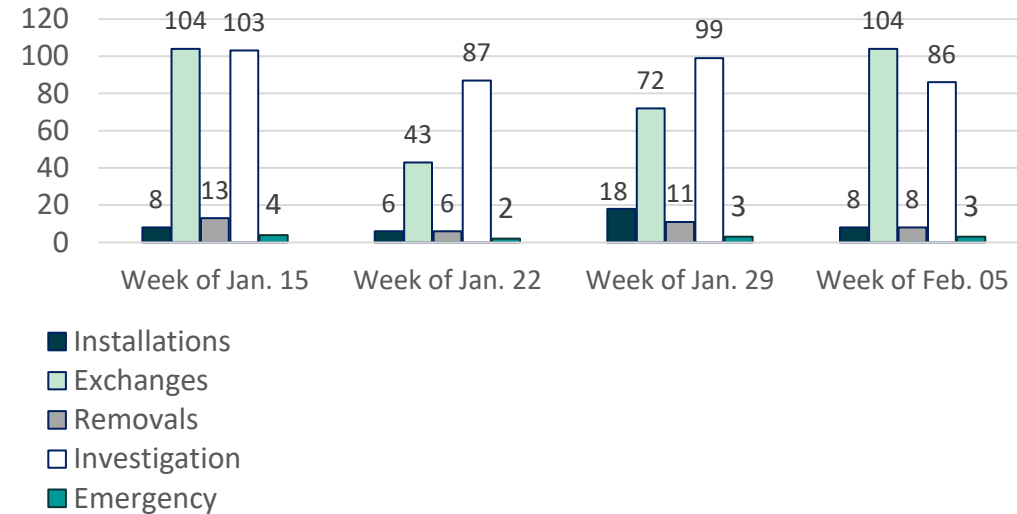


- 54 of 67 templates have been replaced with meters now that we have inventory.
- Multiple large-scale meter orders have been placed; not projected to run out of meters again.

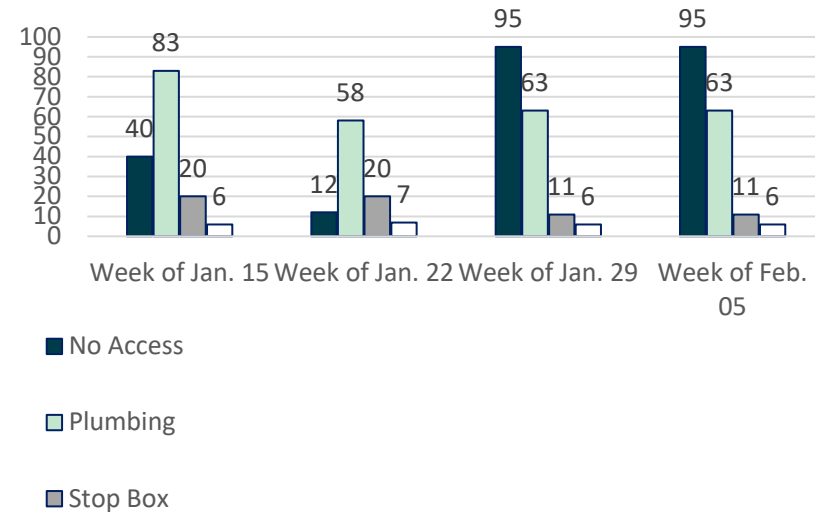
# Meter Operations: Scheduled Meter Work



## Success Details

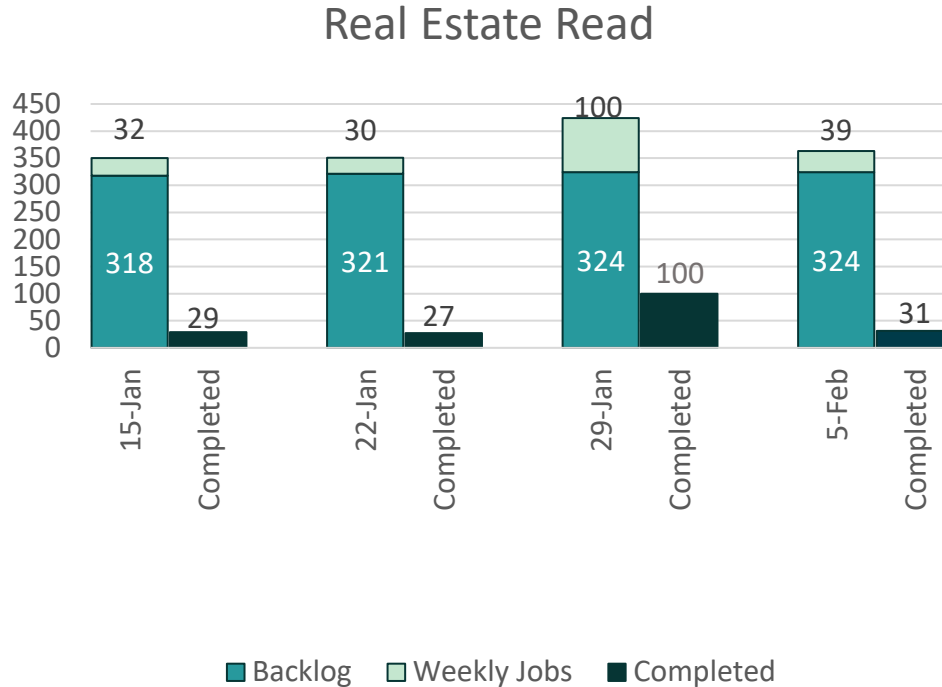


## Failure Details



- Working with other divisions to increase the number of remote real estate reads to reduce incompletes.

# Meter Operations: Real Estate Reads



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



# Investigations

Sam Smalley, Chief Operating Officer

# Investigations: Results



**471**

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

Money Owed to DWSD  
identified by Investigators

**\$3,046,692**

Total since July 1, 2022

**\$559,037**

Back billed

**\$1,327,719**

Future owed in 12 months

**\$1,159,936**

Water loss

Revenue Identified Since  
Investigation Unit Began

**\$27.7M**

Total since  
August 14, 2017

- Since the inception of RPU, and through built teamwork with departments across DWSD, the total amount of past/present/future assets identified is \$27,727,907.
- The collection rate on back-billed accounts from RPU's collaborative remains at 90%.

# Legal Services

Nikkiya Branch-Penson, Deputy Chief General Counsel

4

New cases filed by DWSD

3

New cases filed against DWSD

17

Pending cases handled in-house  
Collections actions: 10  
Defended cases: 7

- The OGC filed four new collections accounts seeking to collect \$558,921.14 in outstanding water, sewer and drainage charges.
- The OGC filed a lawsuit against a low-time delinquent customer and settled the case for \$260,000 in favor of DWSD. The funds have been collected and applied as revenue to DWSD.

# Public Affairs

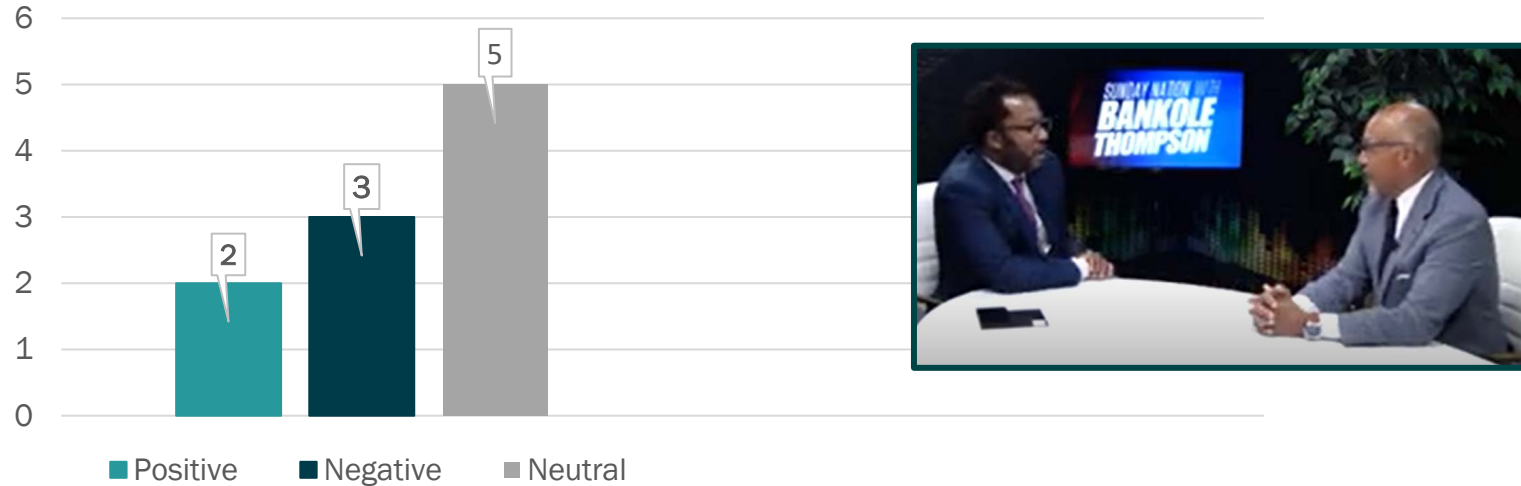
Bryan Peckinpagh, Public Affairs Director





# Public Affairs: Positive vs Negative News Stories

## DWSD News Coverage: February 1 – 28, 2023



In February 2023, there continued to be coverage on the Lifeline Plan and hydrant maintenance that was coordinated with the news media by the Public Affairs team. Director Brown participated in an interview with Bankole Thompson on his 910AM and YouTube show, “Sunday Nation with Bankole Thompson,” to have a conversation on water affordability and the DWSD Lifeline Plan, and he wrote a related column in *The Detroit News*.

PLEASE NOTE: For this metric, each story/interview is counted once regardless of how many times it was published/aired.

# Public Affairs: Social Media Activity



9

New Facebook Followers

9,144

Total Followers on Facebook

43

Engagement on Facebook



7

New Twitter Followers

1,921

Total Followers on Twitter

83

Engagement on Twitter



24

New Instagram Followers

1,874

Total Followers on Instagram

25

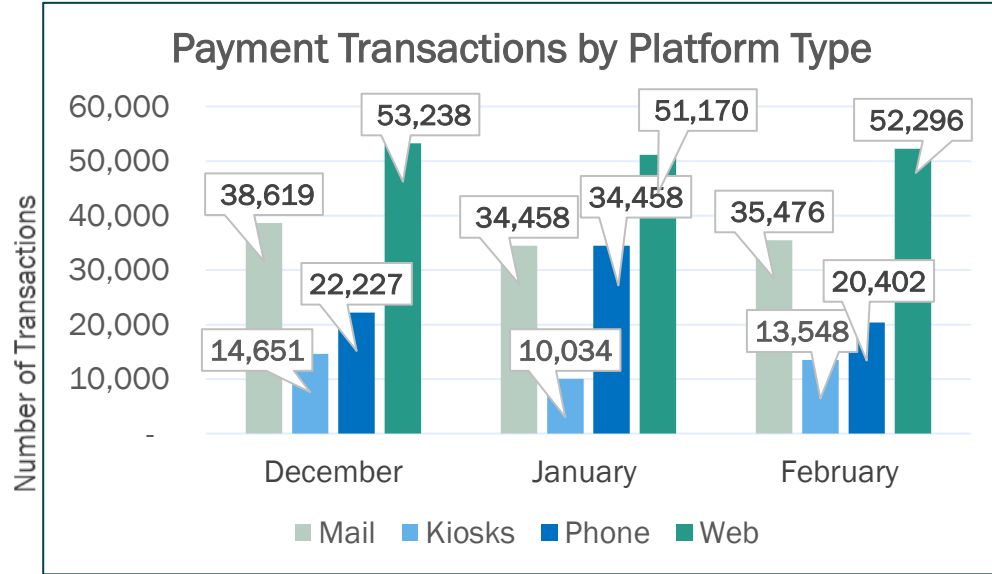
Engagement on Instagram



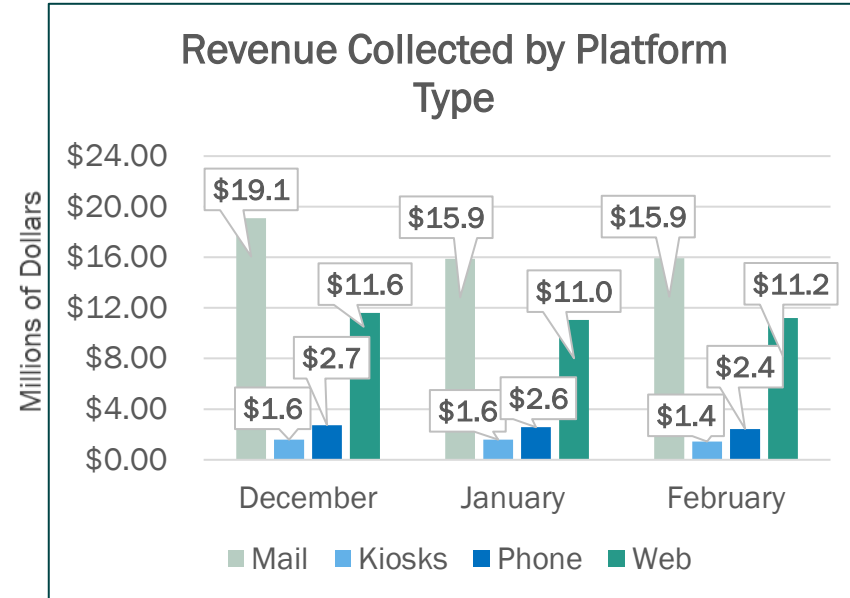
The DWSD Public Affairs team gained 40 new followers on social media in February 2023, bringing the total number of followers to **12,939**. In addition to the metrics above, Facebook saw a total of **5,502** impressions and **110** link clicks for the month. The top performing Facebook post was on the proper use of fire hydrants, and the top Twitter post was on the new "Opportunity Rising" video with a homeowner who participated in the Basement Backup Protection Program.

# Customer Service

# Customer Service: Transactions

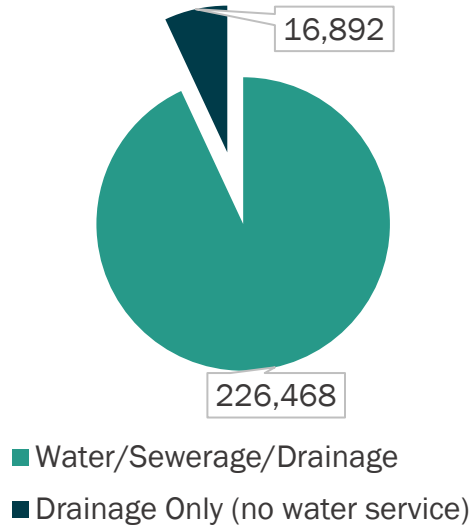


The DWSD payment platforms are performing beyond expectations, including the Customer Self-Service Portal at <https://csportal.detroitmi.gov>. Customer Service staff are efficiently providing assistance through 313-267-8000 and [mydwdsd@detroitmi.gov](mailto:mydwdsd@detroitmi.gov).

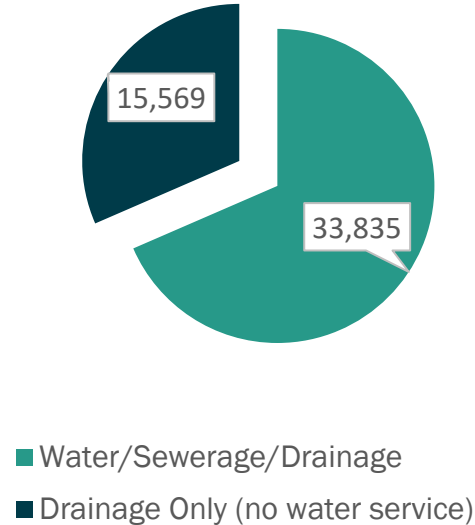


# Customer Service: Number of Active Accounts

## Active Residential Accounts



## Active Non-Residential Accounts



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



# Lifeline Plan – Protected From Shut Off



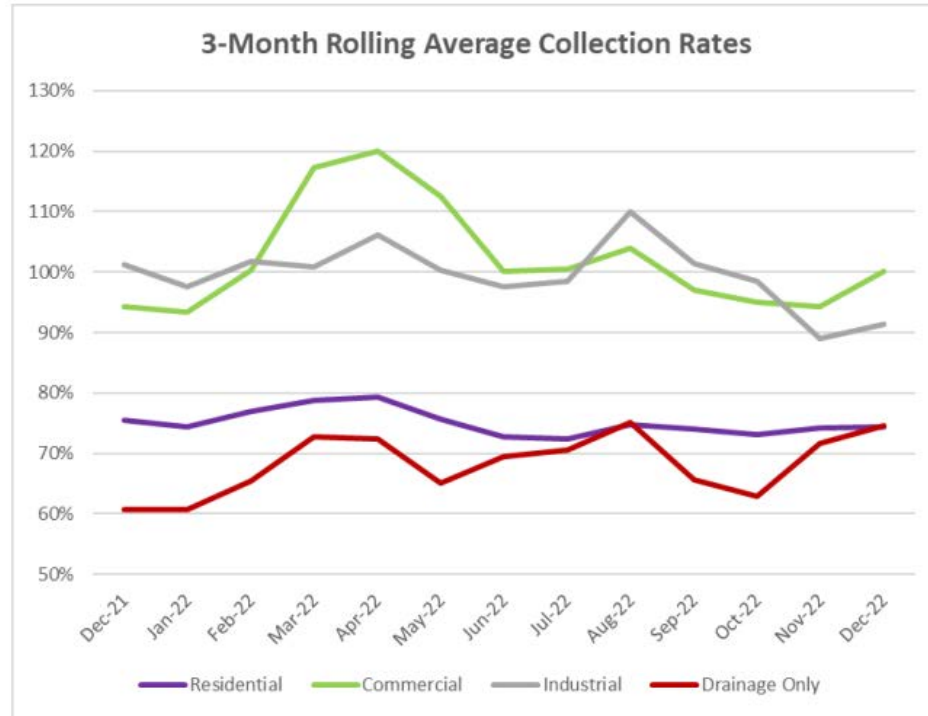
<b>Protected From Shut Off</b>	<b>Total</b>
<b>Enrolled in the Lifeline Plan*</b>	<b>11,490</b>
<b>Enter into the 10/30/50 Plan</b>	<b>3,288</b>
<b>Applications for Lifeline Plan Pending Approval</b>	<b>4,940</b>
<b>Total Number of Households Protected</b>	<b>18,818</b>

\*\$10.4M in arrears and gap payments

# 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

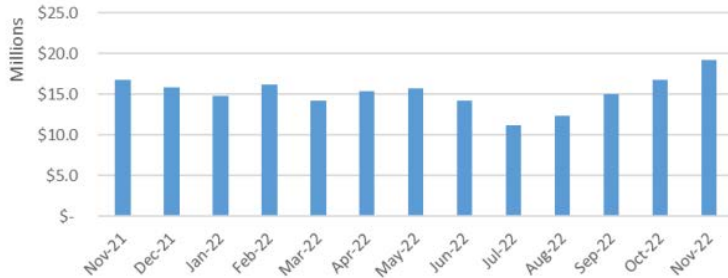
Water Cash @ GLWA



Sewer Cash @ GLWA



Water Cash @ DWSD



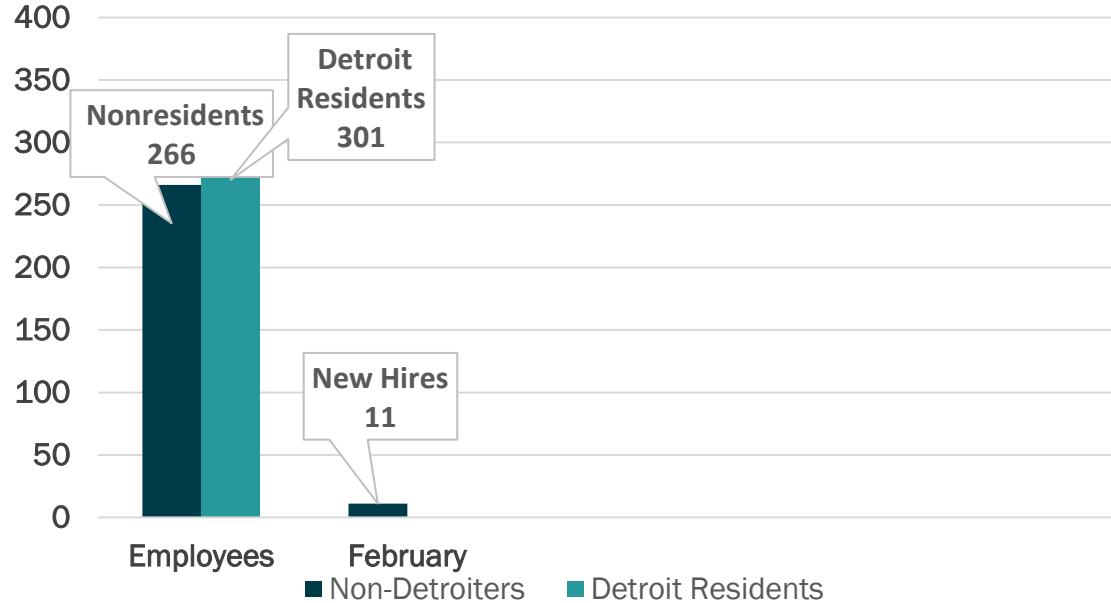
Sewer Cash @ DWSD



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# Human Resources

# Human Resources: Detroit Residents and Hiring

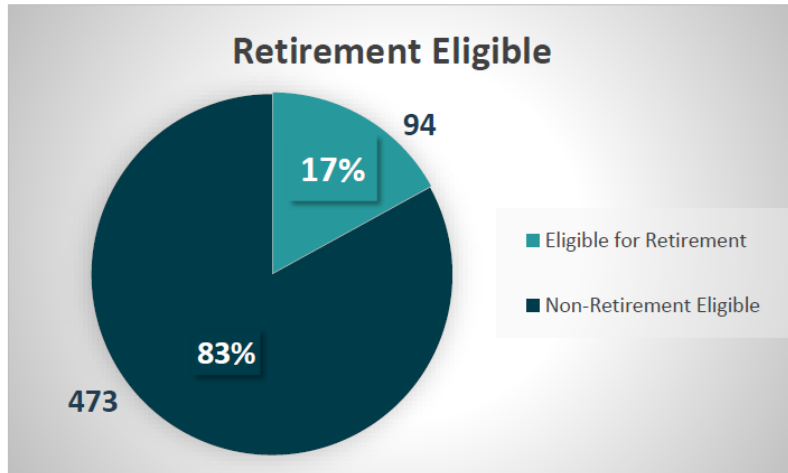


**Total = 567 Employees**  
**\*Detroit Residents – 53%**

- DWSD hired 11 employees (6 hires, 3 transfer from another City of Detroit department).
- Seven (7) employees left DWSD (resignation, retirements, terminations , transferred out).
- There are 15 current hiring requisitions for a total of 24 open positions.



# Human Resources: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	43
10 YOS/60 years old (Legacy)	50
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	1
<b>TOTAL</b>	<b>94</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.