

Director's Report

October 15, 2025



Water & Sewerage
Department



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Director Gary Brown's Message to the Board

State budget includes allocations for water affordability and infrastructure

The Michigan Legislature and Governor Gretchen Whitmer approved the FY 2026 state budget earlier this month. The budget includes the following related to water, sewer and stormwater systems:

- \$129 Million for local infrastructure projects supported by a federal grant;
- \$83.3 Million for water quality programs that protect Michigan's rivers, lakes, and groundwater;
- \$40.2 Million for drinking water and environmental health programs to safeguard public health; and
- \$5 Million one-time investment to advance water affordability.

These funds are in addition to any federal grants awarded to DWSD, including the \$346M HUD funding that includes the Alley Sewer Repair Project and the Brightmoor Stormwater Improvement Project.

DWSD leadership will follow the required application processes, and as always, put forth our absolute best effort to secure state funding in the new budget year, including pursuing \$2M-\$3M of the water affordability allocation toward Lifeline H₂O.

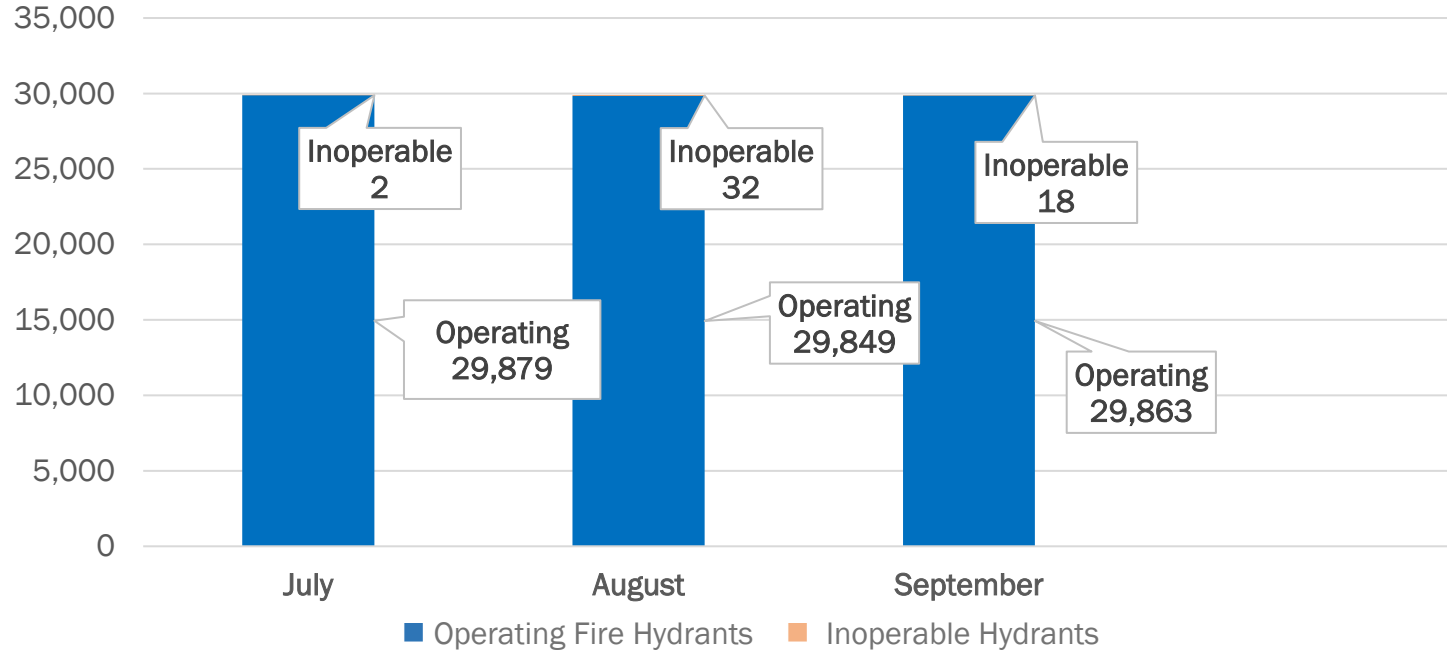


Field Services

Sam Smalley, Deputy Director



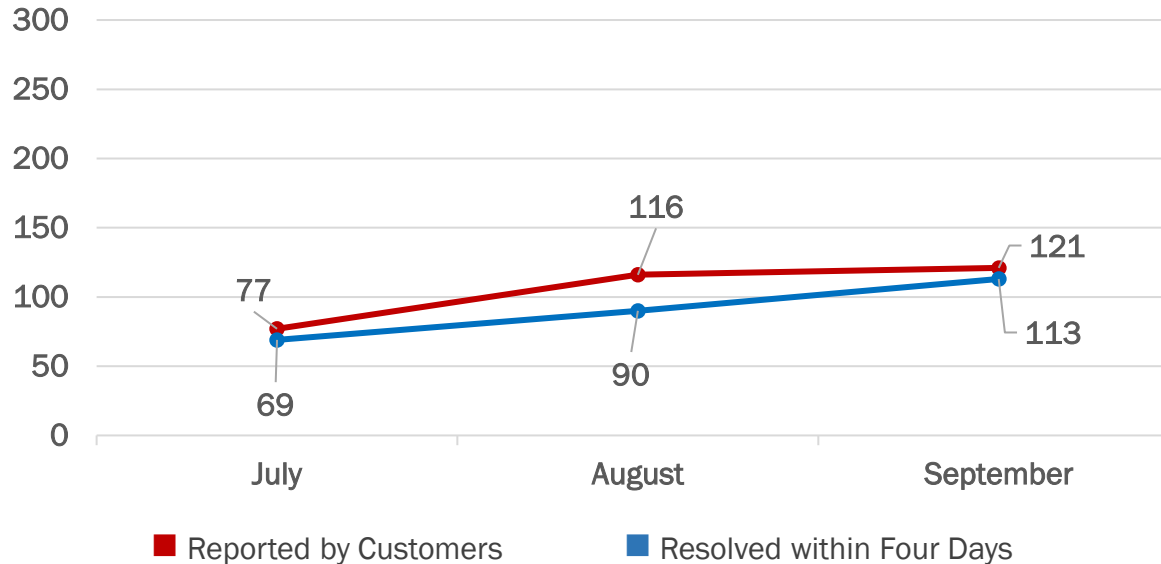
Field Services: Fire Hydrant Maintenance



- The Detroit Fire Department's annual hydrant inspections started this month (October).
- DWSD teams are keeping the number of inoperable hydrants low – below 1% outage – and following up with our own inspections to determine repairs/replacements.

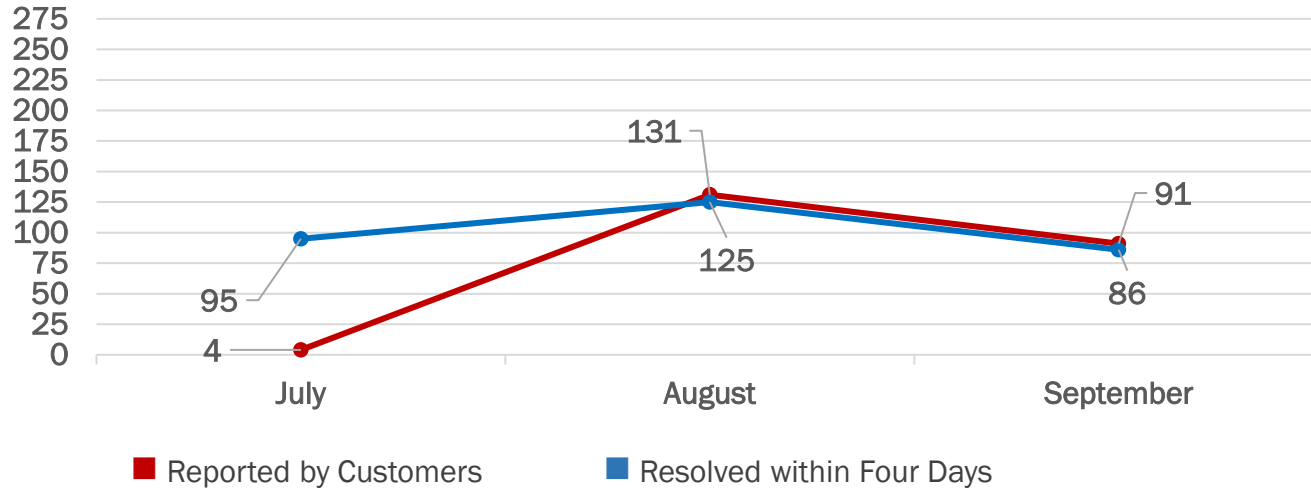


Field Services: Running Water



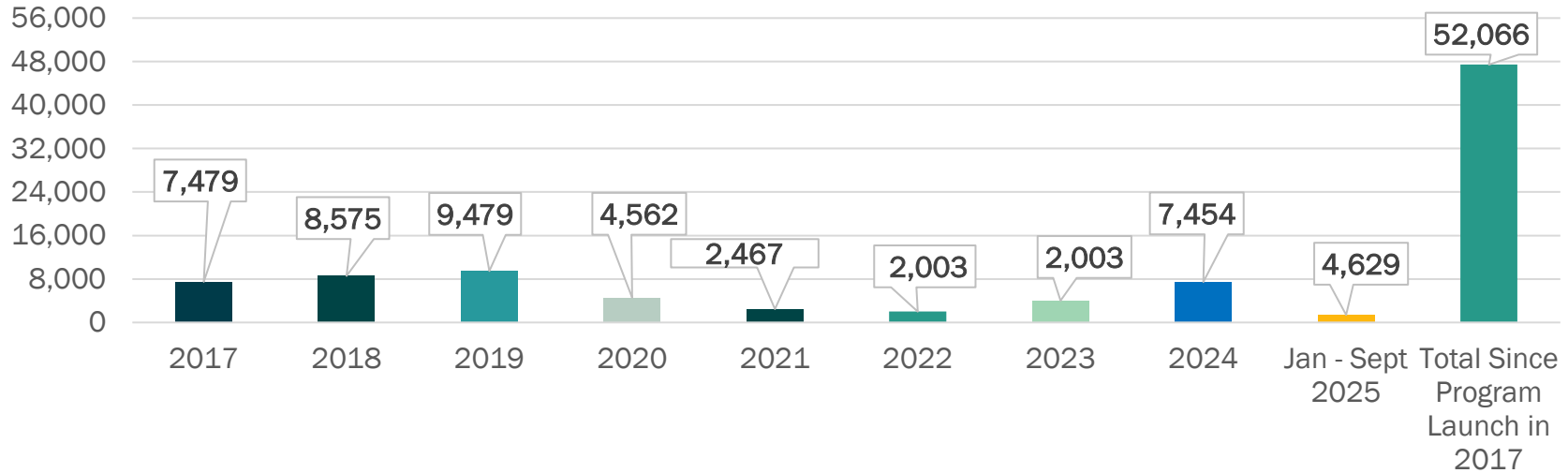
- The number of leaking water services has remained relatively consistent over the summer months.
- The MARS Team within Maintenance & Repair is resolving the vast majority within four days.

Field Services: Water Main Breaks



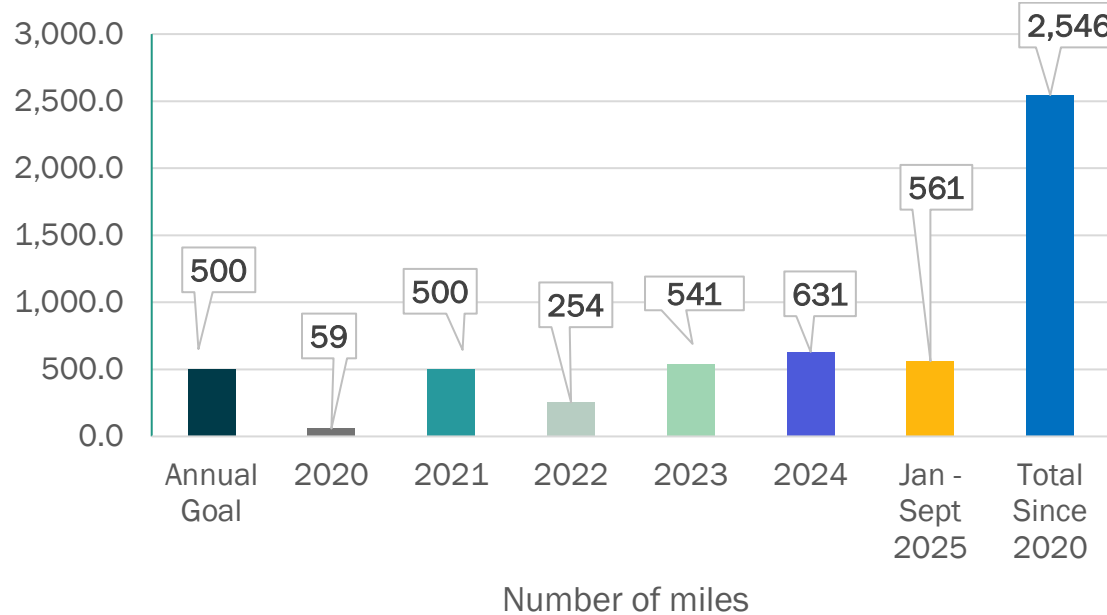
- The DWSD service level remains up to four days for repair.
- Water service outages and major thoroughfares are the first priority.

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



- The Sewer Team has committed to clean 600 miles of local sewer of 24-inches in diameter or less in calendar year 2025.
- DWSD exceeded 500 miles cleaned last year and we expect our hard working Sewer Team will surpass the goal again.

Capital Improvement Program

Anil Gosine, Chief Strategy & Process Improvement Officer



Field Engineering: CIP Metrics

FY25 Q4 METRICS	Apr-Jun*
Miles of Water Main Replaced	4.11
Number of Lead Service Lines Replaced	1,565
Miles of Sewer Collection Pipeline or Replacement	1.55
Miles of sewer system condition assessed	7.33
Miles of water system condition assessed	0
Hydro-excavations for service lines	1,669

*Based off submitted, not approved quantities

- DWSD works with Detroit start-up firm on a pilot for an Autonomous Underwater Robot ("AUR") designed to conduct internal inspections of live, pressurized water mains without requiring service shutdowns.
- Quality Assurance inspections initiated during warranty period of water contract, requiring contractor to remedy issues found.
- Completed integration points between Cityworks and eBuilder processes to provide efficiency for Inspectors and transparency of works between M&R and Engineering.

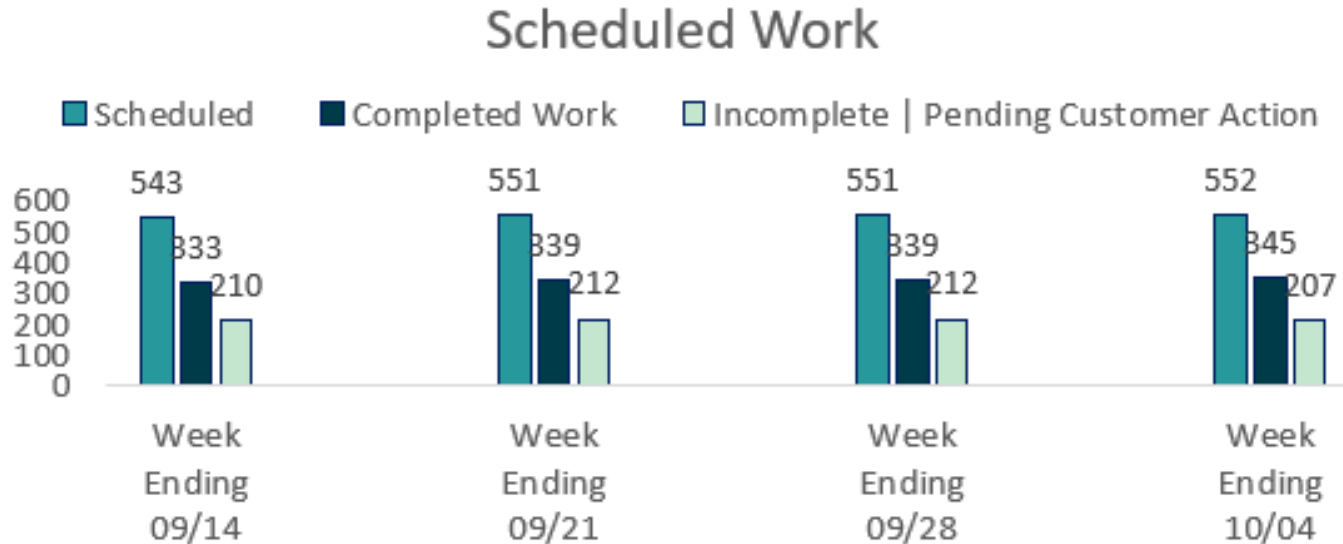


Meter Operations

Sam Smalley, Deputy Director

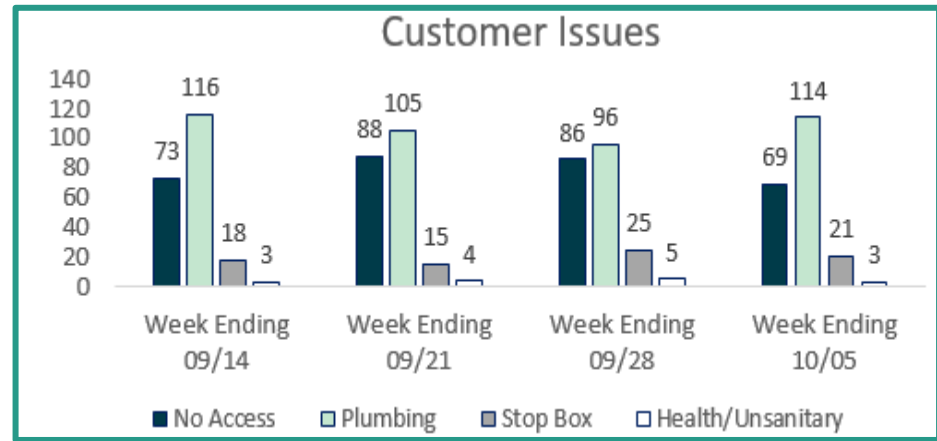
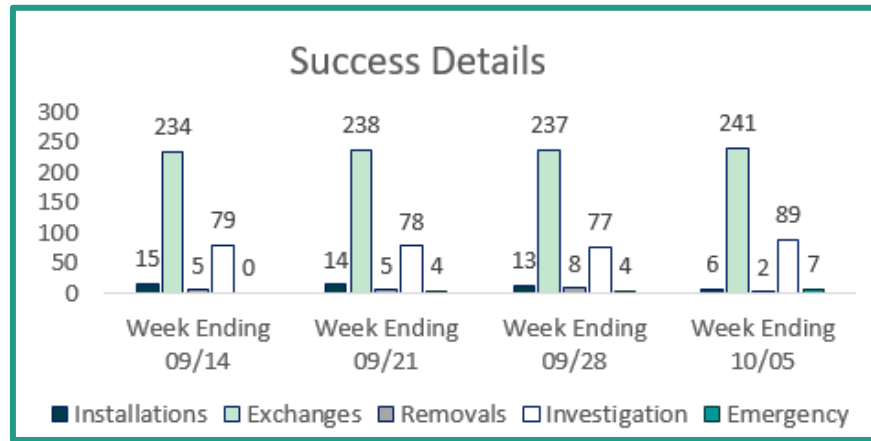


Meter Operations: Scheduled Meter Work



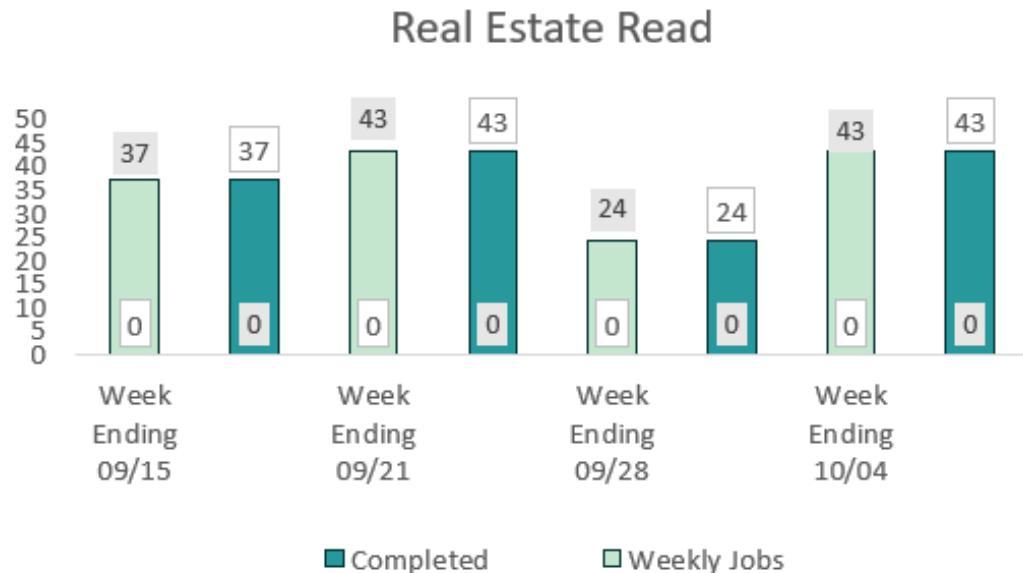
- Scheduled Meter Appointments have increased with an average of over 500 work orders weekly.
- Completed work has increased compared to this time last year by more than 30%.
- Although pending customer issues exists for some.

Meter Operations: Scheduled Meter Work



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



2,138

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

Money Owed to DWSD identified by Investigators

\$13,630,427

Total since July 1, 2024

\$2,074,623

Back billed

\$3,252,425

Future owed in 12 months

\$8,303,379

Water loss

Revenue Identified Since Investigation Unit Began

\$57M

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



1

Cases resolved in September 2025

0

New cases filed by DWSD

1

New cases filed against DWSD

33

Pending cases handled in-house

Collections actions: 13

Defended cases: 20

Non-defense cases: 0

Damage Claims

225

Number of Pending Damage Claims

29

Number of Damage Claims Reviewed
in September 2025

1

Total Settlements Offered
in September 2025

\$1,900

Total Settlements Offered
in September 2025

Public Affairs

Bryan Peckinpagh, Public Affairs Director



Public Affairs: Social Media Activity



15

New Facebook Followers

10,616

Total Followers on Facebook

196,079

Views on Facebook



0

New X Followers

1,873

Total Followers on X

10

Engagement on X



65

New Instagram Followers

2,976

Total Followers on Instagram

33,710

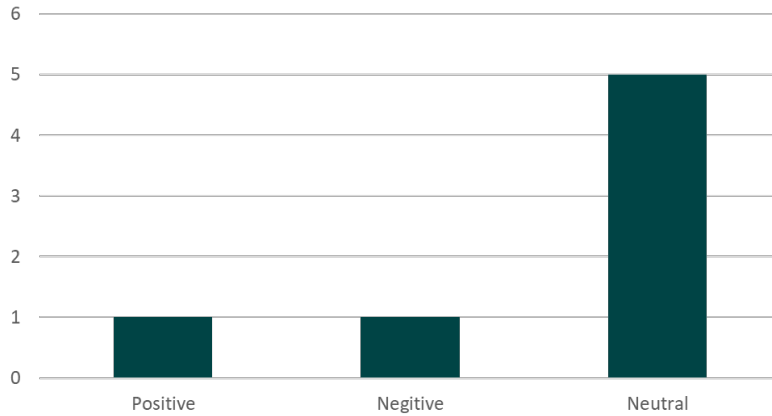
Views on Instagram



Instagram engagement continues to grow, and month-over-month exceeds the other social media platforms, while X (formerly Twitter) remains flat. The Facebook top performing post by views in August highlighted DWSD's lead service line replacement initiatives. The post had a total of 1,532 views, 11 interactions, and a reach of 1,100. For Instagram, the top performing post by views for the month of August was a reel of our new series Trash it or Flush It. DWSD collabed with the City of Detroit main social media page. The post received 5,571 views, 184 interactions and a reach of 3,907.

Public Affairs: Positive v. Negative News Stories

DWSD News Coverage: September 2025



■ DWSD News Coverage: September 2025

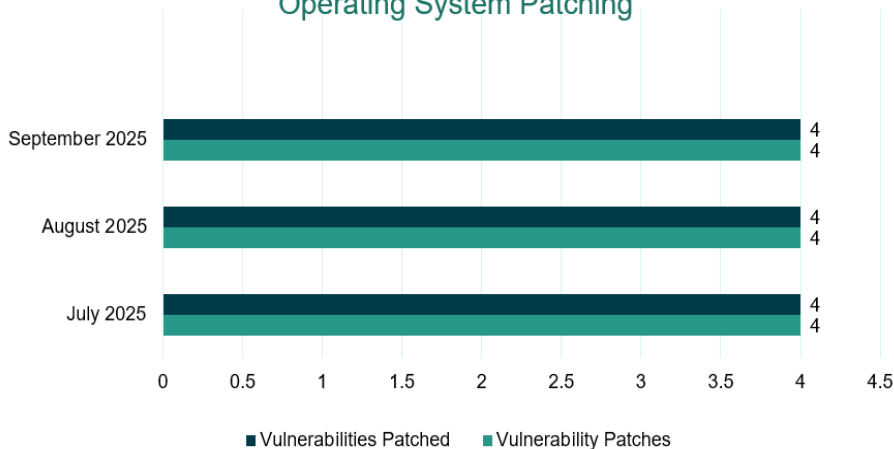


In September, we had a total of seven stories that mentioned the Detroit Water and Sewerage Department (DWSD). Of all the stories DWSD was mentioned in – one was positive, one negative and six stories were neutral. While the bulk of the stories covered mayoral candidate Rev. Solomon Kinloch’s water bill for his church properties, one story covered the odor from a sewer rehabilitation project on Gratiot and the other story highlighted the Post-Construction Stormwater Ordinance, the Michigan Central GSI development, and DWSD’s stormwater efforts.

Information Technology

Anil Gosine, Chief Strategy & Process Improvement Officer

DWSD Server Operating System Patching



Things to Know

- Vulnerability is a security weakness in the system
- Patching applies an update or fix to remove the weakness

CrowdStrike

- Automated detection and response with real time monitoring for IT systems
- Security measure to respond to threats sooner

Business Impact Analysis

- Ongoing Project To Establish RTO, RPO for Business Continuity Prioritization
- Currently Surveying how IT applications are being utilized for operational impact

IT Team continuously works to ensure 100% of DWSD 163 servers are patched and functioning monthly to decrease vulnerability risks. IT continuously analyzes and implements controls where needed.

Customer Service

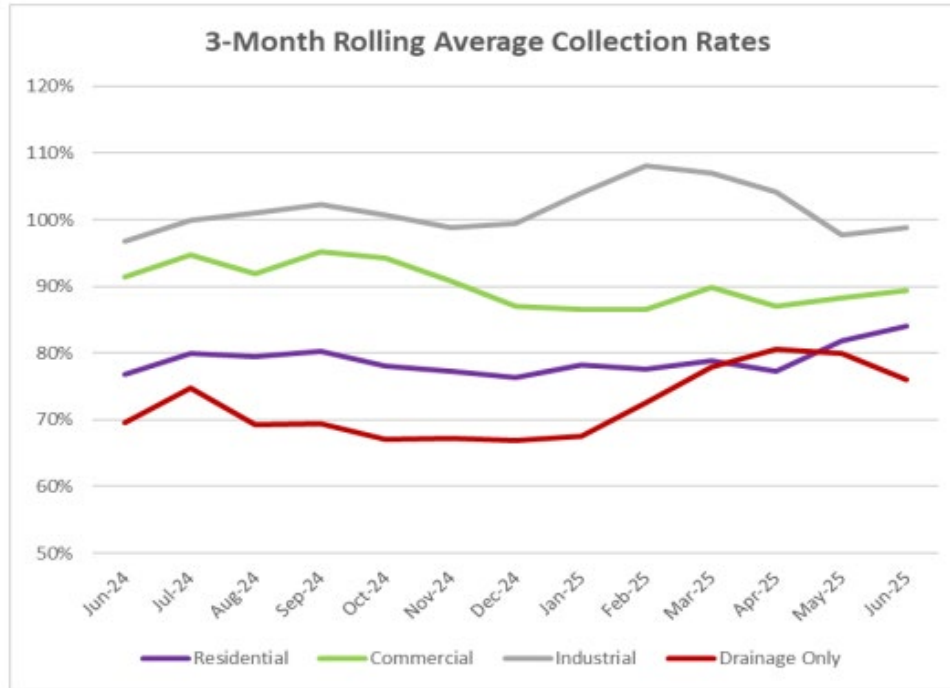
Lifeline Plan – Protected From Shut Off

Protected From Shut Off	Total
Receiving Lifeline Plan benefit	7,930
Enrolled in EasyPay Plan	35,878
Total Number of Households Protected	43,808

Finance

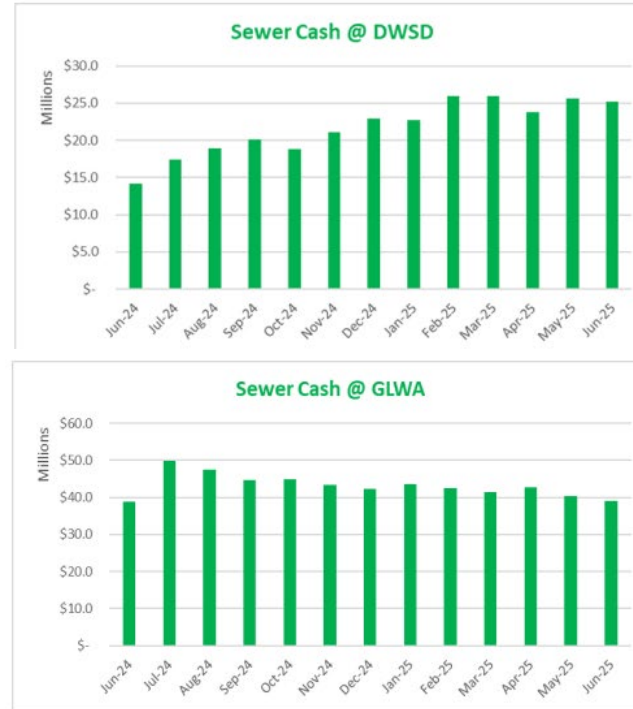
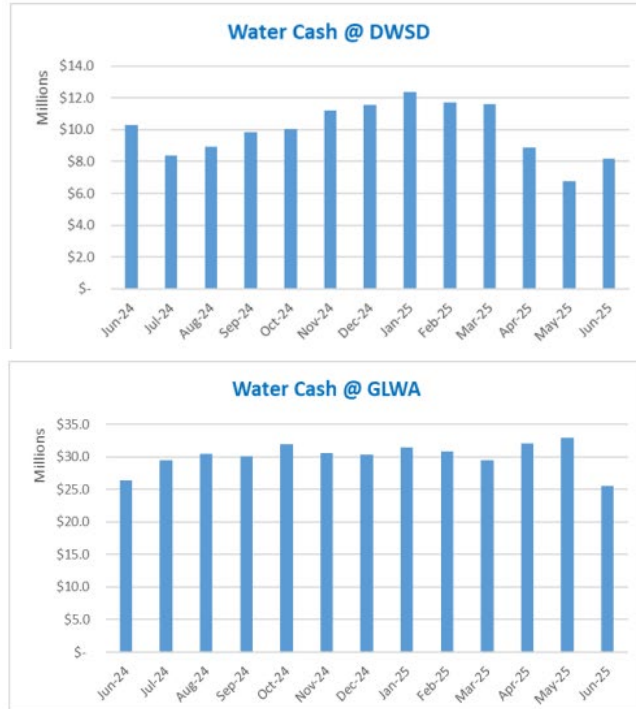


Finance: Collection Rates



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

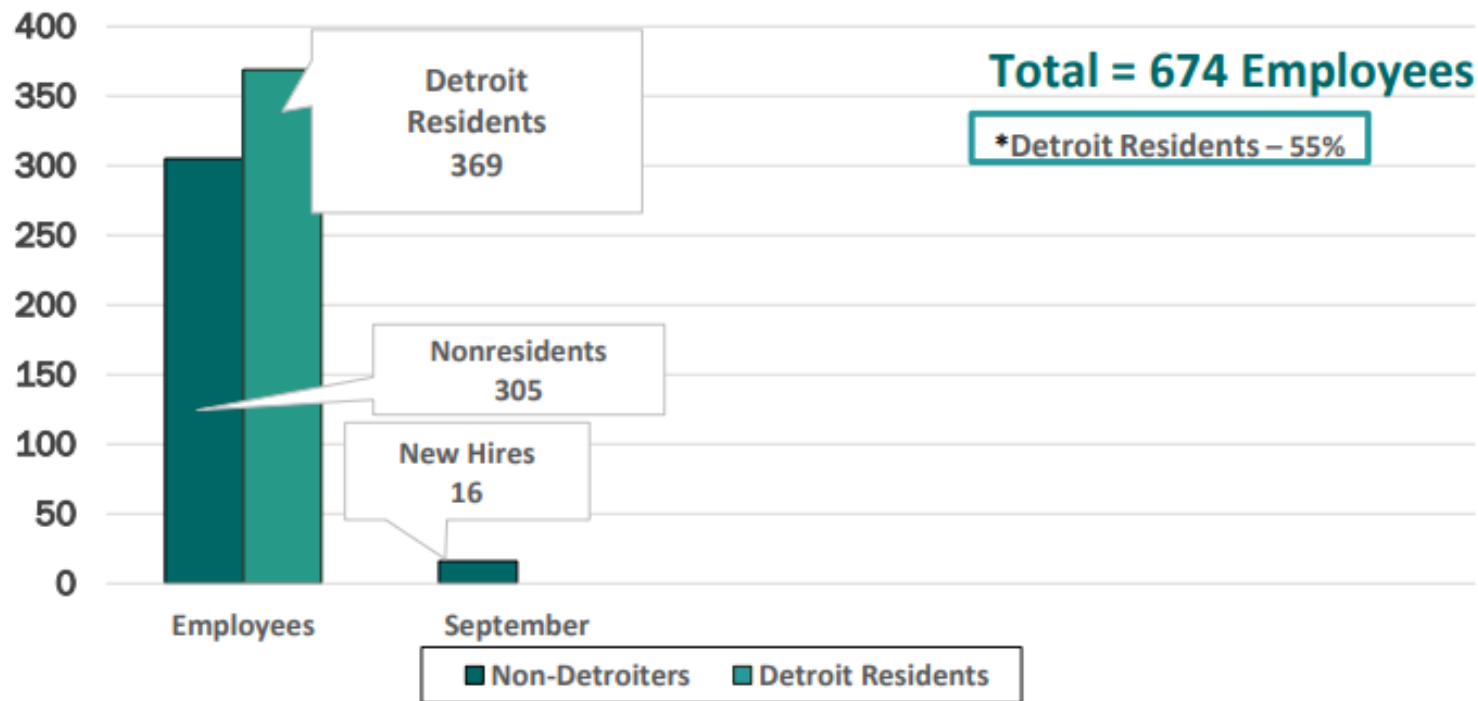
Finance: Cash Balance



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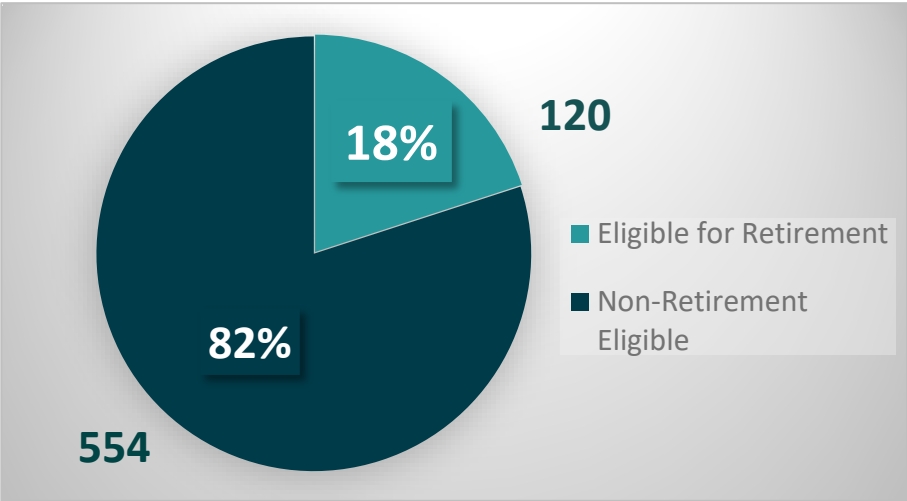
Human Resources

Human Resources: Detroit Residents and Hiring



Human Resources: Retirement Eligible

With a current population of **674** employees, there are **120** DWSD employees eligible for retirement



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	47
25 YOS/55 years old (Legacy)	22
10 YOS/60 years old (Legacy)	49
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	2
TOTAL	120

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

- Eighteen percent (18%) 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
08/27/2025	Career Fair	14117 E 7 Mile Detroit At Work	150