



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

June 5, 2024



**Water & Sewerage
Department**

Customer Service May 2024

Presented by:

Kimberly Crowell – Customer Service Manager

Matthew Phillips – Chief Customer Service Officer

May 2024

- 44,430 calls and responded to 7,902 email inquiries
 - 52,332 total customer touchpoints
 - 2,379 contacts per day vs 1,400 forecasted
 - 129,587 contacts: Customer Service Calls, Email and Self Service
- Customer contact volume: 78% over forecast
- 43% of calls were answered within 2 minutes

May 2024

- Average Speed of Answer:
 - 2:30 (65% SL) on the emergency line
 - 6:34 (40% SL) non-emergency line
- Customer Satisfaction (CSAT) at **82%**, First Call Resolution (FCR) at 76%
- First call resolution exceeded or achieved goal for the third month in a row.
- Customer Satisfaction exceeded goal for 7 straight months.

CALL CENTER DATA – May 2024

	December	January	February	March	April	May	Key Performance Indicator
Calls Received	35,769	45,545	47,367	46,085	44,328	44,430	<i>29,400/mo or 1400 per day</i>
Average Speed of Answer	3:28	7:01	12:48	13:49	6:50	6:05	2 Minutes
Email Interactions	5,619	6,465	6,558	7,252	6,741	7,902	
Average Speed of Response (Email)	1d	2d 5h	2d 9h	2d 23h	2d 16h	1d 11h	24 Hours
Total Interactions	41,388	52,010	54,195	53,337	51,069	52,323	<i>78% over forecast</i>
Service Level	60%	40%	27%	21%	35%	43%	70%/120 seconds
Average Handle Time	7:59	8:26	8:59	9:13	8:59	8:20	8 Minutes
Average Talk Time	5:45	6:14	6:21	6:30	6:23	6:02	7 Minutes
Average Hold Time	5:04	5:16	5:44	5:54	6:23	5:51	3 Minutes
After Call Work	0:43	0:42	0:41	0:42	0:37	0:38	1 Minute
Abandoned Calls	5%	9%	14%	15%	10%	8%	< 5%
Avg. Staffing	33	33	32	39	39	39	86
First Call Resolution	69%	68%	70%	71%	75%	76%	71%
Customer Satisfaction	81%	82%	81%	81%	86%	82%	72%

Required staff to answer calls within Service Level





Water & Sewerage
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DWSD Key Results Lifeline Affordability Program

May 2024

2024 Lifeline – Protected From Shut Off – 30,098

Protected From Shut Off	Total Households
Receiving Lifeline Benefit	24,227
10/30/50 Payment Plan Enrolled	3,712
Pending Eligibility by WM	2,159
	30,098



Lifeline Financial Dashboard

Performance Metric	PTD August 2022- May 2024
Gap + Arrears	\$54,372,596



*PTD: Program To Date (Since program inception)

2024 Lifeline Enrollment Dashboard

Performance Metric		YTD	%
Applied for Lifeline		32,862	
Receiving Lifeline Benefit		24,226	
Enrolled Tier 1*	\$18	20,684	85%
Enrolled Tier 2*	\$43	1,084	5%
Enrolled Tier 3*	\$56	2,458	10%
Plumbing Audits		1,476	6%

Benefit Received by Tier – *May 2023 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$52.43	\$1,498
Enrolled in Tier 2	\$43	\$31.79	\$1,407
Enrolled in Tier 3	\$56	\$22.96	\$1,689
<i>Average</i>		<i>\$49.38</i>	<i>\$1,510</i>

Lifeline Tier Groups: Enrollments and Usage Based on Household Size

May 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	5.4 ccf	91.07%
Group B	5-6	6,750 or 9ccf	8.3 ccf	7.24%
Group C	7-8	9,000 or 12ccf	10.0 ccf	1.46%
Group D	9-10	11,250 or 15ccf	12.5 ccf	0.19%
Group E	11-12+	13,500 or 18ccf	7.5 ccf	0.04%

- 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)



Estimated Lifeline Costs: December 2023 – November 2024



Total Gap and Arrears
Payments:

\$26.5M*

- \$16.8M Gap
- \$9.7M Arrears

Total Repair and Water
Audits:

\$18M**

- \$14M Repairs
- \$4M Water Audits

*Based on 28K total enrollments, 23k existing from prior grant year + 5,000 FY24

**10K repairs @ \$1400 per HH and 10,000 audits @\$400 per HH

Gap Payments: \$50 per month x 28,000HH x 12 months

Arrears Payments: \$1,475 x 550HH x 12 Months

Lifeline Funding Sources FY24



\$3.5M
WRAP
(GLWA)

\$7M
SOMWAG
(WMCAA)

\$7M MDHHS
Local Water
Utility
Affordability
Program Grant

Current Funding Status:

\$17.5M Total for FY2024

1. \$3.5M WRAP (July 2024)
2. \$7M Michigan Water Affordability Grant (October 2023) WMCAA
3. \$7M MDHHS Local Water Utility Affordability Grant (April 2024) WMCAA

DWSD Lifeline Plan



**Water & Sewerage
Department**

Diversity, Opportunity & Inclusion

Presented by:

Tiffany Jones – Diversity, Opportunity & Inclusion Director



Diversity, Opportunity & Inclusion Update

- Recent & Upcoming Outreach & Engagement Activities

- City of Detroit Minority Business Summit (May 25)
- DTE Diverse Contractor Incubator Program (June 18 and July 25)
- Small Business Administration (SBA) Michigan District Office's Annual 8(a) Conference (June 27)
- City of Detroit Annual Construction Conference (August 22)
- Wayne State APEX Accelerator (October 16 and June 4)

- Contractor Connect Newsletter

- Subscribers (808)
- Newsletters since January 2024 (28)

- Next Update

- NEW Detroit Certified Contractors (Primes & Subs)

THE CITY OF DETROIT INVITES YOU TO

Minority Business Summit

SAVE THE DATE

SATURDAY, MAY 25 | 12pm to 3pm

Opportunity Rising

HOSTED BY

Mary Waters
City Council Member At-Large

Angela Calloway
City Council Member, District 2

Latisha Johnson
City Council Member, District 4

DeAndre Berry
Supervisor, Contract Procurement Specialist IV

At the summit, participants will learn about the contracting and procurement process for the City of Detroit and the State of Michigan and get information on capital access resources

Wayne County Community College
Northwest Campus:
Larry K. Lewis Building
Resource Room E122
8200 Center Drive
Det, MI 48219

REGISTER NOW

Join us for an event where we'll guide you through the registration process and provide insights on navigating the supplier portal effectively. Don't miss this chance to be part of Detroit's growth and success!

Take Part Start and Grow Your Own Business



U.S. Small Business Administration

DETROIT WATER & SEWERAGE DEPARTMENT DETROITMI.GOV

Contractor CONNECT

A publication for construction and professional services organizations to stay connected and get updates from the Detroit Water & Sewerage Department (DWSD).

NEW DWSD SOLICITATION POSTED

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DWSD CELEBRATES CONSTRUCTION SAFETY WEEK!

Construction Safety Week, also known as Safety Week started in 2014, when more than 40 national and global construction firms comprising the Construction Industry Safety Initiative (CISI) group and the Incident and Injury Free (IIF) CEO Forum joined forces with a single aim: to inspire everyone in the industry to be leaders in safety. In 2016, Safety Week was more formally branded and started to take shape as the fully integrated annual campaign with a growing number of members and sponsors that exists today.

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Happy Women's History Month!

Courtney Recklein · 2nd
I'm here to service your traffic control needs
45m · 📍

Today is the first day of Women's History Month... and I was reading an email this morning from **Detroit Water & Sewerage Department** that said "According to the Bureau of Labor Statistics, women now represent more than 10% of the construction workforce in the United States, with this number steadily on the rise." - This young woman is one of the most important reasons why I am doing what I do... I'm building something to share with her. I'm doing all of this to make my daughter proud and to show her she can do ANYTHING she puts her mind to. Happy Women's History Month!!!





**Water & Sewerage
Department**

Planning Calendar: Public Affairs and NEUAC

Presented by:
Bryan Peckinpaugh – Public Affairs Director



Public Affairs Update

- In addition to 332 resource fairs, presentations and community meetings since July 2023, we have touched the doors of **103,588 houses**.
- We have engaged more employees through a new strategy to have executive sponsors, including **nearly 50 staff** who helped at Motor City Makeover in Core City in D6.
- We are supporting the department's advocacy efforts as it relates to water affordability and other grant funding, including launching miwaterplan.org.



National Energy and Utility Affordability Coalition NEUAC Annual Conference



National Energy and Utility Affordability Coalition NEUAC Annual Conference



How to Start a Statewide Water Affordability Program

- ❑ DWSD and Wayne Metro partnered to present “How to start a statewide water affordability program” at the annual National Energy Utility Affordability Coalition conference in Chicago
- ❑ Nearly 900 Community Action Agencies, Utilities, Federal and State agencies were in attendance at the conference
- ❑ The intent was to equip participants with the knowledge and strategies for developing and implementing a comprehensive water affordability program in their community
- ❑ We led the audience on a journey on how Detroit became the epicenter of water affordability with the introduction and development of the Lifeline Program

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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Detroit Water & Sewerage Department

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

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