



**Water & Sewerage
Department**

DIRECTOR'S REPORT

June 15, 2022



CONTENTS*

Metrics by Function:

• Director's Message	3
• Customer Service	4
• Field Services	7
• Finance	13
• Legal Services	16
• Investigations	18
• Human Resources	20
• Public Affairs	23
• Information Technology	26

DIRECTOR GARY BROWN'S MESSAGE TO THE BOARD

The Detroit Water and Sewerage Department (DWSD) has published the 2021 Detroit Water Quality Report this month.

Detroit continues to supply clean and safe water for drinking, some of the best in the country. Our water meets or exceeds all federal and state regulatory standards under the Safe Drinking Water Act.

Along with water sampling results, the report includes updates about our water assistance programs, construction projects and other services.

Ways to view the report:

- Online - www.detroitmi.gov/2021waterqualityreport
- Email for a digital or printed copy - dwsd-publicaffairs@detroitmi.gov
- Call for a printed copy - 313-267-8000





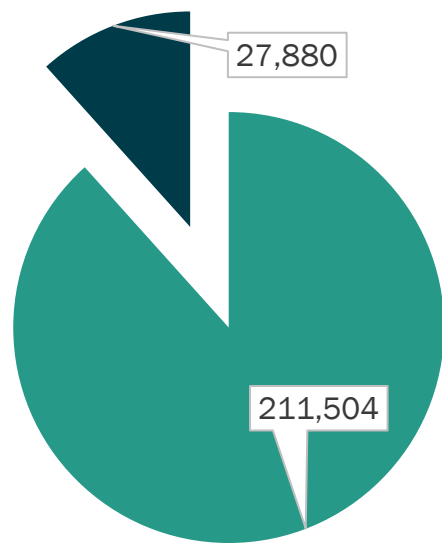
**Water & Sewerage
Department**

Customer Service

CUSTOMER SERVICE: Number of Active Accounts

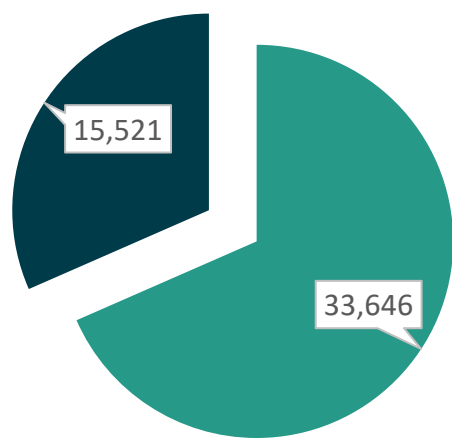


Active Residential Accounts



■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

Active Non-Residential Accounts



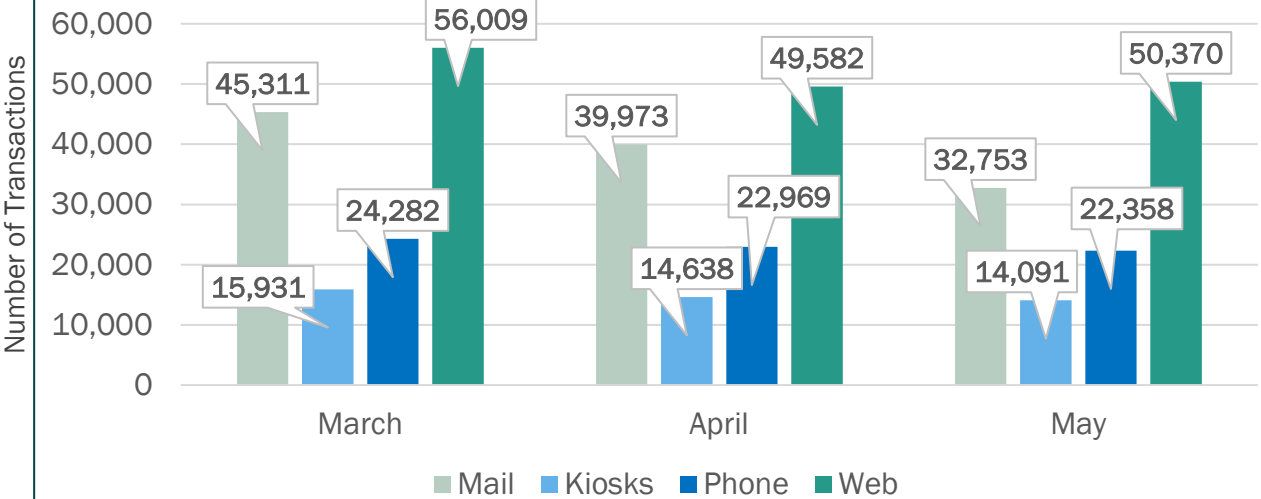
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

CUSTOMER SERVICE: Transactions

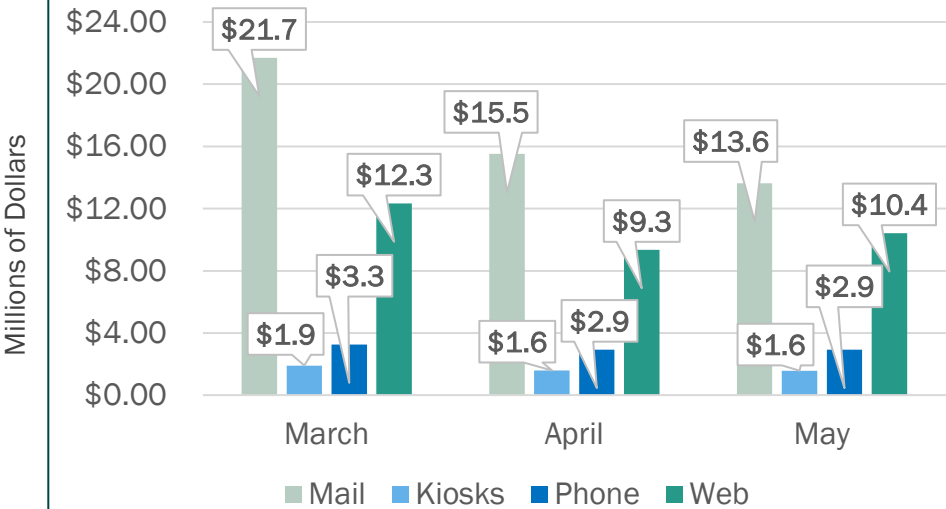


Payment Transactions by Platform Type



DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including the launch of enhanced services on the Customer Web Portal at www.detroitmi.gov/paymywaterbill and contact via email at mydwdsd@detroitmi.gov. DWSD is also communicating all the convenient, safe ways to pay and how customers can access their account(s).

Revenue Collected by Platform Type

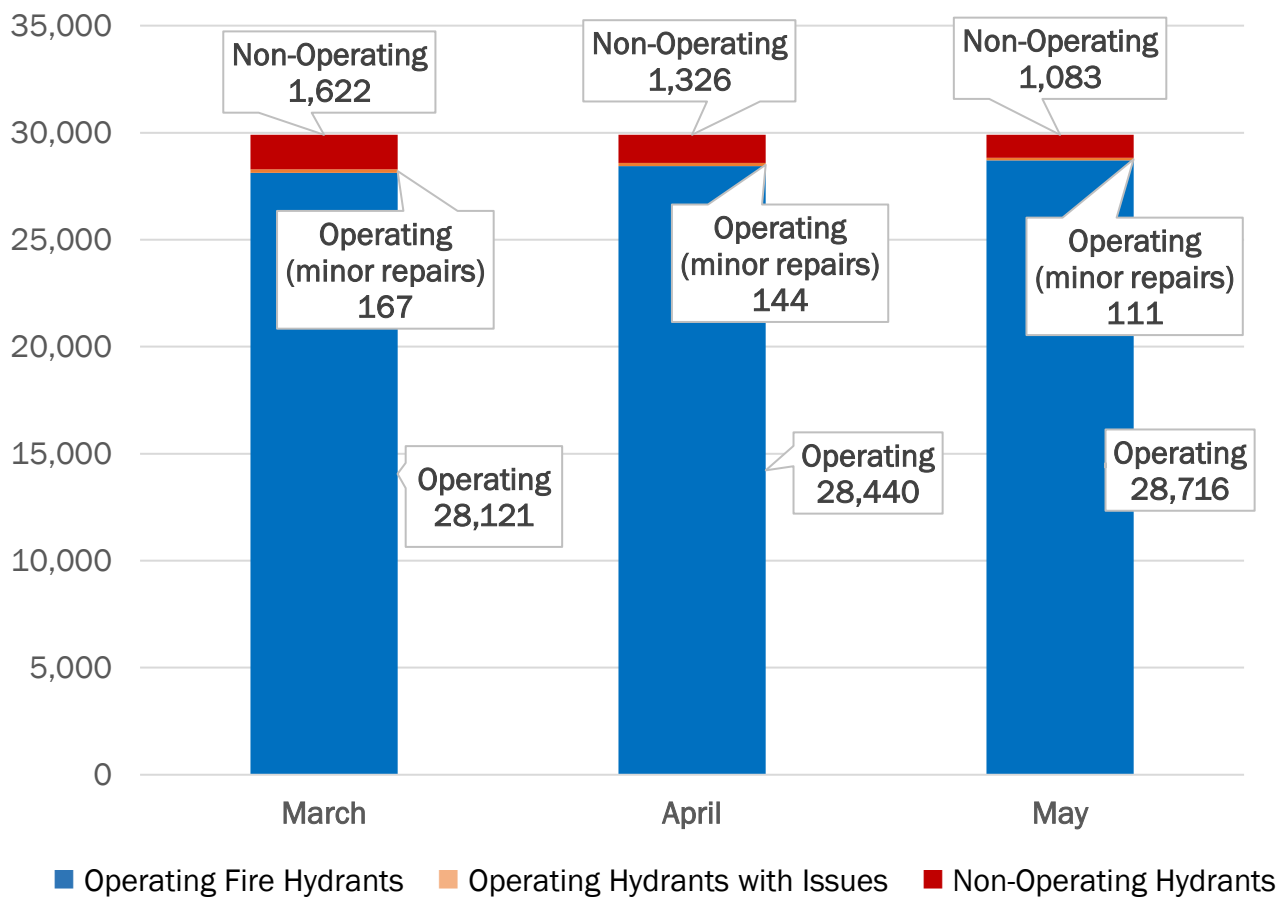




**Water & Sewerage
Department**

Field Services

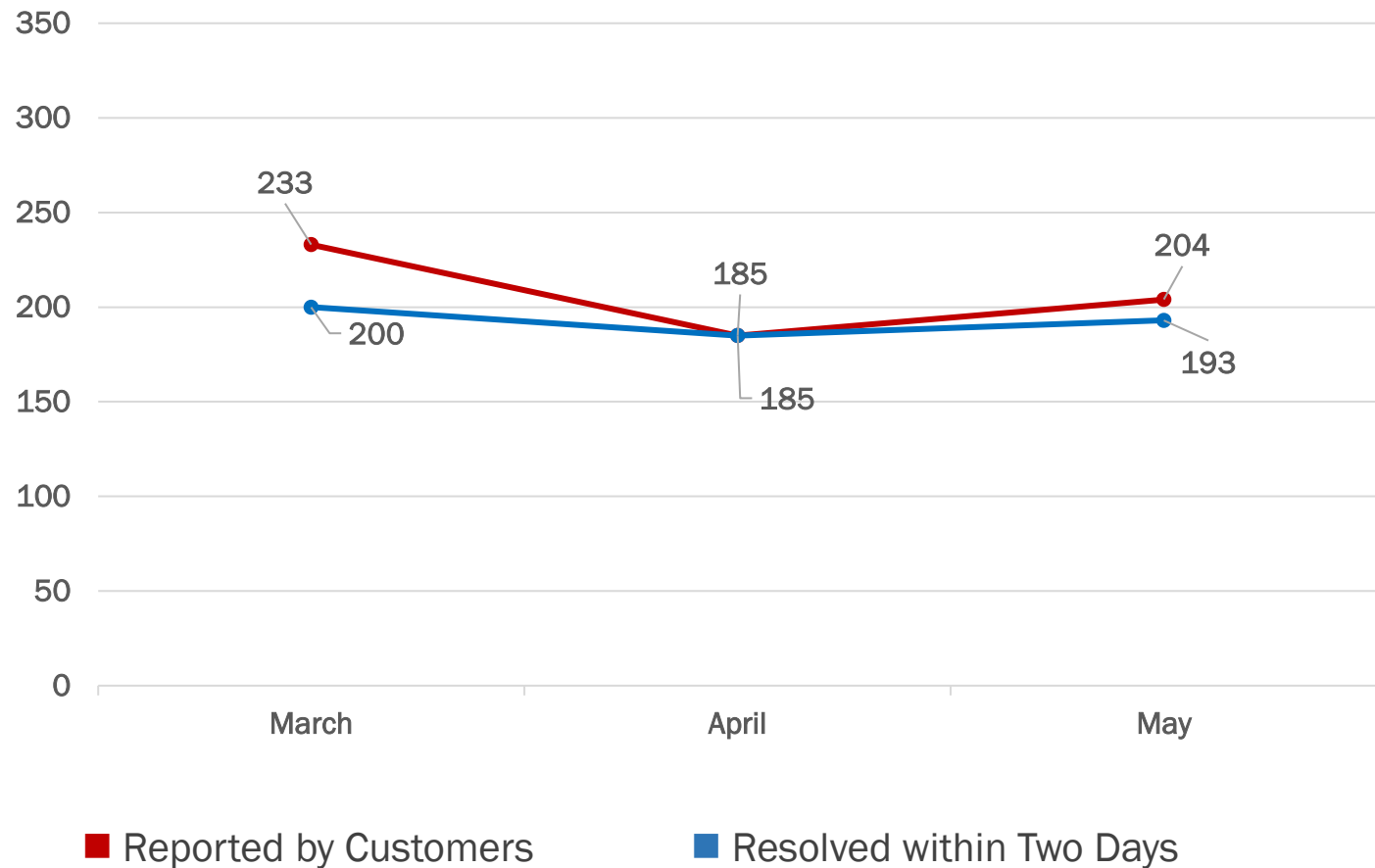
FIELD SERVICES: Fire Hydrant Maintenance



DWSD prioritizes fire hydrant maintenance as a key component of providing essential and exceptional service delivery led by the Maintenance & Repair Service Line in our Operations Group. During the Fall season, Detroit Fire Department staff conduct inspections and share the data through a dashboard with DWSD if hydrants need to be repaired or replaced. The community can report hydrant issues via the Improve Detroit mobile app.

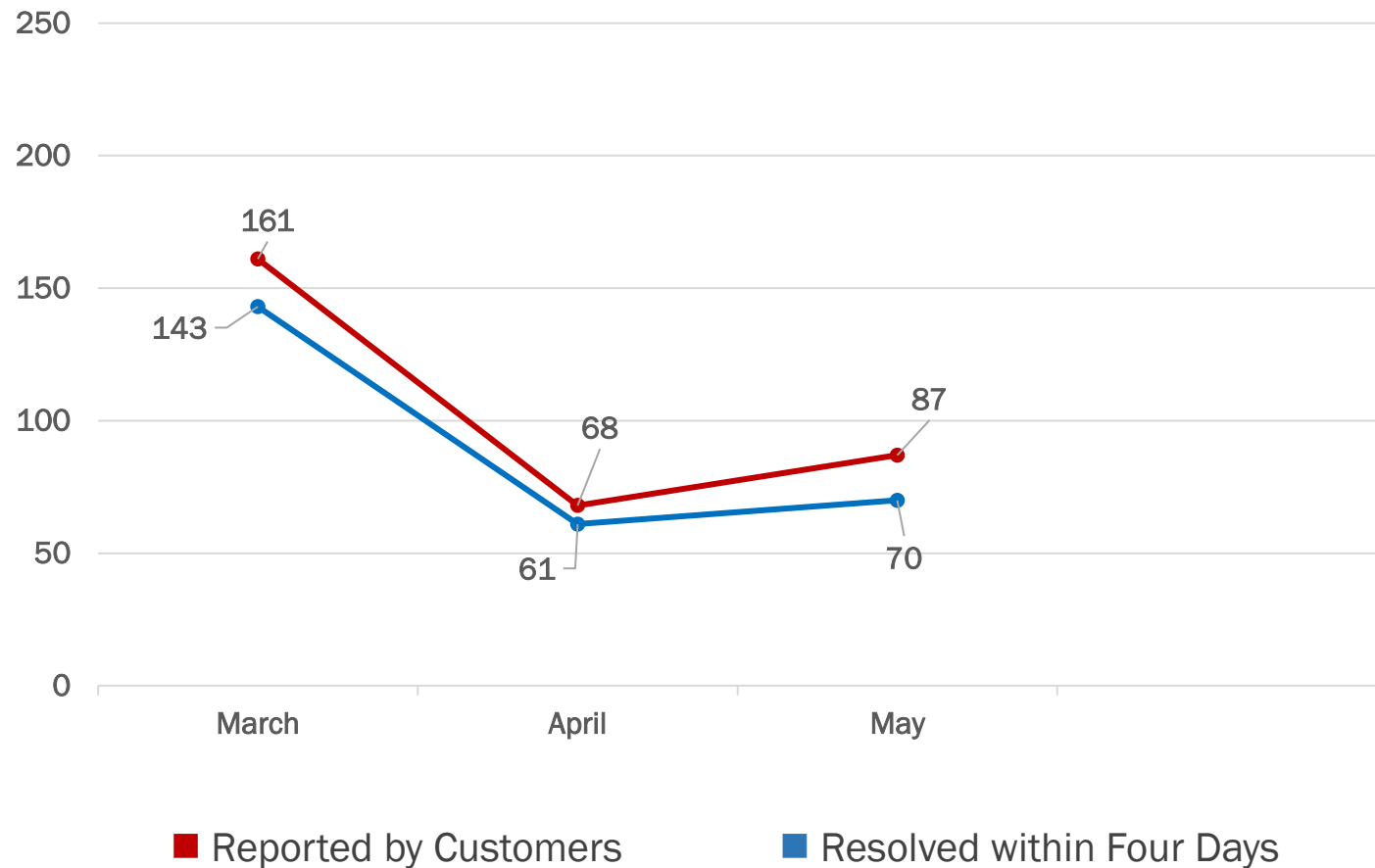


FIELD SERVICES: Running Water



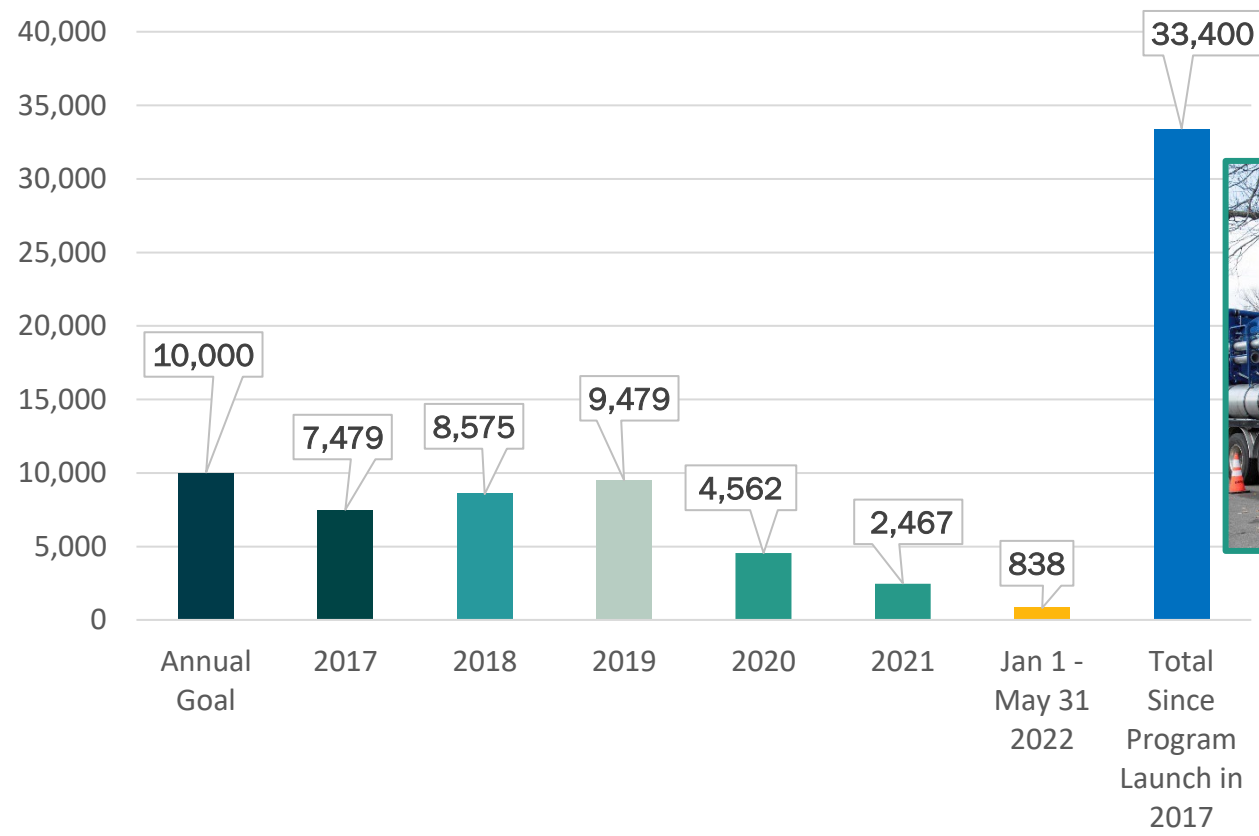
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

FIELD SERVICES: Water Main Breaks



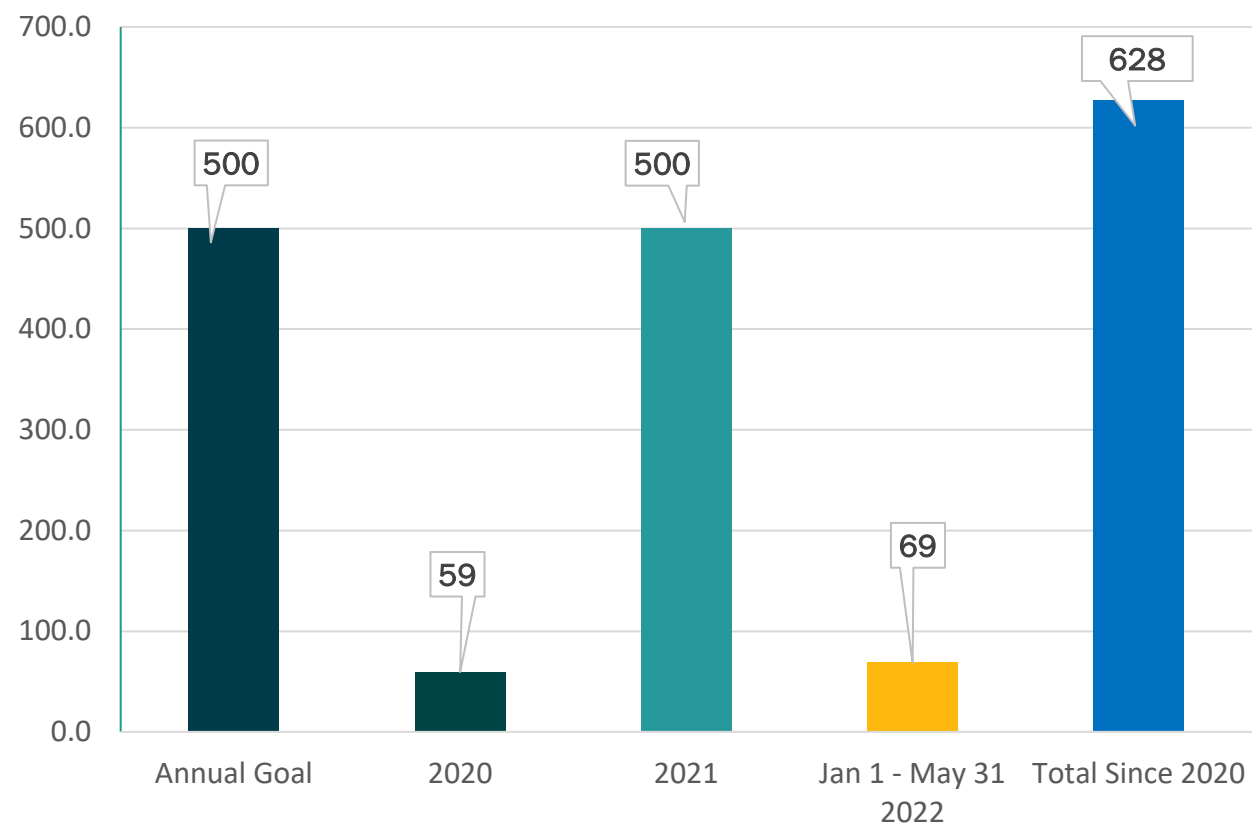
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected and water service outage, to determine priority.

FIELD SERVICES: Catch Basin Inspection & Cleaning



DWSD Operations prioritizes catch basin cleaning based on the level of severity and street flooding.

FIELD SERVICES: Sewer Cleaning



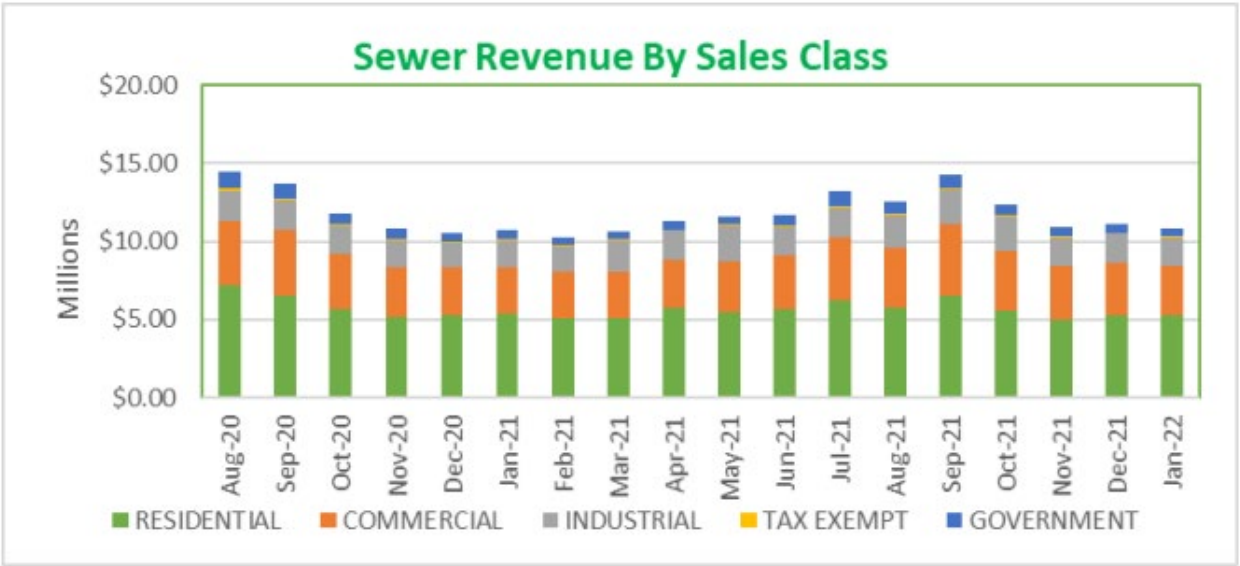
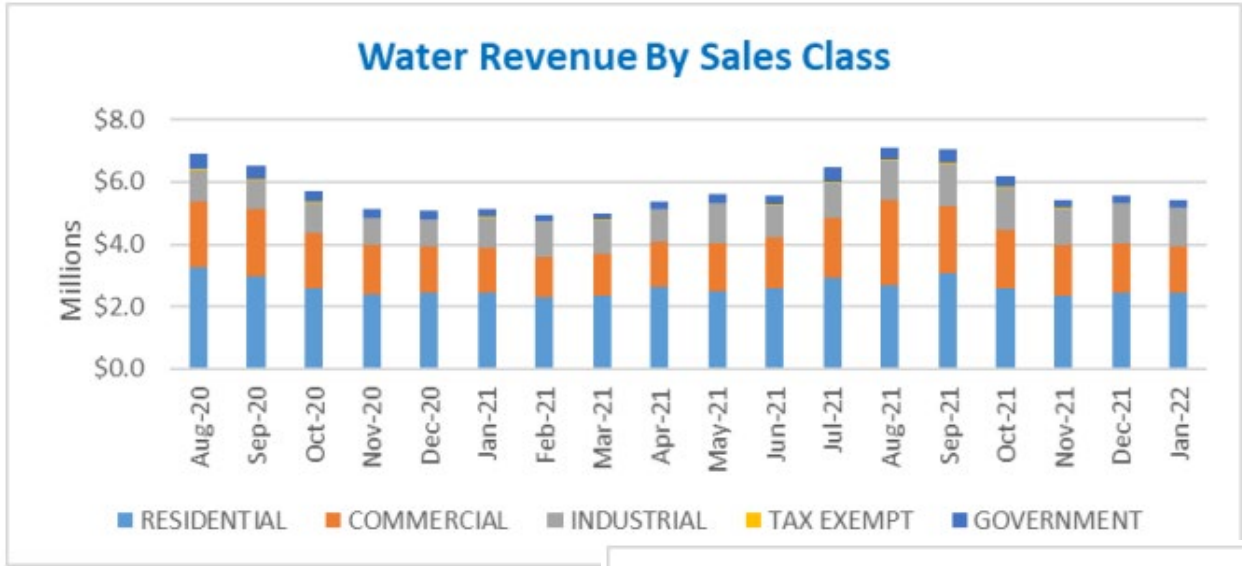
DWSD is expanding sewer cleaning for preventative maintenance to help reduce street flooding and basement backups. Crews cleaned 499.5 miles of city sewer pipe in calendar year 2021 compared with 59 miles in calendar year 2020.



**Water & Sewerage
Department**

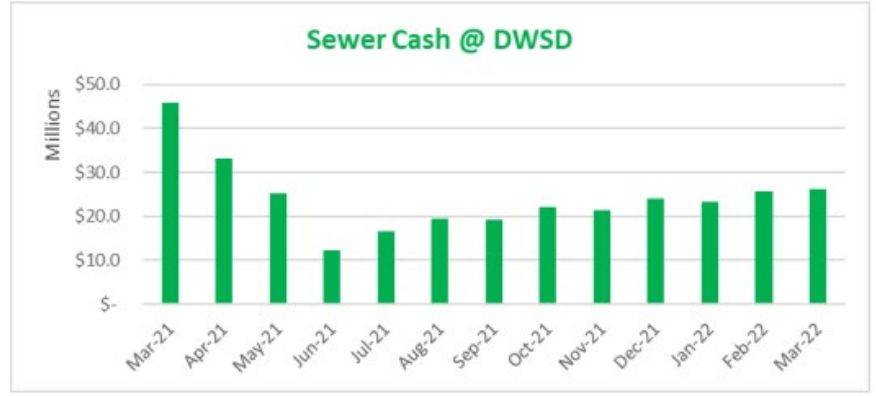
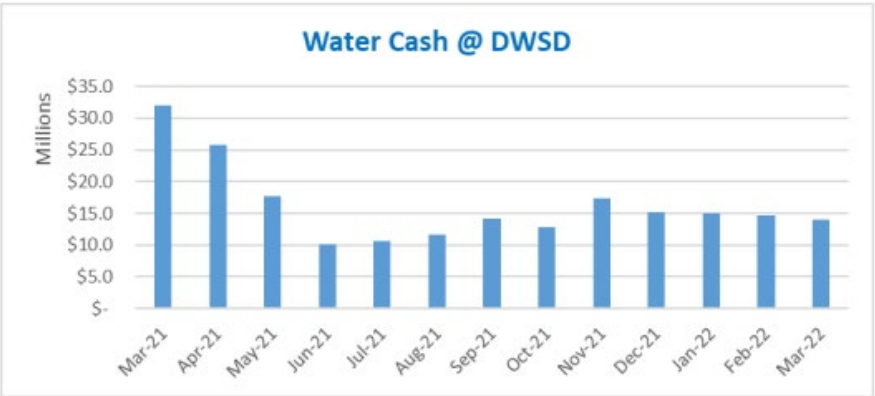
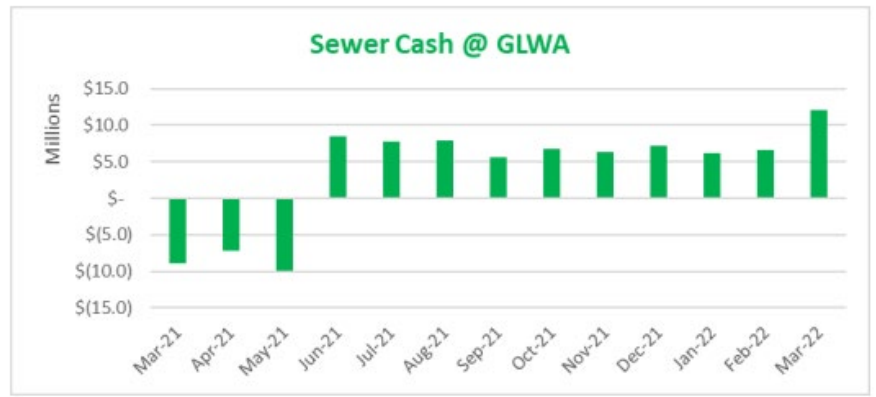
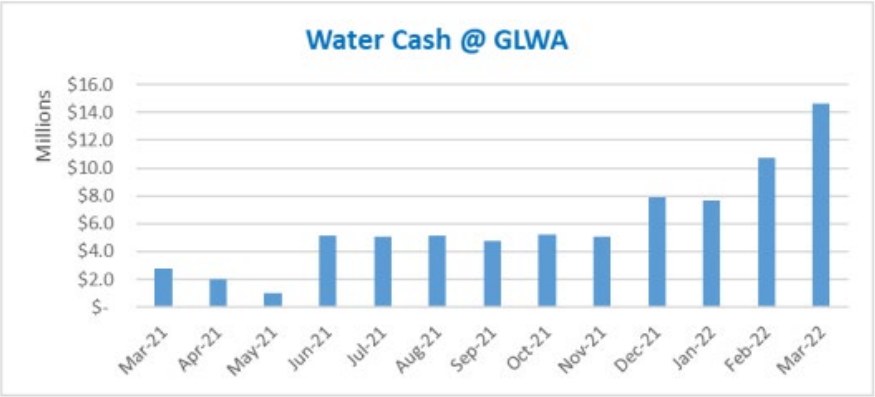
Finance

FINANCE: Revenue by Sales Class



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.



**Water & Sewerage
Department**

Legal Services

LEGAL: Claims, Hearings and Cases



30
Cases handled by
in-house staff

9
Cases handled by
outside counsel

13
Collection cases
currently in suit

\$1.72M
Amount claimed in
collection cases

26
Pending Billing Disputes

81
Disputes Closed in
May 2022

\$33,720.10
Total Amount Disputed

\$6,375.75
Total Credits to Customers

8
Total Resolved Utilizing
Leak Policy

903
Property damage claims
pending*

\$125,844.35
Amount claimed

18
Claims closed
In May 2022

0
Claims approved

\$0
Settlements offered

**Claims unrelated to the 2021 rain events*



**Water & Sewerage
Department**

Investigations

INVESTIGATIONS: Results

2,543

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2021



Money Owed to DWSD identified by Investigators

\$5,188,363

Total since July 1, 2021

\$1,498,259

Back billed

\$929,625

Future owed in 12 months

\$2,760,479

Water loss



Revenue Identified Since Investigation Unit Began

\$24,396,803

Total since August 14, 2017

Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$24 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city’s water main without a meter and/or permit. The unit works closely with the Finance/Collections and Legal Groups.



**Water & Sewerage
Department**

Human Resources

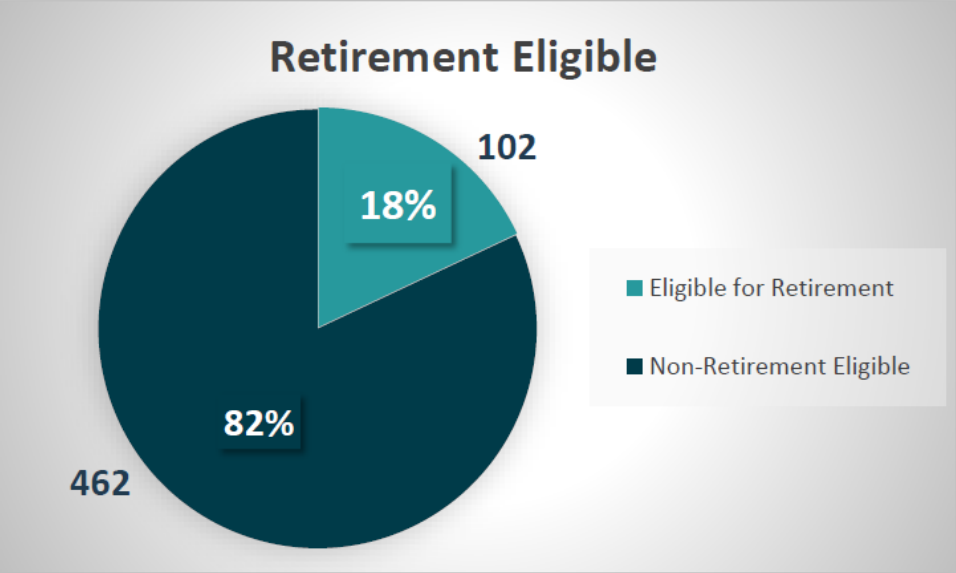
HUMAN RESOURCES: Detroit Residents and Hiring



Total of 526 DWSD employees, 52% of which live in Detroit.*

*DWSD and the City of Detroit do not require residency to be employed, per Michigan law.

HUMAN RESOURCES: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	52
10 YOS/60 years old (Legacy)	39
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	11
TOTAL	102

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

With a current population of 526 employees, there are 102 DWSD employees eligible for retirement.



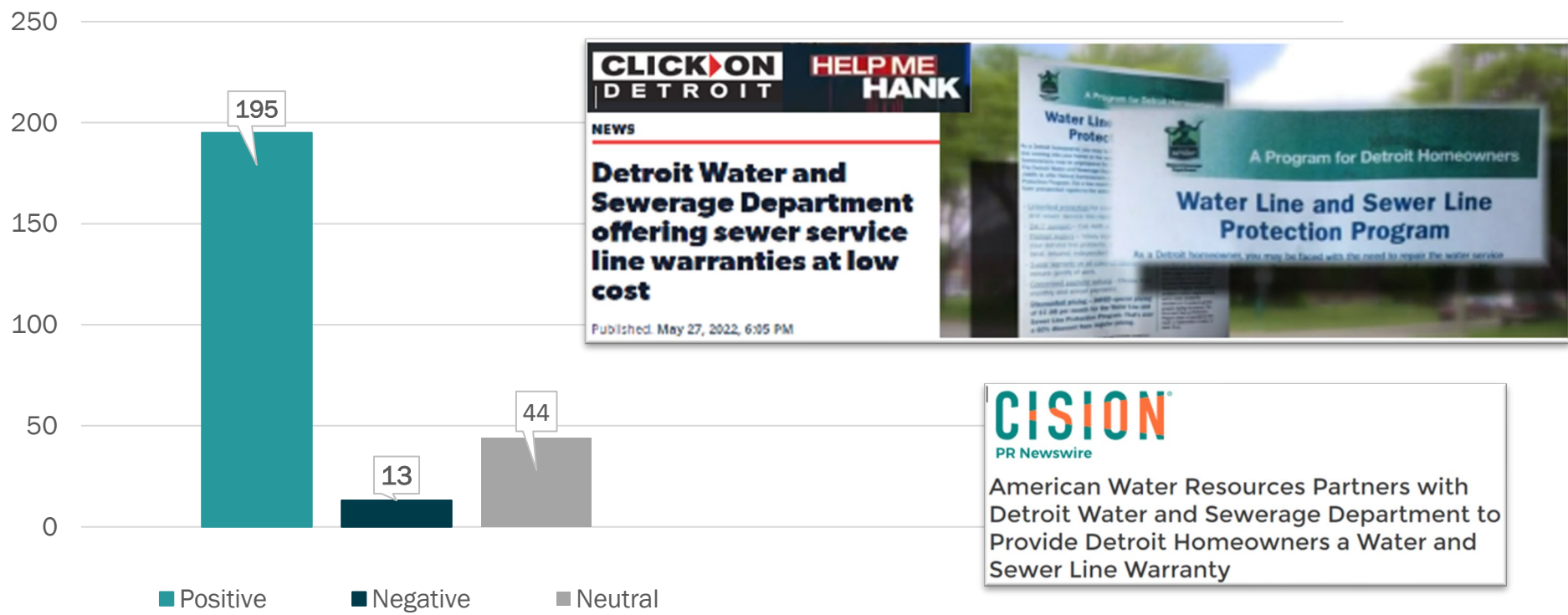
**Water & Sewerage
Department**

Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: May 1 – May 31, 2022



In May, the DWSD Public Affairs team saw a total of **252** media stories. The positive stories covered DWSD’s preferred vendor, American Water Resources (AWR), announcement of private water service line and private sewer service line protection programs. The announcement was covered by over 190 media outlets.

PLEASE NOTE: For this metric, each story/interview published or aired is counted.

PUBLIC AFFAIRS: Social Media Activity



18

New Facebook Followers

8,950

Total Followers on Facebook

21,177

Engagement on Facebook



9

New Twitter Followers

1,863

Total Followers on Twitter

34

Engagement on Twitter



5

New Instagram Followers

1,750

Total Followers on Instagram

18

Engagement on Instagram



The DWSD Public Affairs team gained 32 new followers on social media in May 2022, bringing the total number of followers to **12,563**. In addition to the metrics above, Facebook saw a total of **544,658** impressions and 7,448 link clicks for the month. The top performing Facebook post was on May 6, announcing several option positions at DWSD. The post received 281 engagements.



Information Technology

TECHNOLOGY: Top Ten Projects Scorecard



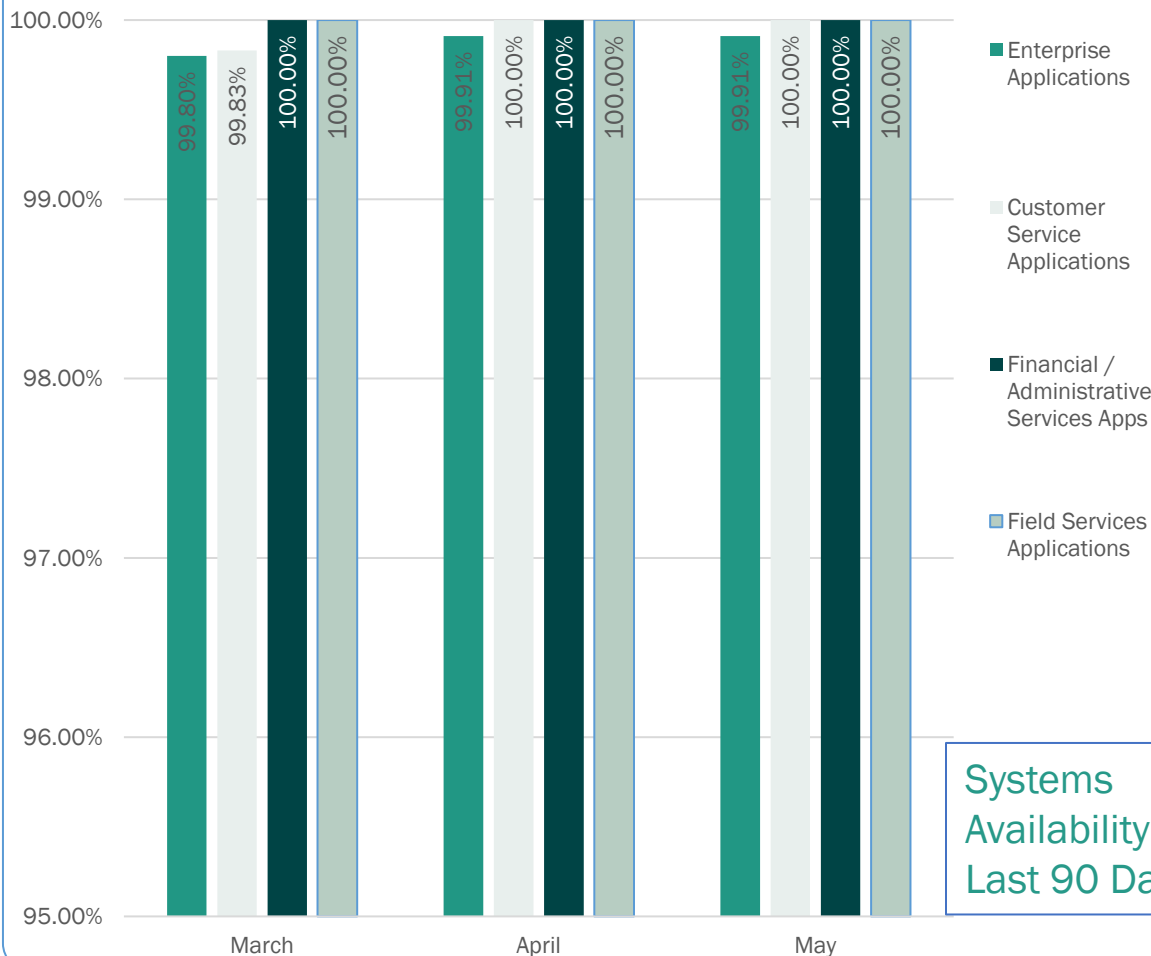
Water & Sewerage
Department

Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	J Payne	\$ 1,539,000	8/29/2022	Functional Testing 100% Complete. Integration Testing 85% Complete. The project Team has begun dry-run training in preparation for simulation testing beginning 6/13/2022	Active Implementation
2	Operations: Basement Backflow Prevention Program	C Penozza	\$0	3/31/2022	Additional functionality being delivered on a weekly basis as requirements become documented and understood. Most recent functionality delivered was customer invoicing and payment processing.	Live
3	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,000,000	6/01/2022	Supply Chain is Live with a successful integration with Assetworks. The Cityworks integration is currently completing development.	Active Implementation
4	Operations (M&R, MTR OPS, Fleet)-2:Itron Meter Replacement	C Penozza	\$ 1,000,000	12/31/2023	Preparing for the pilot go live date of 7/11. Integrations are being moved into production the week of 6/13.	Active Design
5	Administrative and Compliance: Major Event Handling	E Taiariol	TBD	TBD	New Project to improve DWSD handling of Major Events within the City of Detroit	Active Scoping
6	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$150,000	TBD	Clearances have been obtained. Currently waiting for Financial Year End to complete in order to cut new SPOs	Pre-Procurement
7	Administrative and Compliance-7: 800 MHz Radio Upgrade	R Burke	\$ 330,000	TBD	Not possible to complete during FY 22, moving the project to FY 23.	Pre-Procurement
8	Administrative and Compliance-6:Security Infrastructure Repair	G Burrell	\$ 350,000	6/30/2022	Working with Finance on planned CIP spend. Also working with the Vendor on spend true-up.	Active Design
9	Administrative and Compliance-7 Oracle Database Cluster Migration	G Burrell	\$0	11/1/2022	Schedule developed and migration methods being evaluated. Initial DB test migrations have been completed. Preparing for the next round of test migrations	Active Design
10	Operations (Stormwater)-1:Billable Impervious Acreage Rate Analysis	E Taiariol	\$0	08/01/2022	Work on the workflow documentation with steps defined continues. Initial imports of updated stormwater data have been completed.	Active Design



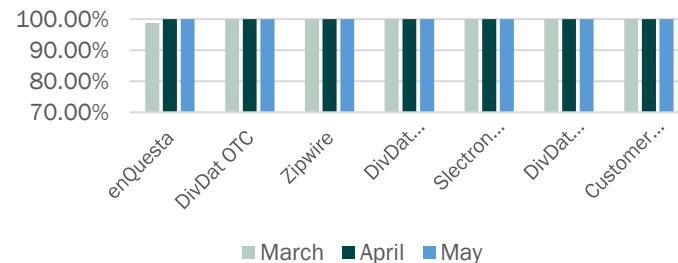
Water & Sewerage
Department

TECHNOLOGY: Application Availability



Systems
Availability
Last 90 Days

Customer Service Application Availability



99.83%

**SYSTEMS
AVAILABILITY**

99.9% = TARGET

May 2022 Cherwell Stats	Totals
Total Tickets	423
New Tickets Received	325
Total Tickets Resolved	341
Average Time to Resolve in Days	9
Total Tickets Resolved within SLA	309
Total Tickets Resolved not in SLA	32