



Detroit Water and Sewer

Board Meeting – April 19, 2023

Oncourse
Home Solutions



Agenda

- Program Performance
- Value of Our Products
- Improvements on the Horizon
- Protection Plans – What is covered – Terms & Condition
- Customer Testimonials
- Additional Products to Help Homeowners
- Questions

Operational Excellence – Program Performance

Service Performance Area	Program To Date May 2022 – March 2023
Customer Count	17,973
Product Enrollment	18,154
Created Claims	1,719
Claim Approval Rate	76%
Calls Handled	3,750
Percentage of Customer Calls Now Handled By Detroit Based Customer Service Representatives	100%
Escalations	30
CSAT Score	94.37%

Value Of Our Products To Our Shared Customers

Making our protection programs affordable for homeowners provides peace of mind at a cost they can live with everyday.



Competitive Pricing

American Water Resources

Water Line Protection:	<u>\$2.49 With Unlimited Coverage</u>
Sewer Line Protection:	<u>\$5.49 With Unlimited Coverage</u>
Water and Sewer Line Protection:	<u>\$7.98 With Unlimited Coverage</u>

Other Providers

Water Line Protection:	\$7.95 Limited Coverage - \$7000 Cap
Sewer Line Protection:	\$12.98 Limited Coverage - \$10,000 Cap

Value Of Our Products To Our Shared Customers Continued

Our Protection Programs have had a positive financial impact for Detroit residents

To date, Detroit residents have saved over \$1 million dollars by having our warranty protection plans in place.

A total of \$1.05 million in homeowner expenses related to water and sewer line work has been cared for through our programs, eliminating the need for homeowners to cover these expenses out of pocket.

We anticipate that at the close of the first year of providing services for Detroit residents this will exceed \$1.25 million.



Detroit Based Resources Dedicated To Detroit Water and Sewer Customers

Detroit Based Customer Service Representatives

- ✓ We currently have 5 Detroit based Customer Service Representatives, 1 is a contractor
- ✓ All live within the city of Detroit

Contractors

- ✓ Hartmann and Sons Water and Sewer LLC
- ✓ Slade's Plumbing & Sewer Service
- ✓ Heaney Plumbing & Heating Inc
- ✓ Z Plumberz



Water Line Protection Plan

- AWR will pay to repair a leaking or broken water line if it resulted from normal wear and usage
- Unlimited protection for covered repairs
- Coverage starts from the water meter or main shut off valve inside home to the point where it connects to the utility
- The Water Line does not include: (a) a private water main; (b) a common/trunk line; (c) the tap/saddle connected to Your Water Line; (d) the water meter; (e) the water meter pit; (f) the water meter vault; or (g) any portion of the water line that passes under or within the walls of a neighboring residence
- Complete coverage details are outlined in the Terms and Conditions



Sewer Line Protection Plan



- AWR will pay to repair clogs, blockages or breaks that adversely impact the flow of wastewater in your sewer line
- Unlimited program limit for covered repairs
- Coverage starts at external wall of your home to the point where it connects to the main
- Your Sewer Line does not include: (a) a private sewer main; (b) common branch waste lines; (c) the tap/ saddle connected to Your Sewer Line; (d) a septic tank or its components or attachments; or (e) any portion of the sewer line that passes under or within the walls of a neighboring residence.
- Complete coverage details are outlined in the Terms and Conditions



Terms & Conditions

Our plans cover the cost of repairs or replacement with no limit on the dollar amount however, there are limitations identified in the Terms and Conditions for each of our protection plans.

Our Protection Programs generally cover repairs that:

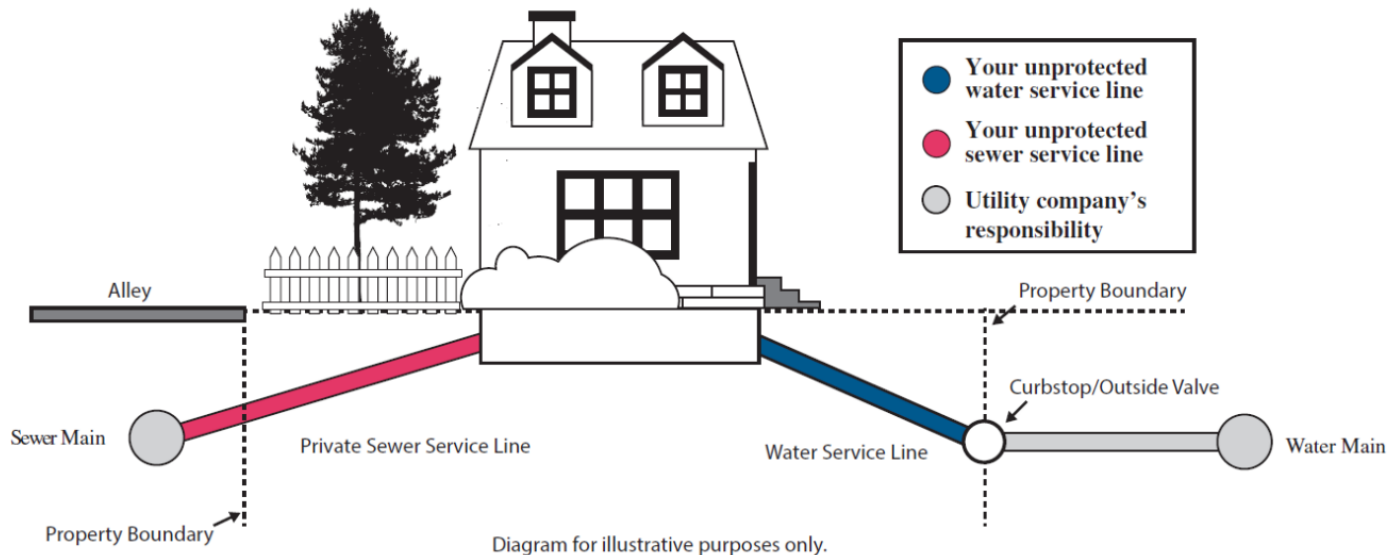
- Occur on or after the effective date of coverage
- Incurred as a result of normal wear and tear, i.e., leaks and breaks caused by tree roots

Our Protection Programs generally do not cover:

- Water and Sewer pipes inside the home
- Preventative maintenance
- Upgrades to meet code
- Damages caused by a third party or homeowner
- Anything occurring prior to the effective date

Homeowner Responsibility

The Water Line and Sewer Line Protection Program, offered by American Water Resources, provides an affordable means of protection from repairs that can cost thousands of dollars.





Field Operations - Enhancing Our Structure and Processes

Field Operations Structure

Our field operations team has moved to a regional structure to support increasing staff knowledge of the geographical area as well as better understanding the partner's needs.

Cesar Martinez – Regional Operational Manager

Claim Submission

The phone number for our shared customers to contact us and start a claims process is: 855-800-5195.

Our website is www.awrusa.com. Customers can chat with a representative, update account information, and submit claims via our website.

Improving The Customer Experience – Improved Management of Claim Inquiries Related to Backups From Rainwater

To minimize customer confusion and clarify expectations, we are implementing a series of Rainwater probing questions that will be used when a customer calls regarding a water backup.

Examples of probing questions:

- Is water coming up through your basement drain?
- Do you have a backflow preventer installed on your sewer line?
- Do you currently have standing water in your basement?
- If you have water in your basement, is the water clean or dirty?
- When did your backup start?

This effort should lead to an improved customer experience as a result of identifying early on if the claim is ultimately related rainwater verses a sewer line issue.

Escalations and The Partner Intake Form

Escalated issues receive top priority and are normally resolved with 48 hours

Escalations

Any escalated customer concern, regardless of type (i.e. – claims, billing, or contract questions) in which the customer has already sought resolution through contact with HOS but has not been successful in reaching a satisfactory outcome.

If the customer has not been in contact with HOS the customer should be advised to contact us through our standard customer care avenues (phone, chat, or web).

[**HOS - Partner Escalation Intake Form Link**](#)

Thank you for using the partner intake form. Please fill in the information below so we can work on your case.

* I want to file a

* Customer Name

* Customer Street Address

* Customer City

* Customer State

* Customer Zip code

* Customer Phone Number

Customer Email

* Customer / Utility Account Number

* Please enter information below.

Detroit Water and Sewer Customers Speak to Their Satisfaction and Continue to Voice the Incredible Value They Find in our Programs

"They truly took care of me and I amsooohappy. Thank you for the hard work."

-Vernon P.

"Friendly efficient service. Technician explained service order; was knowable about work order procedures and questions"

-Kathleen W.

"Very thorough and respectful. Line appears to be unclogged rather quickly. Would recommend."

-Naeem M.

The technician was courteous and communicated from his arrival to the end of service."

-Tamika B.

"Every ONE of your technicians, have been: timely, professional, knowledgeable, and their tenacity, to get the job done, was above and beyond!"

-Valencia H.

Additional plans providing protection to our customers

✓ Whole Home

- Interior & Exterior Coverage

✓ Service Line Plans

- Gas Line
- Electric Line
- Outside Water Line
- Outside Sewer Line

✓ Appliance Repair / Replacement Plans

- Washer & Dryer
- Kitchen Essentials
- Water Heater

✓ HVAC Plans

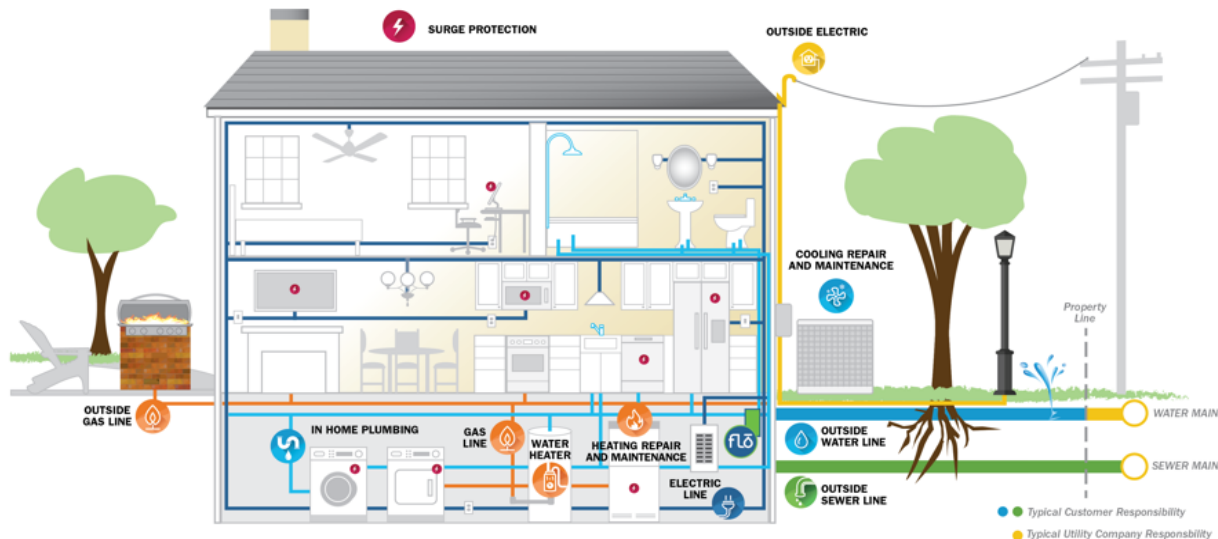
- Repair
- Maintenance

✓ Plumbing Plans

- Interior Plumbing
- Smart Water Shutoff

✓ Electronics Protection Programs

- Electronics Protection Program
- Surge Protection Program



Questions

Thank you!