



Detroit Board Of Water Commissioners

Customer Service Committee

May 3, 2023



Customer Service April 2023

Presented by:
Matthew Phillips – Chief of Staff and Customer Service Officer
Kimberly Crowell – Customer Service Manager

April 2023 Performance

- 36,535 calls and responded to 5,242 email inquiries
 - 41,777 total customer touchpoints
 - 2,611 contacts per day = 87% increase over plan of 1,400
 - 111,039 contacts: Customer Service Calls, Email and Self Service
- 29% of calls were answered within 2 minutes
- Average Speed of Answer:
 - 5:28 (41% SL) on the emergency line
 - 8:09 (25% SL) non-emergency line
- Customer Satisfaction (CSAT) at **79%**, First Call Resolution (FCR) at 64%, Quality at 87%

CALL CENTER DATA – April 2023

	November	December	January	February	March	April	Key Performance Indicator
Calls Received	42,836	45,859	54,060	41,067	40,281	36,535	29,400/mo or 1400 per day
Average Speed of Answer	4:25	5:12	9:37	5:25	5:36	7:37	2 Minutes
Email Interactions	5,511	5,106	5,628	6,224	6,601	5,242	
Average Speed of Response (Email)	3d	5d	8d	8d	3d	6d	24 Hours
Total Interactions	48,347	50,965	59,688	47,291	46,882	41,777	87% over forecast
Service Level	44%	46%	27%	40%	38%	29%	70%/120 seconds
Average Handle Time	9:20	9:04	9:05	8:49	8:18	9:14	8 Minutes
Average Talk Time	6:57	6:59	6:58	6:46	6:07	7:00	7 Minutes
Average Hold Time	5:10	4:51	4:44	4:30	4:16	4:48	3 Minutes
After Call Work	0:39	0:40	0:39	0:40	0:42	0:40	1 Minute
Abandoned Calls	3%	5%	5%	5%	9%	9%	< 5%
Avg. Staffing	43	43	41	41	39	36	98
First Call Resolution	60%	64%	66%	66%	62%	64%	71%
Customer Satisfaction	76%	80%	81%	81%	81%	79%	72%



Water & Sewerage
Department

Lifeline Dashboard

2023 Lifeline – Protected From Shut Off

Protected From Shut Off	Total Households
Determined Eligible by WM*	16,001
10/30/50 Payment Plan Enrolled	3,044
Pending Eligibility by WM	2,038
	21,083

2023 Lifeline Enrollment Dashboard

Performance Metric		YTD
Determined Eligible by WM		16,001
Applied for Lifeline		18,429
Eligible for Tier 1*	\$18	13,586
Eligible for Tier 2*	\$43	657
Eligible for Tier 3*	\$56	1,507
Receiving Benefit		14,922
Plumbing Audits		819

*Eligible for Lifeline Plan Tier may not include those who have not established an account with DWSD in their name; have since moved to another city; or now have an inactive account.

2023 Lifeline Financial Dashboard

Performance Metric	Through March 2023 billing cycle YTD
Gap + Arrears	\$13,842,593
Gap Adjustment	\$2,351,242
Did not pay last invoice	2,183
Ineligible for Lifeline*	2,272
Enrolled in 10/30/50 Payment Plan	3,044

*Majority of households denied because their income is above 200% of the federal poverty level, while others are ineligible due to being a nonresidential account or house is not in the city of Detroit.

Lifeline Tier Groups: Enrollments and Usage

Based on Household Size

Through March 2023 billing cycle

Group	HH Members	Base Allocated Gallons per month using Water Conservation Techniques	Average Usage	% Enrolled
Group A	0-4	4,500 or 6ccf	5.2 ccf ↓	91.57%
Group B	5-6	6,750 or 9ccf	8.6 ccf ↓	7.14%
Group C	7-8	9,000 or 12ccf	10.0 ccf ↓	1.10%
Group D	9-10	11,250 or 15ccf	10.1 ccf ↓	0.17%
Group E	11-12+	13,500 or 18ccf	5.5 ccf ↓	0.02%

- 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)

Benefit Received by Tier – *March 2023 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$50.51	\$1,120
Enrolled in Tier 2	\$43	\$26.36	\$945
Enrolled in Tier 3	\$56	\$16.13	\$1,226



**Water & Sewerage
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Planning Calendar: Quality Assurance

Presented by:
Tamara Smith – Customer Service Project Manager

Quality Assurance

We are thrilled to announce the launch of our new Quality Management feature in our phone system, which not only meets but exceeds industry standards

New features include:


- Our phone system now streamlines quality evaluations, eliminating the need for a separate excel document. This not only enhances efficiency but also ensures seamless tracking and management of quality evaluations.
- Customer Service Specialists can now access recordings and transcripts of their own calls to enable our team members to monitor their performance, identify areas for improvement, and provide the best possible service to our customers.
- Feedback notes are “timestamped” so agents can easily access the exact parts of the call that require attention.
- Quality evaluators can have “collaboration” sessions to share knowledge, exchange feedback, ensure consistency in grading practices.

Interaction details

Timestamped transcript of the call

Eval Home

Sonique



Diamond

04/05/2023 9:13 AM EDT

Sonique

Agents

Customer Service: Payment Arrangement

0:00

Diamond

has joined the session

0:00

Sonique

has joined the session

0:02

Sonique

morning thank you for calling the detroit water and suits department my name is shony can i please have your first and last name

0:12

Diamond Jefferson

danman jefferson it

1:12

Sonique

thank you so much for the information and is your call back number three one three eight five four four nine two two

1:19

Sonique

thank you dear and i see you need payment assistance do you need help making a payment or possible payment plan arrangements

0:21

Diamond

a year

0.5x

1x

2x

3x

5:59

+

-

Evaluation

Details

All Evals

Default Inbound QM Form (2): 100 - Completed

by Brenda

on 04/13/2023

autoconfirmed on 04/13/2023

1. Consistency: 100

2. Disposition: 100

3. Soft Skills: 100

4. Accuracy: 100

5. Call Resolution: 100

6. Verification: 100

7. Notation: 100

1. Consistency: 100

1-1. Greeting - CSS announced our department (Detroit Water and Sewerage Department), their name, and obtained the customer's call back number.

☒

Yes

☐

No

1-2. Closing - CSS offered additional assistance and thanked the customer for contacting Detroit Water and Sewerage Department.

☒

Yes

☐

No

☐

N/A

Audio recording within the evaluation for ease

Timestamped coaching notes to assist with transparency



Water & Sewerage
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In The Flow, Did You Know

Presented by:
Juwan Outlaw – Public Affairs, Digital Media Specialist

Customer Service Self Service Portal - Commercial



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

All Service Centers Remain
Closed

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 • Target Media 	Lifeline Communication <ul style="list-style-type: none"> • Action Plans • Events • Timeline 	Training Strategy <ul style="list-style-type: none"> • Successes • Phases 1 - 3 • Outcomes 	Customer Service PSA <ul style="list-style-type: none"> • Catch Basins • Phone System Upgrades • Customer Service Portal
May	June	July	August
Quality Assurance <ul style="list-style-type: none"> • Soft Skills • Measures • Quality Scores • Virtual Coaching 	Customer Service PSA <ul style="list-style-type: none"> • Buying a home • Day in a life of Customer Service 	Requesting New Water Service <ul style="list-style-type: none"> • Ways to apply • Changes 	Customer Experience Survey <ul style="list-style-type: none"> • Review survey and Results
September	October	November	December
Customer Service PSA <ul style="list-style-type: none"> • Customer Service Portal 	Customer Service Make It Better Team <ul style="list-style-type: none"> • Key highlights • Employee Engagement Impacts • Service improvements 	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: 1/2023



**Water & Sewerage
Department**

THANK YOU!

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

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