Detroit Board Of Water Commissioners

Customer Service Committee

September 2, 2026

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Water & Sewerage Department

Customer Service
August 2026

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

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August 2026

- 50,296 calls and received 6,357 email inquiries
  - +10% month prior
- ***56,563*** total customer touchpoints
  - 2,698 contacts per day vs 1,400 budgeted
  - 143,132 contacts: Customer Service Calls, Email and Self-Service Interactions

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August 2026

- Average Speed of Answer(ASA): 17:53
  - 7:02 on the emergency line
  - 22:03 non-emergency line
  - Customer Satisfaction (CSAT) at **83%** **(Exceeded goal for 36 months straight)**
- First Call Resolution (FCR) at **73%.**

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CALL CENTER DATA – August 2026

	March	April	May	June	July	August	Key Performance Indicator
Calls Received	58,952	54,165	57,498	59,518	45,707	50,296	***Budget: 29,400 per month***
Average Speed of Answer	**19:27**	**17:23**	**32:33**	**31:29**	**10:17**	**17:53**	15 Minutes
Email Interactions	7,849	6,627	6,404	6,284	5,703	6,357	
Total Interactions	66,801	60,792	63,902	65,802	51,410	56,563	
Average Handle Time	11:19	11:05	11:35	11:51	10:47	11:33	10 Minutes
Average Talk Time	7:10	7:01	7:17	7:21	6:46	7:17	7 Minutes
Average Hold Time	6:55	6:50	6:57	7:18	6:55	6:56	7 Minutes
After Call Work	2:04	2:04	2:03	2:05	2:06	2:07	2 Minute
Abandoned Calls	5.85%	5.15%	7.13%	7.12%	3.72%	5.48%	< 5%
Avg. Staffing	48	48	51	51	51	51	
First Call Resolution	69%	72%	76%	74%	72%	73%	71%
Customer Satisfaction	82%	82%	84%	82%	83%	83%	75%

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Lifeline H2O, EasyPay

Presented by: Matthew Phillips

September 2, 2026

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EasyPay Celebrates 2 Years

59,584 Households Enrolled

Lifeline H2O and EasyPay FACTS

LIFELINE H2O

4,710

Households approved

Current H2O enrollee benefits have been extended through June 30, 2027

Notification has been sent via Email, Phone and Text

Any past due balance is frozen while actively enrolled in Lifeline H2O and the household is protected from service interruption.

EasyPay $10 Payment Plan

59,584

Households enrolled in EasyPay since launch

37,034

Households current or completed agreement

62% Success Rate **5,020** **8% Settled**

$31M

EasyPay installments received

EasyPay offers a **36-month** repayment term with **ZERO interest** of a past due balance

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Lifeline H20 Fast Facts

- Current Lifeline H20 enrollees, have been notified their enrollment has been extended through June 30, 2027.
  - Current enrollees do not need to re-certify for Lifeline H20 at this time.
  - Notification has been sent via Email, Text and Phone

- Lifeline H20 is currently closed as funding has been exhausted
- We expect to reopen the program in Q4 2026
- The capacity will be based on funding
- All active H20 enrollees also have their past due balance frozen to prevent any service interruptions
- Customers who are not enrolled in Lifeline H20, but require assistance, can opt into EasyPay, an interest and penalty free payment plan
- Active EasyPay participants also receive shut off protection as long as they make their monthly payment

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THANK YOU!

Customer Service

Detroit Water & Sewerage Department

Email: mydwsd@detroitmi.gov

Phone: 313.267.8000

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

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@DetroitWaterDep

@detroitwatersewerage

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 & Appointments

Payment Drop Box and Appointments

735 Randolph St. – Bates St. Entrance

DIVDAT Kiosks Payments

(50+ stations located throughout the city)
Dwsdkiosk.com

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Planning Calendar 2026

Customer Service Committee Annual Planning Calendar			
January	**February**	**March**	**April**
Customer Communication • Methods of Communication	Customer Education • Protect your pipes	Customer Communication •Lifeline	Customer Communication • EasyPay
May	**June**	**July**	**August**
Customer Communication • Business Opportunity	Customer Service • Service Metrics	Customer Communication • Ways to pay your bill	Customer Communication • Public Affairs
September	**October**	**November**	**December**
Customer Communication • Customer Service Portal	Customer Education • Public Affairs	Customer Communication • Business Opportunity	Customer Communication • Lifeline

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