



# **DIRECTOR'S REPORT**

**April 19, 2017**

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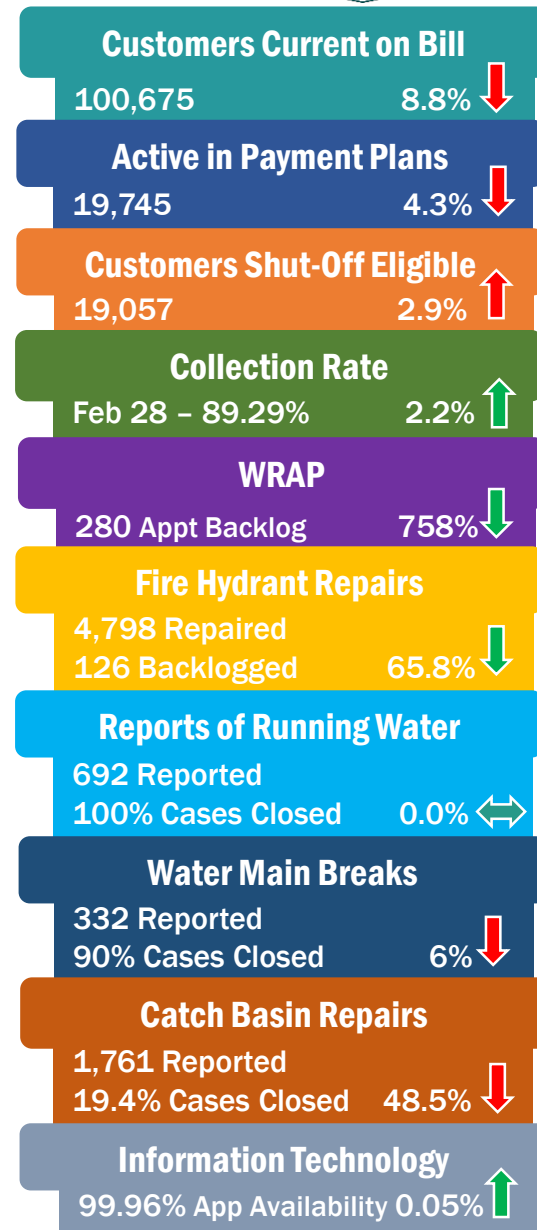
# Director's Update

## Recent Actions and Events:

- The Drainage Charge and Credit program has been reengineered, spearheaded by Mayor Mike Duggan based upon feedback.
  - Mayor Duggan has presented the new phase-in schedule and capital assistance program at several churches since mid-March.
  - Mayor Duggan also made a presentation to nearly 200 business owners and representatives at a meeting on March 31.
- The new payment kiosks began a soft roll-out on March 27.
  - There are 28 locations in the kiosk network to include DTE Energy payment centers, Rite Aid stores, Wayne County offices, DWSD Customer Care Centers and the Coleman A. Young Municipal Center.
  - A full marketing roll-out will begin in May.
- The number of shutoff eligible customers has decreased by 53 percent in three years – every DWSD customer has path toward assistance.
  - Emphasizing payment plan arrangements, launching the Water Residential Assistance Program last year, and improving customer service have contributed to this downward, positive trend.

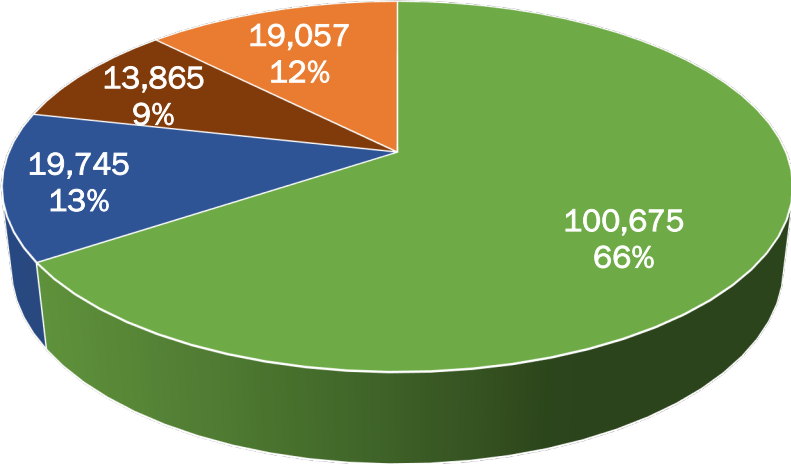
## Upcoming Actions and Events (April - May):

- DWSD will rollout our drainage charge education credits for faith-based organizations and non-profits in May following a pilot program in April.
- As part of water main replacement projects this spring and summer, DWSD will replace our portion of lead service lines and conduct outreach efforts for the residents that include water quality testing, filters and education.
- The online portal for customer service is expected to rollout in May.
  - Customers will be able to make their payments, enter a payment plan arrangement and request turn on/off service, all online.



# Customer Care

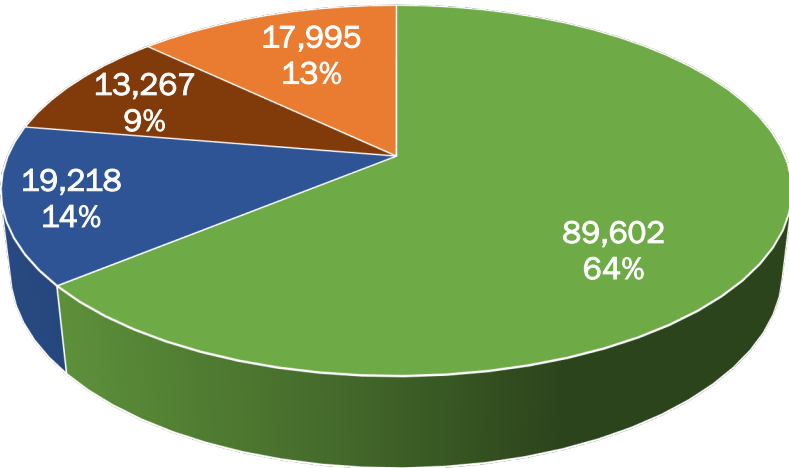
# Customer Care: Account Status\*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

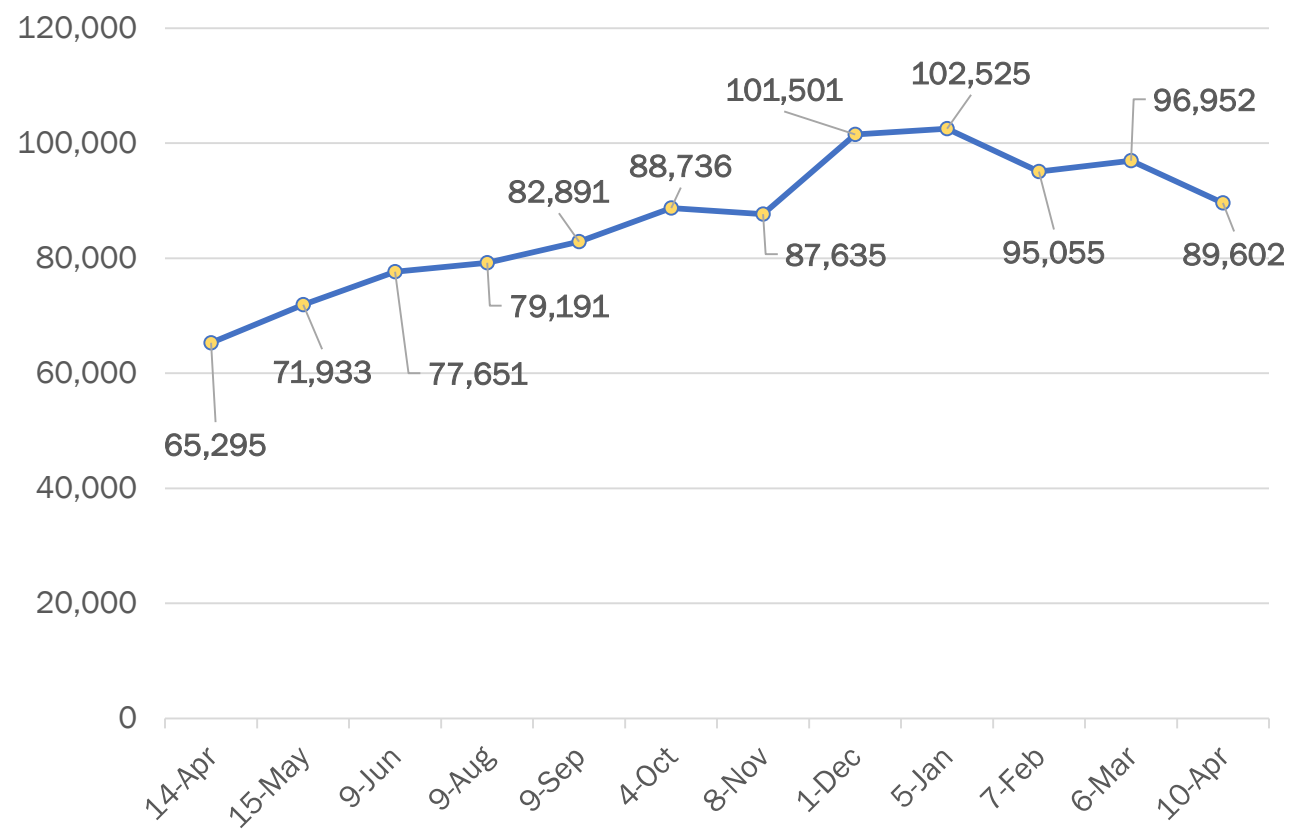
# Customer Care: Residential Account Status\*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

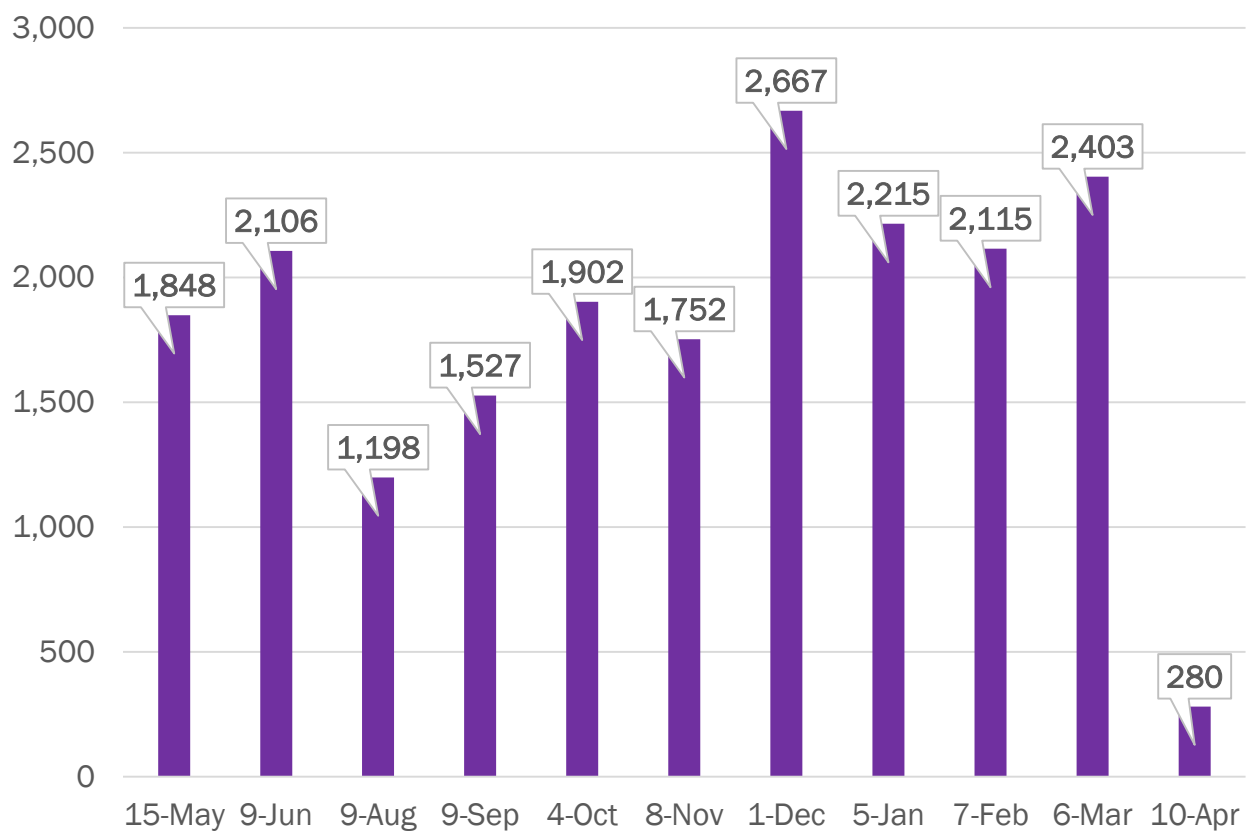
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Residential Current on Bill\*



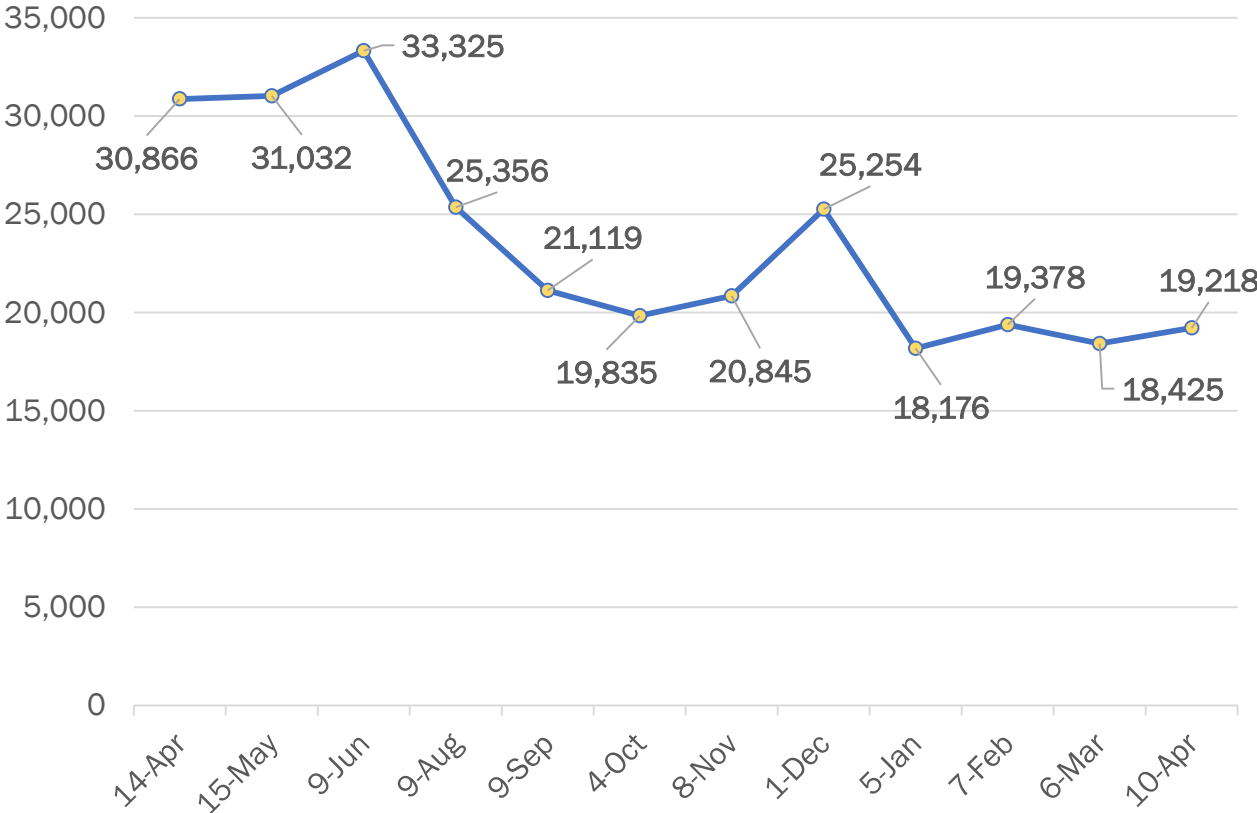
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# Customer Care: Appointments for Water Residential Assistance Program (WRAP)

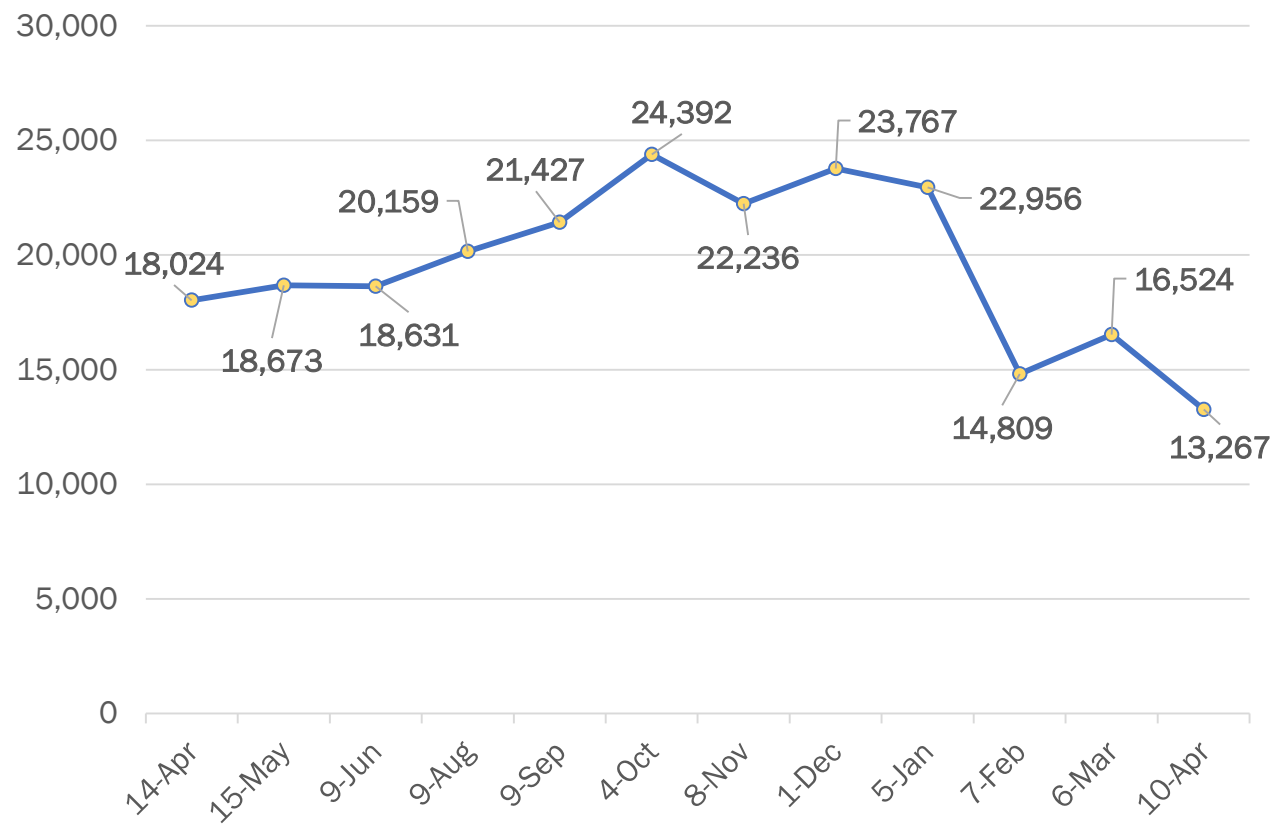




# Customer Care: Residential Payment Plans

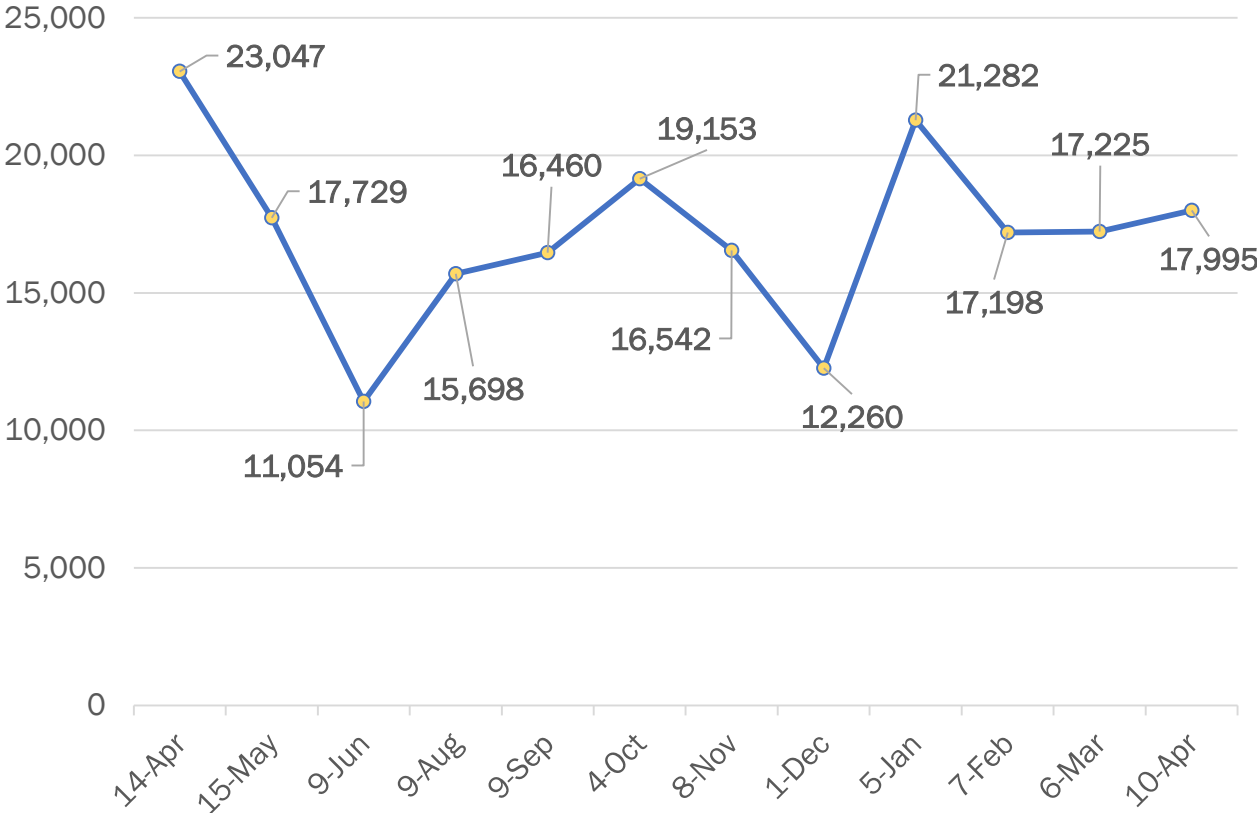


# Customer Care: Residential On the Bubble\*

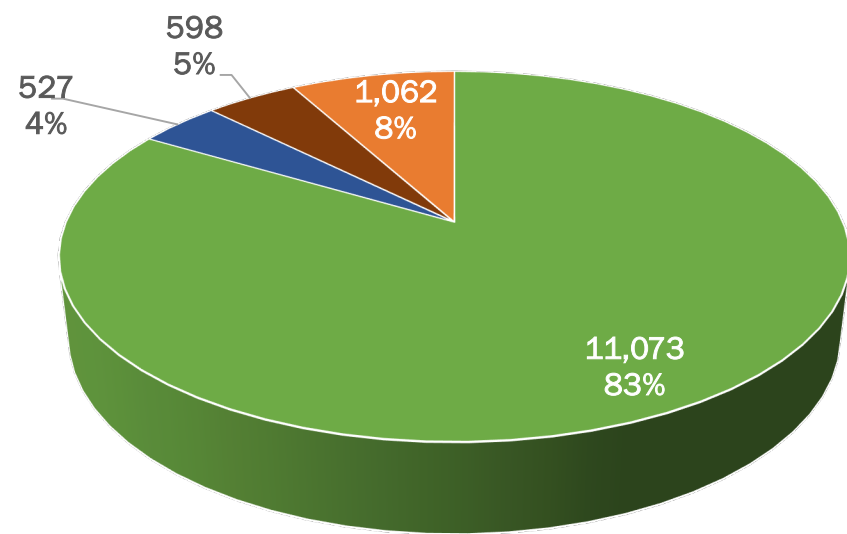


\*Past due more than 60 days and less than \$150.

# Customer Care: Residential Shut-Off Eligible



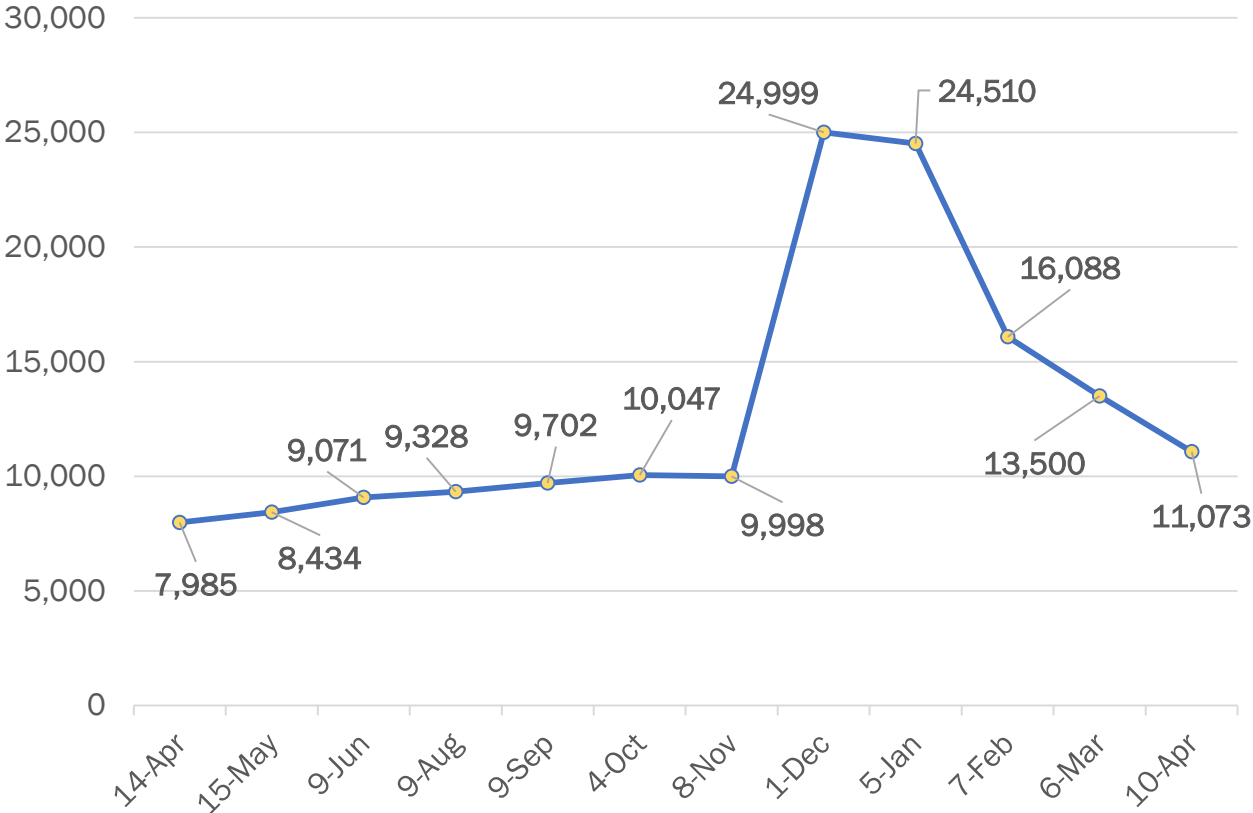
# Customer Care: Nonresidential Account Status\*



- Current
- Active in Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

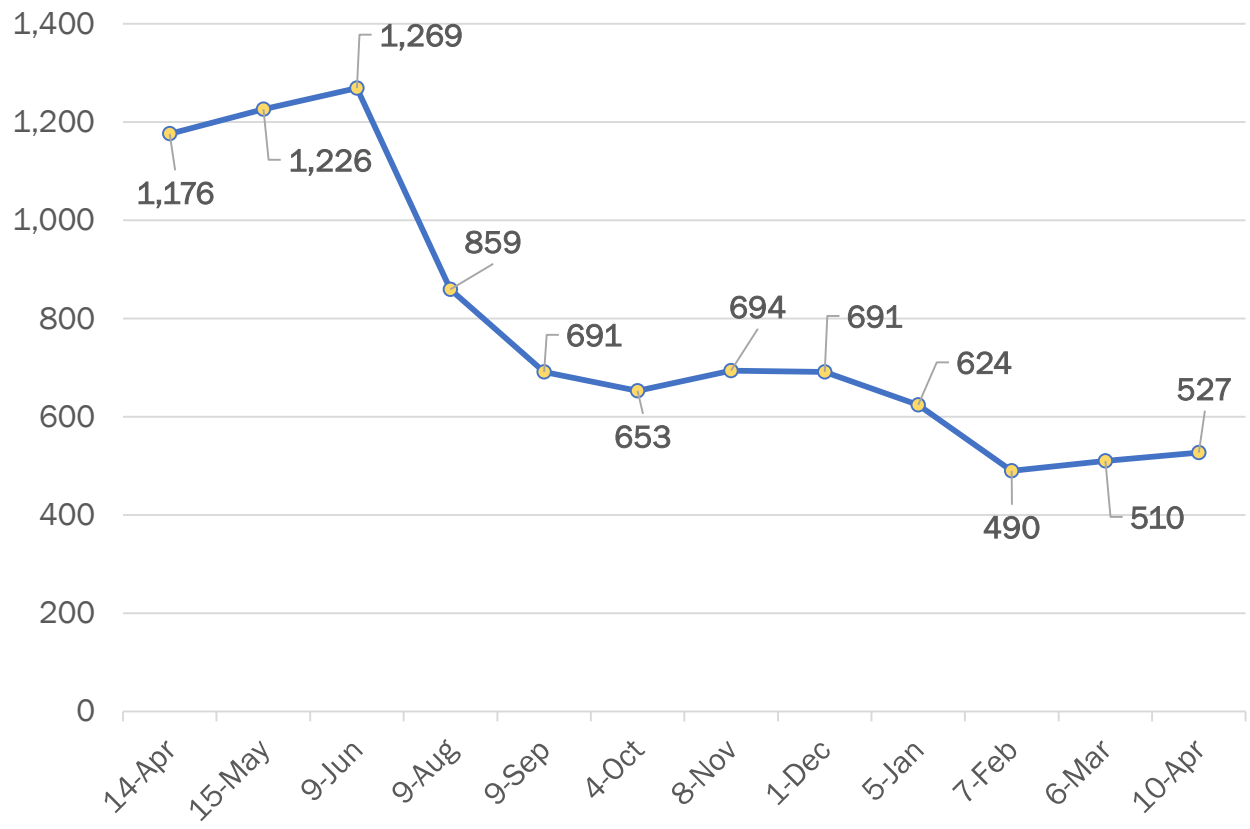
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Current on Bill\*

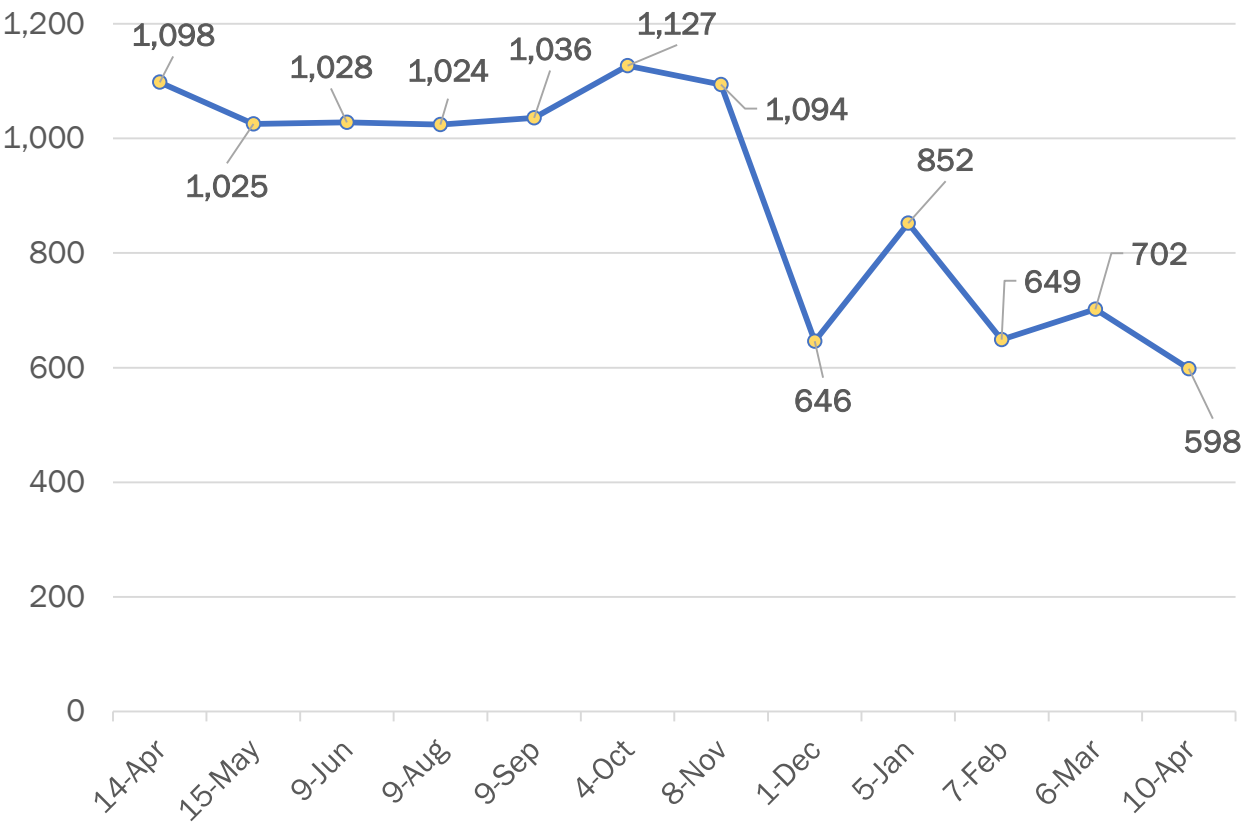


\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Payment Plans

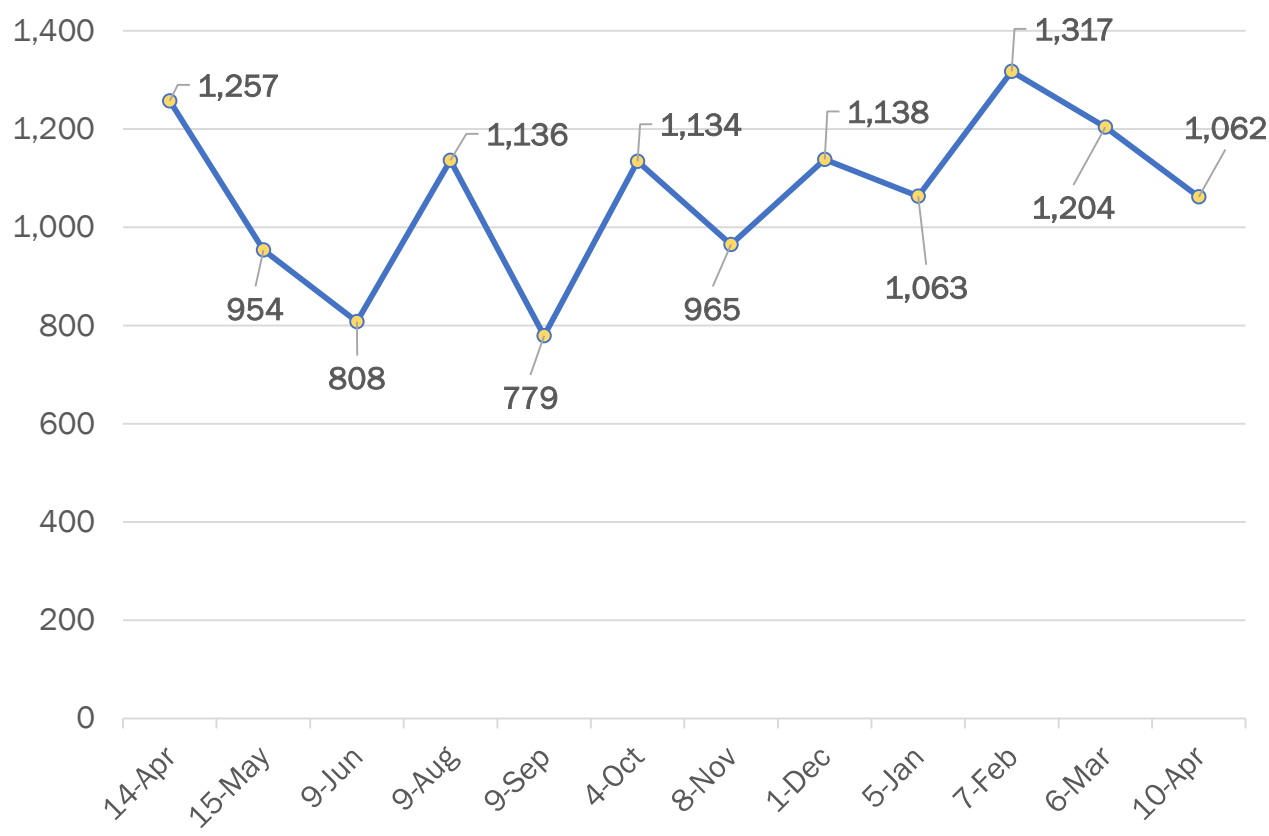


# Customer Care: Nonresidential On the Bubble\*



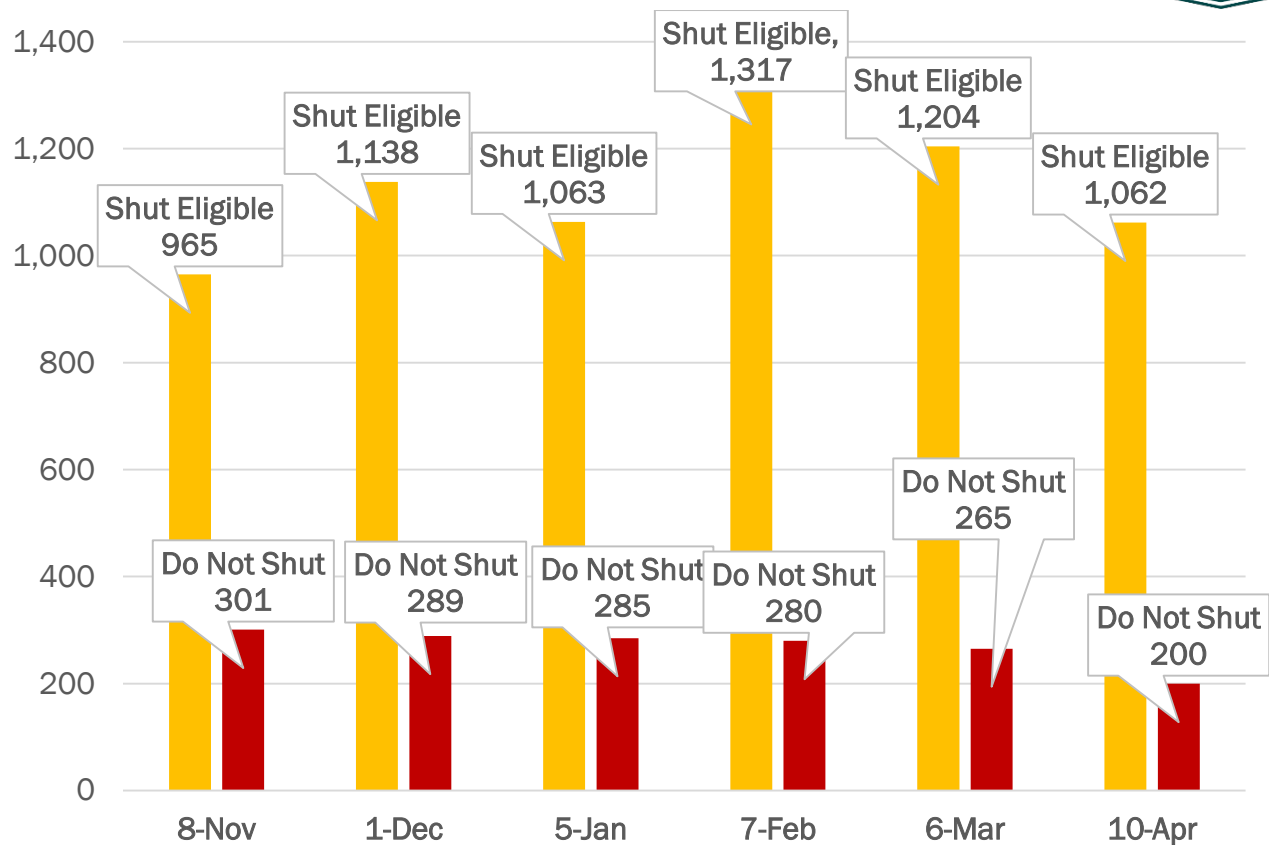
\*Past due more than 60 days and less than \$150.

# Customer Care: Nonresidential Shut-Off Eligible





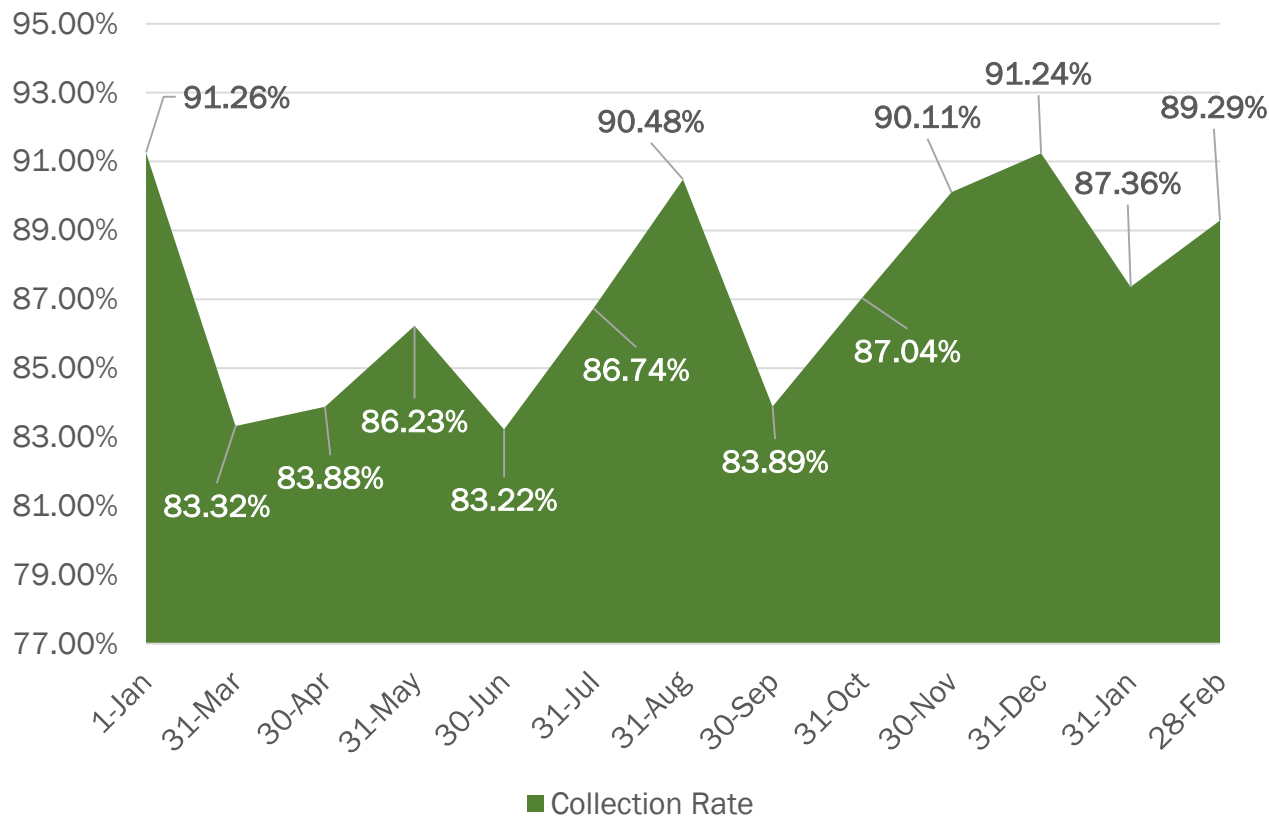
# Customer Care: Nonresidential Shut-Off Status\*



\*Customers in the “do not shut” category include nursing homes and apartment buildings.

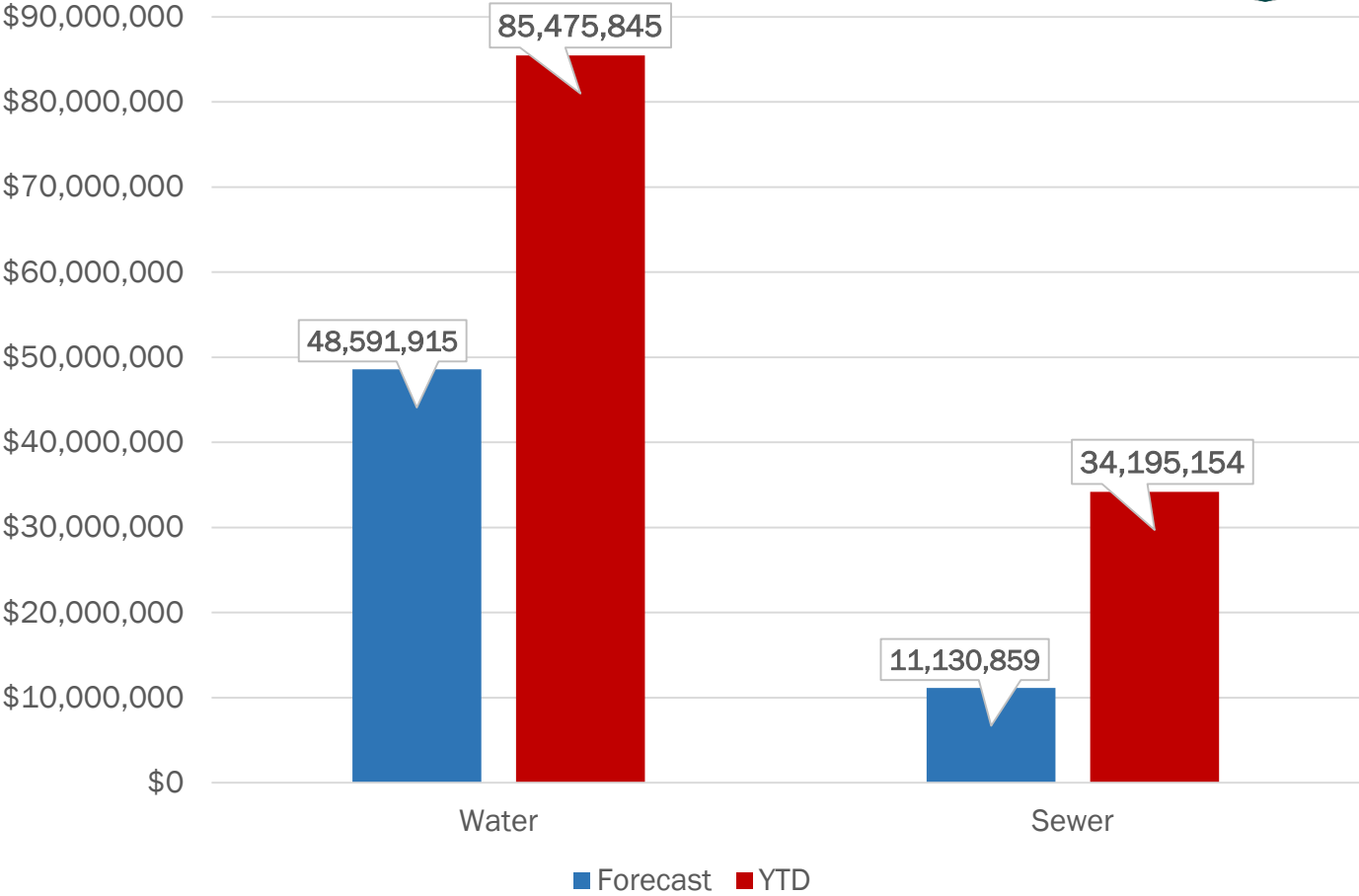
# Finance

# Finance: Collection Rate\*



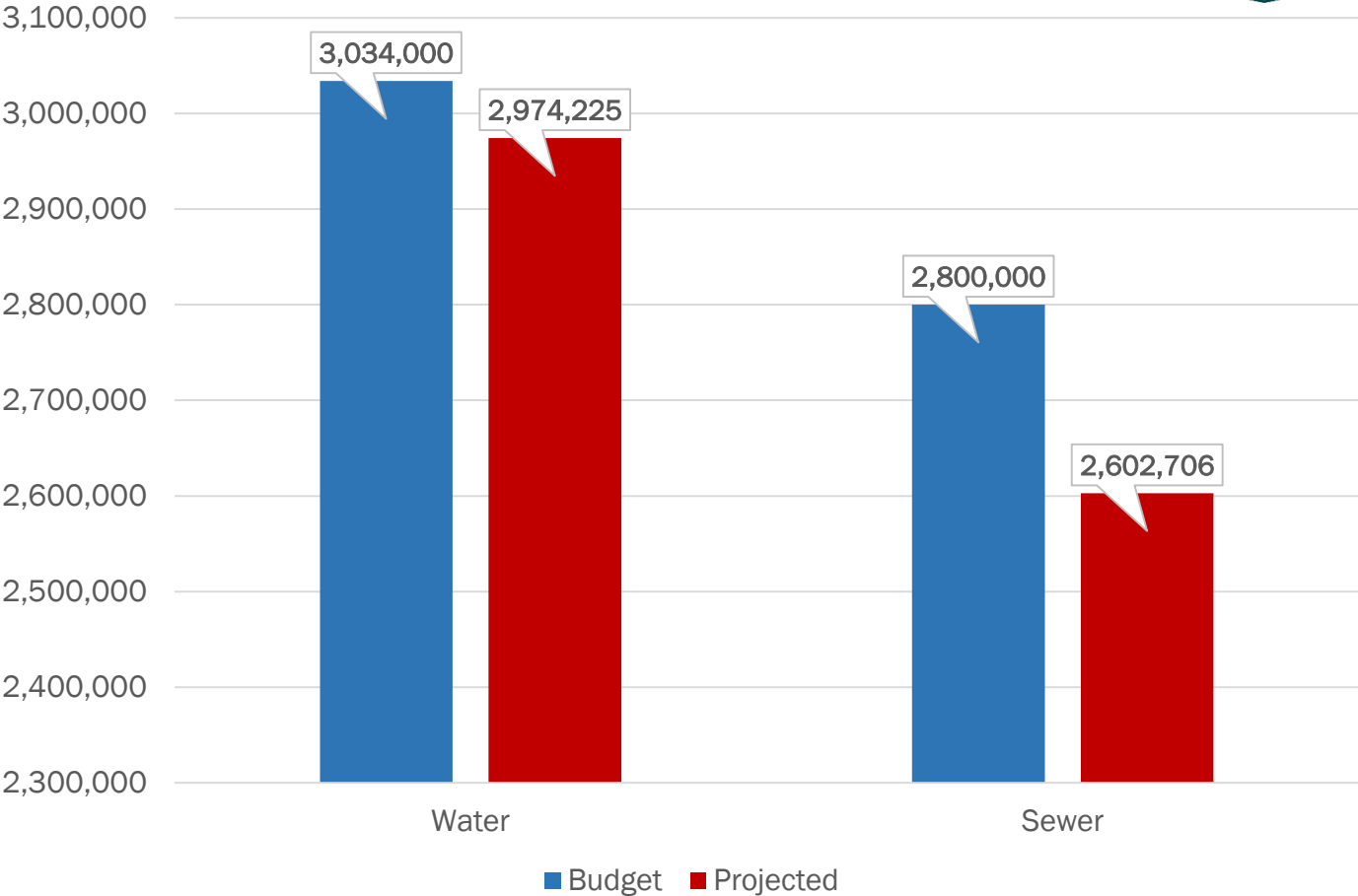
\*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

# Finance: Cash Flow Status\*

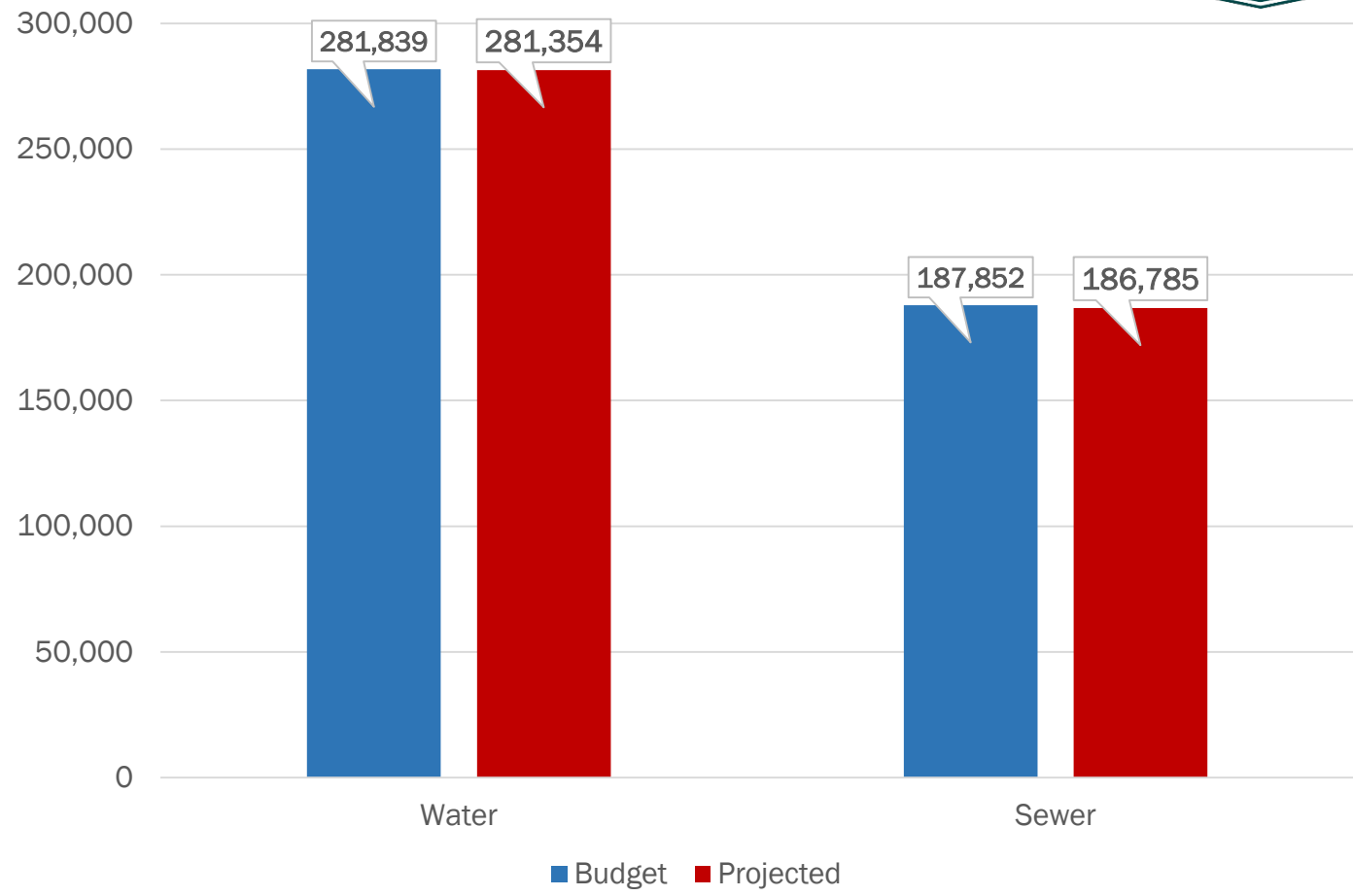


\*Cash flow statement is pro forma. DWSD still lacks certain data to perform full reconciliation. Unreconciled balance as of September 30, 2016 approximates \$67,000. Unreconciled bank to ledger balance approximates \$400,000 due to City of Detroit failure to book certain cash payments from DWSD.

# Finance: Commodity Volumes

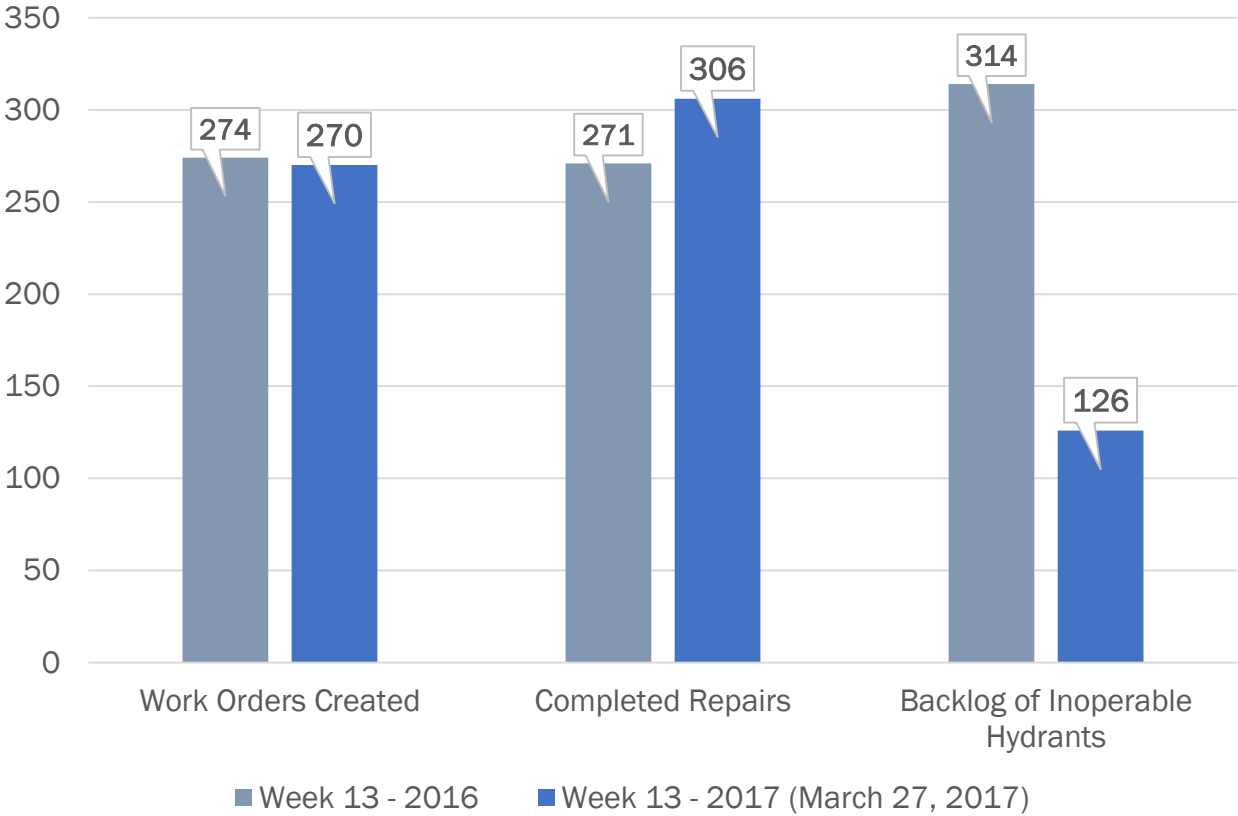


# Finance: Equivalent Accounts



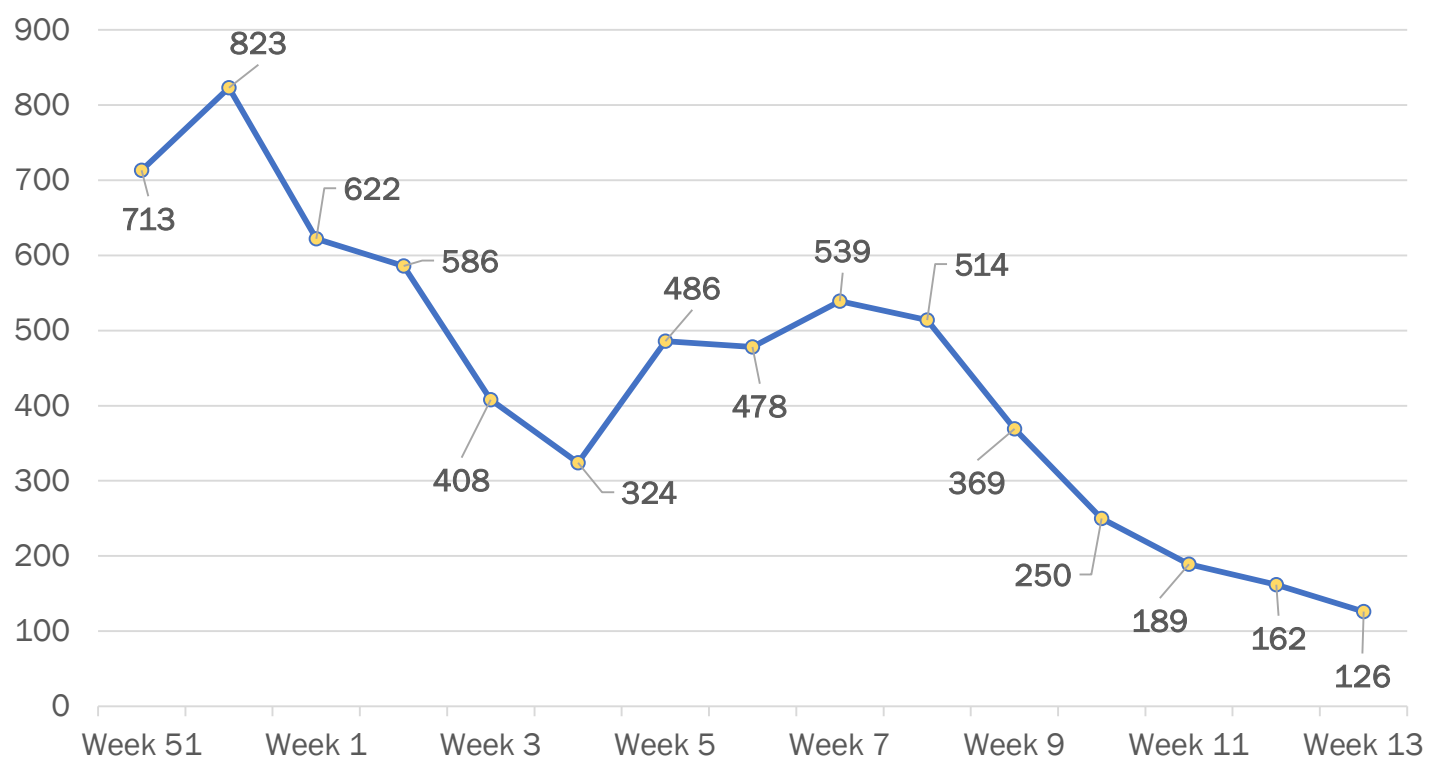
# Field Services

# Field Services: Fire Hydrant Repairs

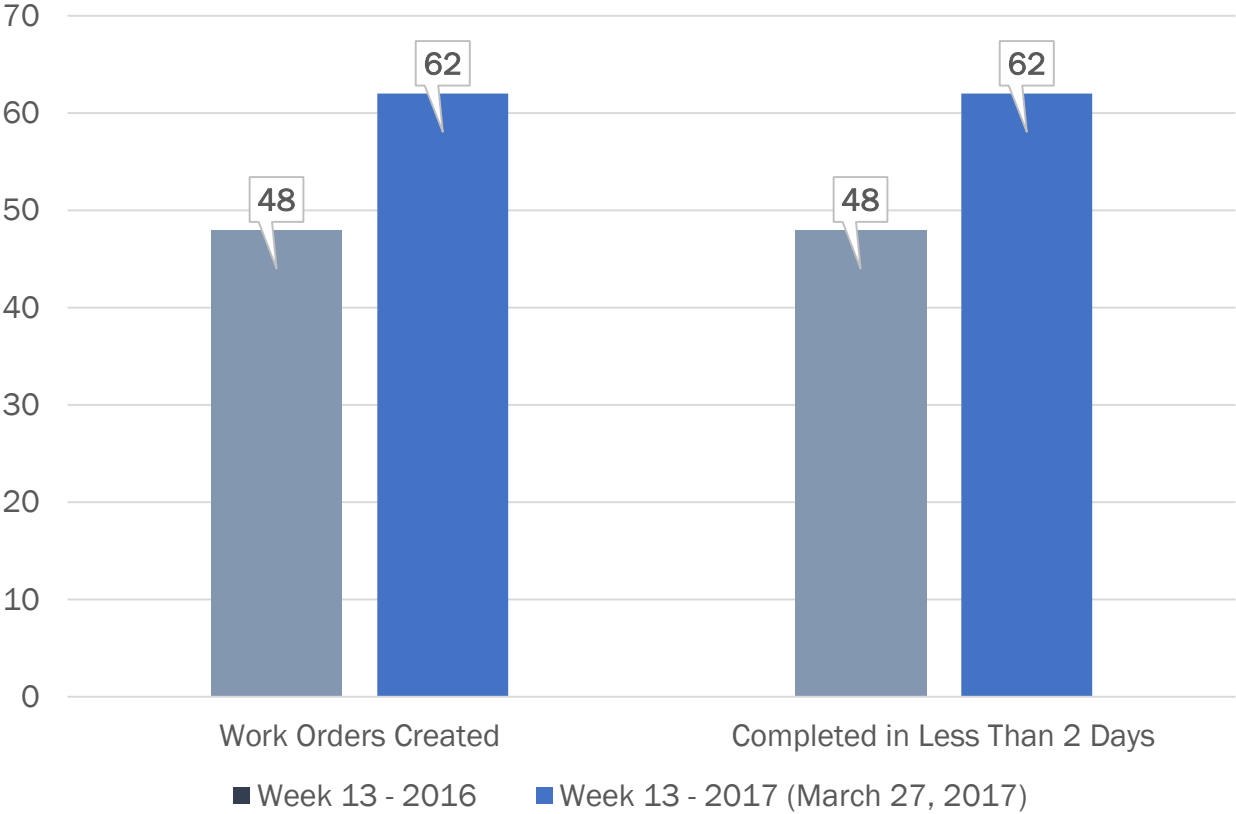




# Field Services: Backlog of Inoperable Fire Hydrants



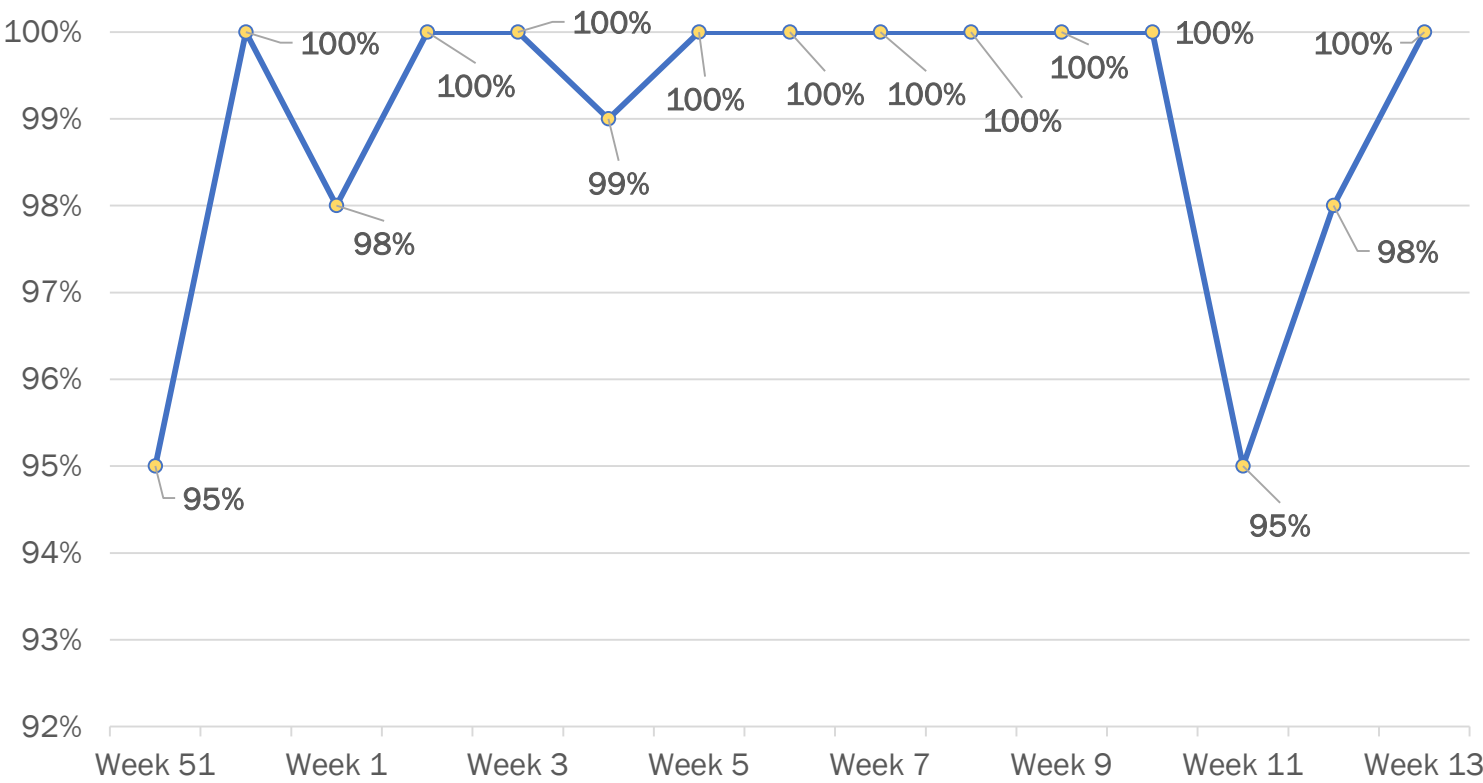
# Field Services: Reports of Running Water



# Field Services: Reports of Running Water



Completion Rate within TWO Days



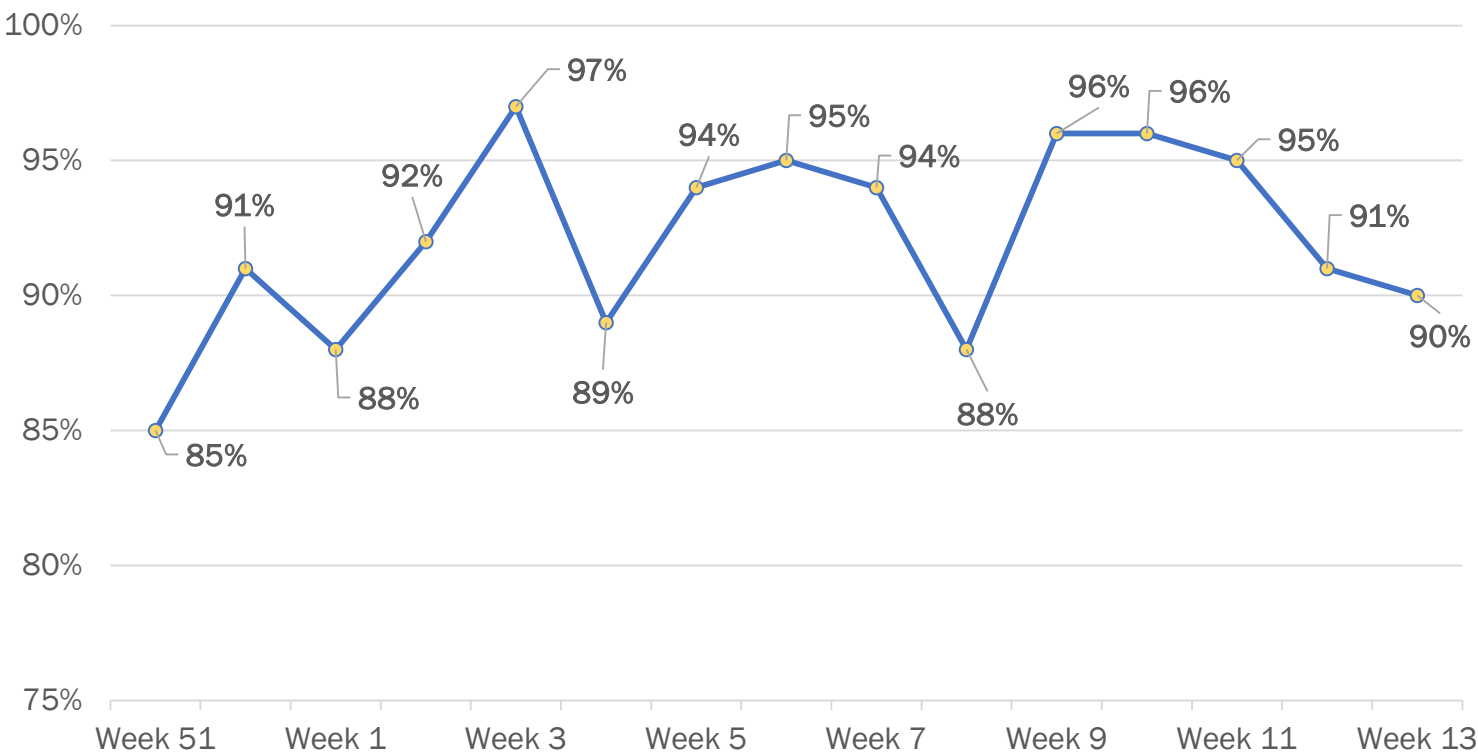
# Field Services: Water Main Repairs



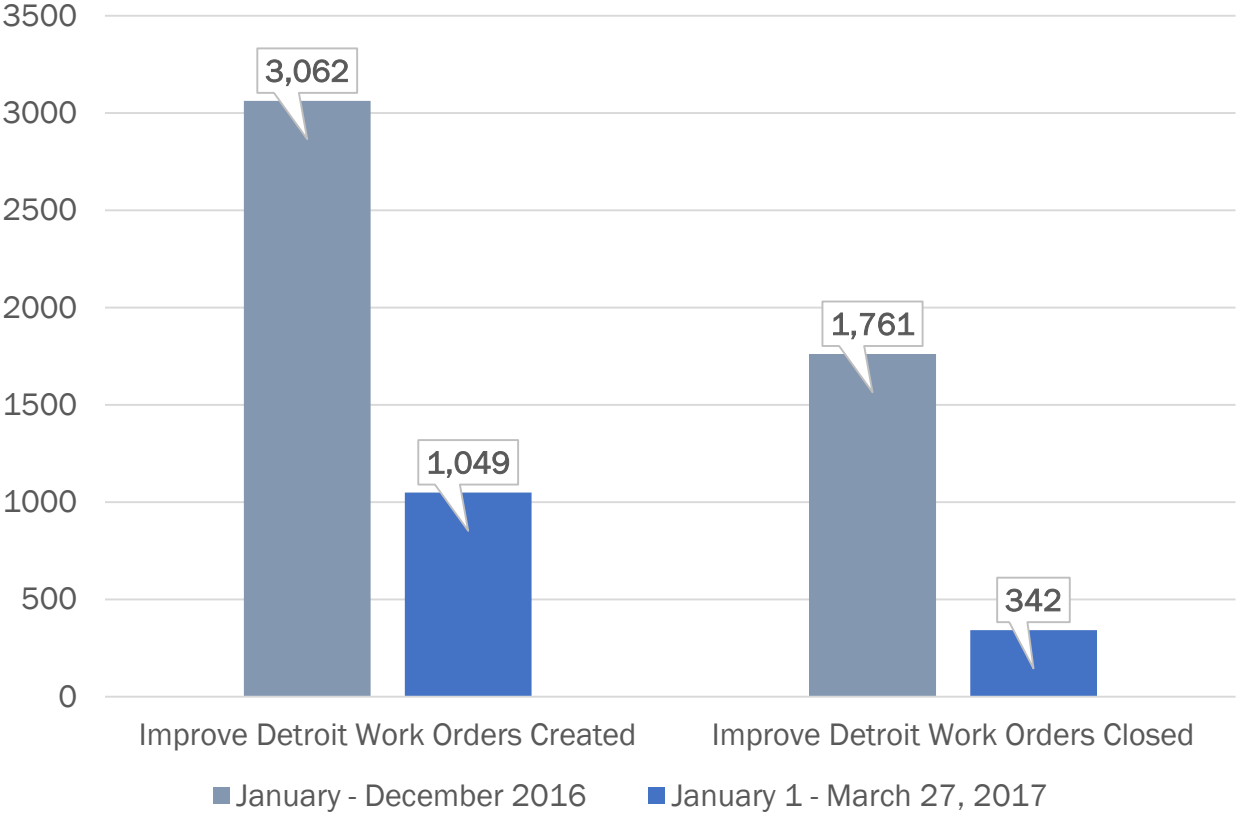
# Field Services: Water Main Repairs



Completion Rate within FOUR Days

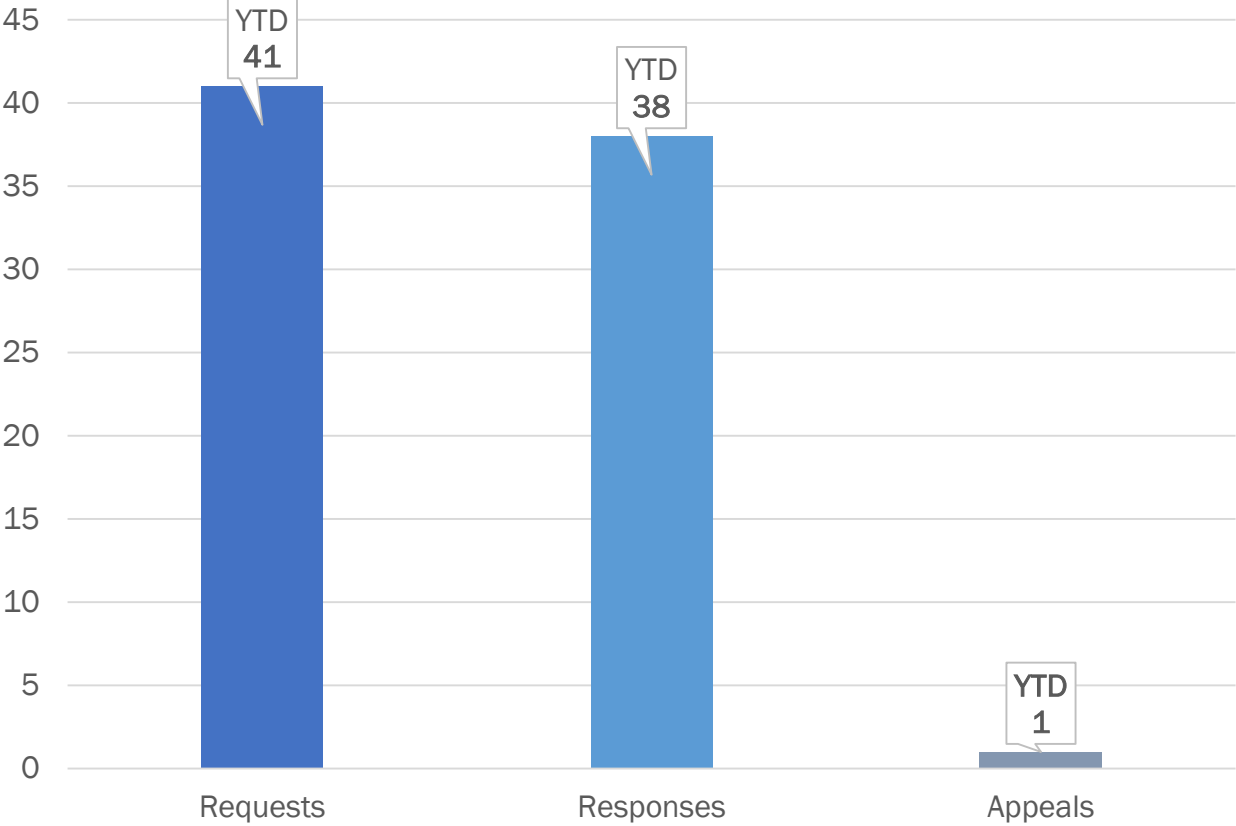


# Field Services: Catch Basins



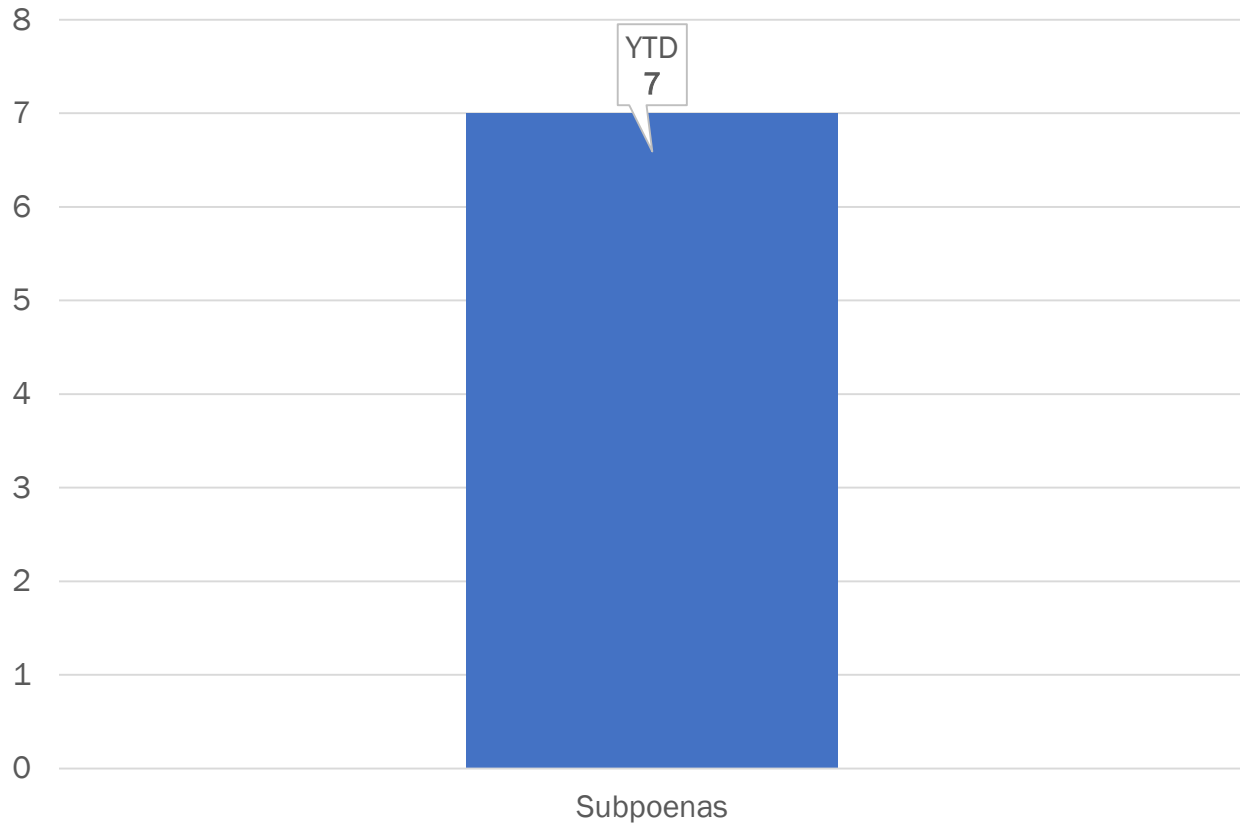
# Legal Services

# Legal: FOIA Requests

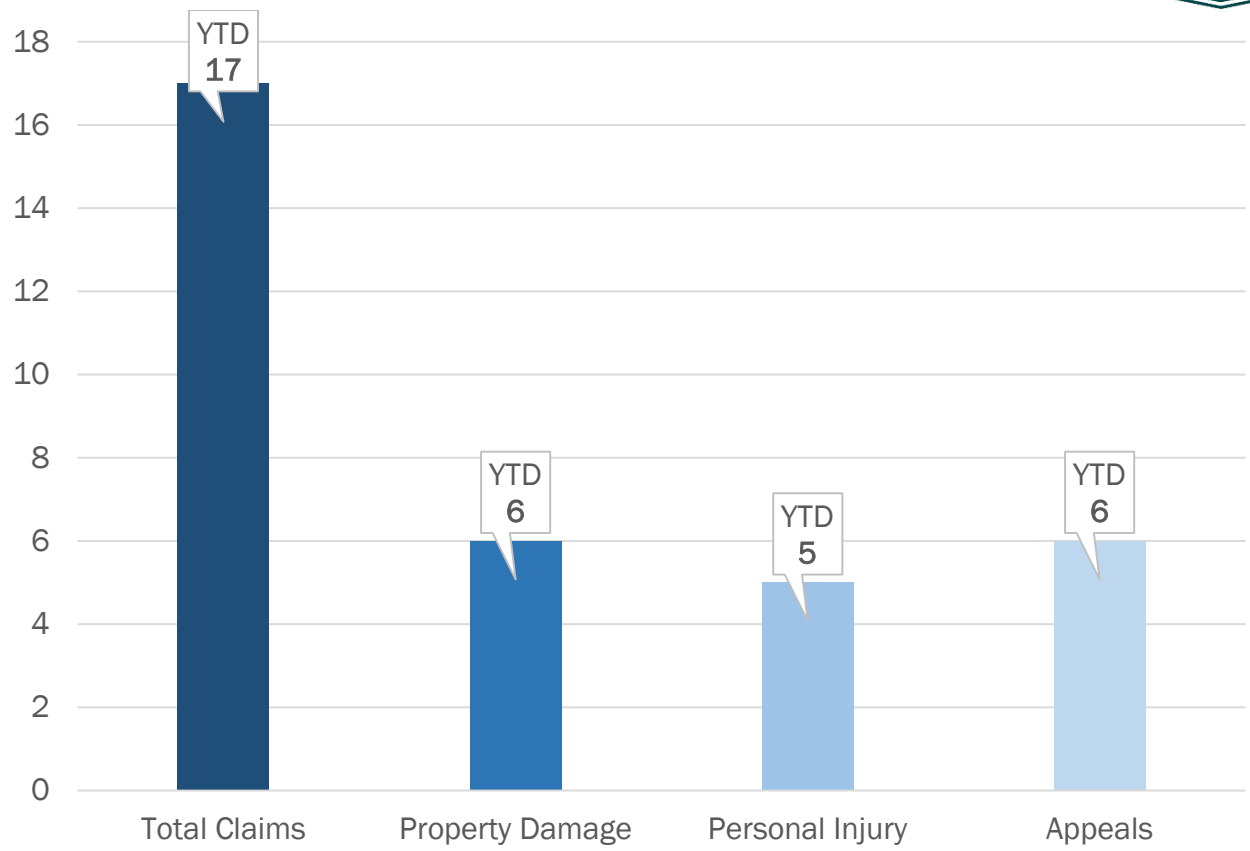




# Legal: Subpoenas

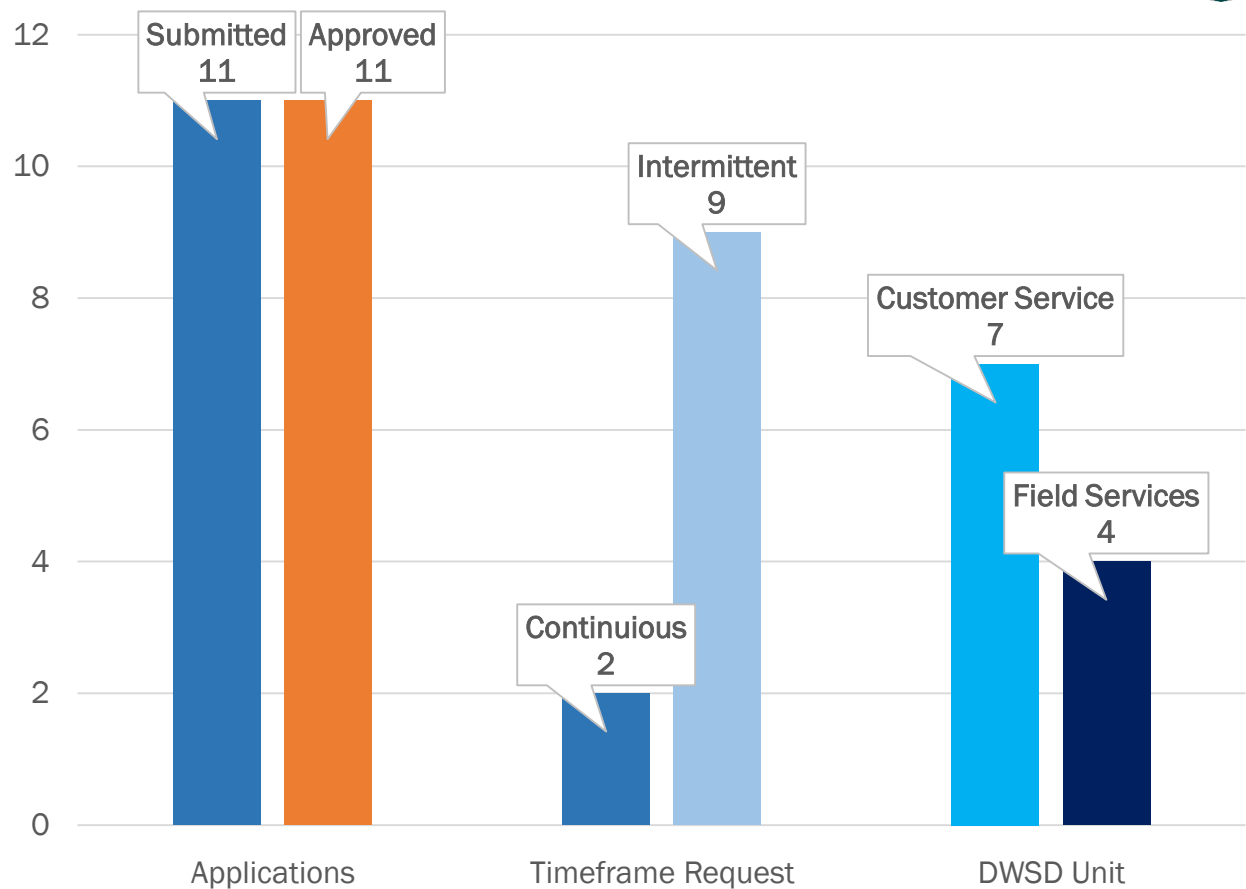


# Legal: Customer Claims

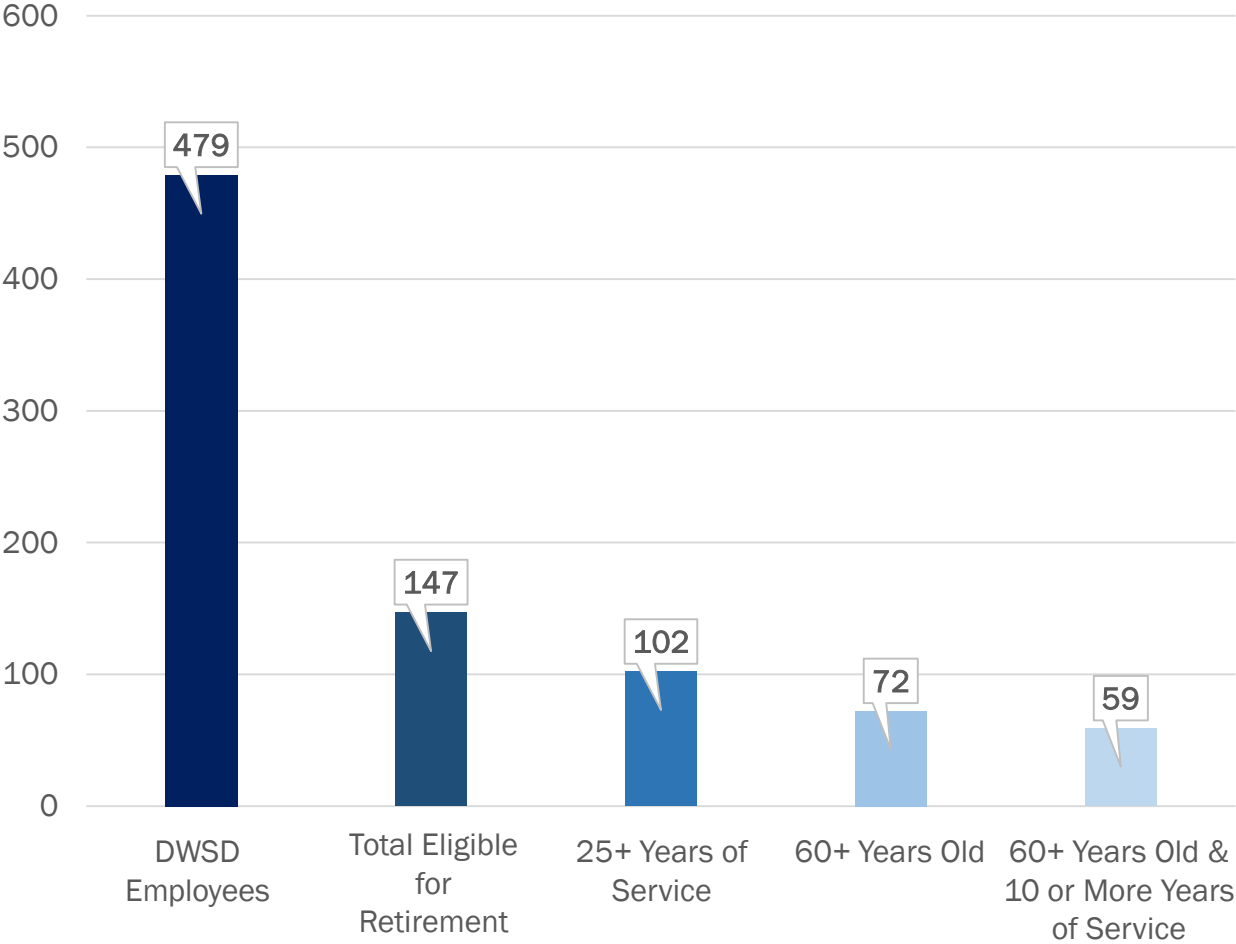


# Human Resources

# HR: Family Medical Leave Act

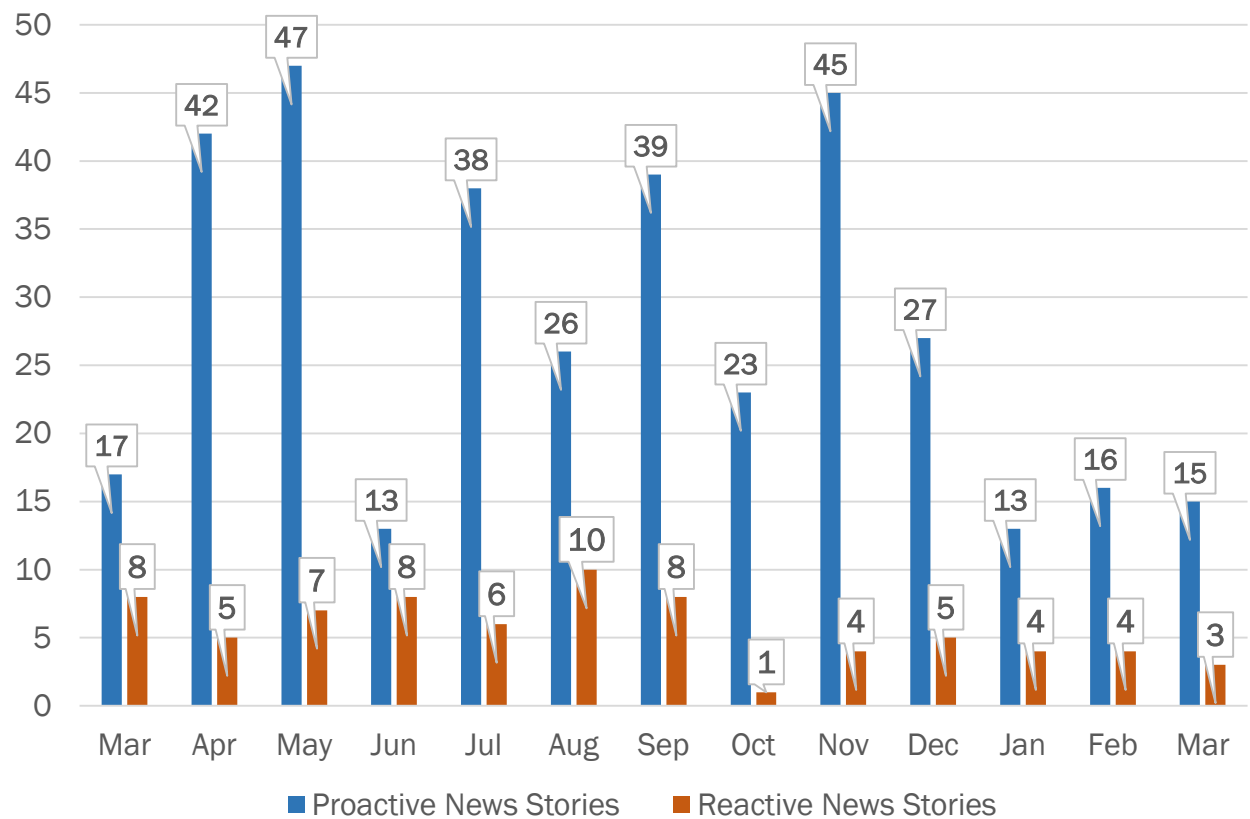


# HR: Retirement Eligible

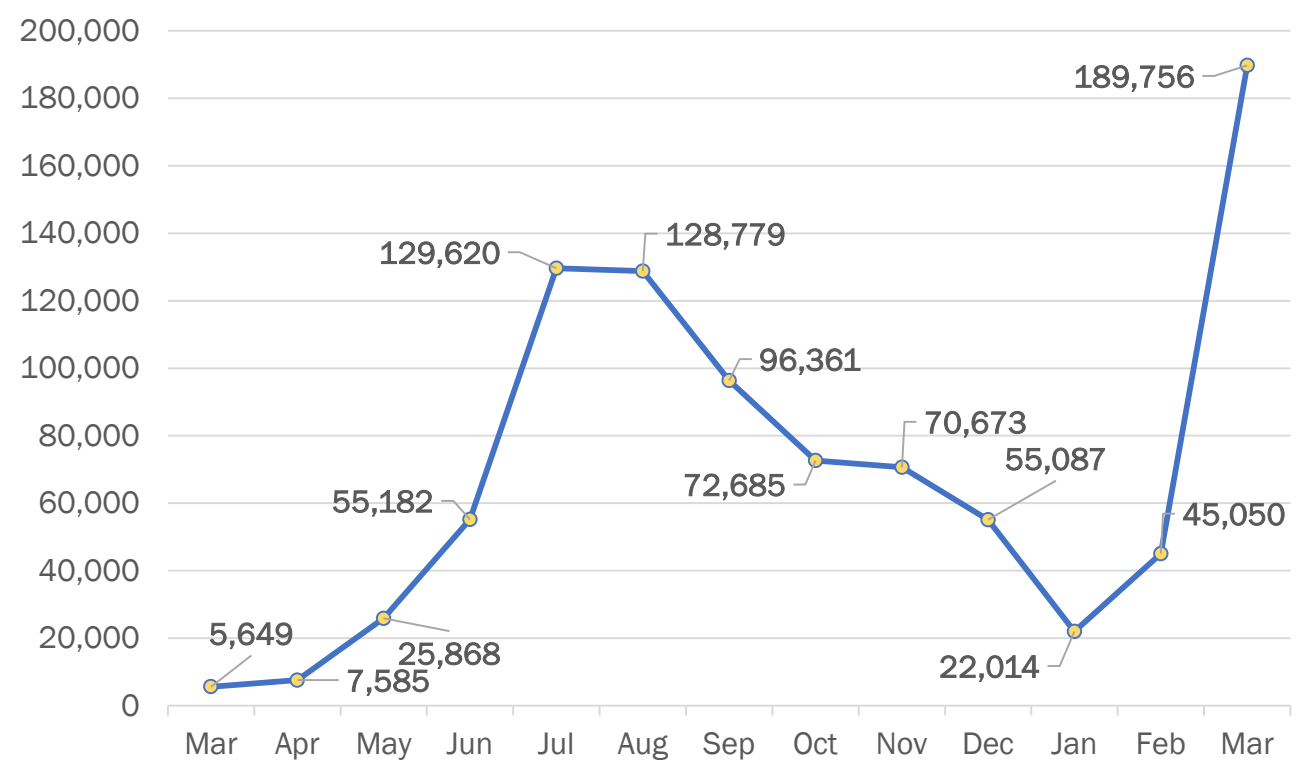


# Public Affairs

# Public Affairs: News Media Placements



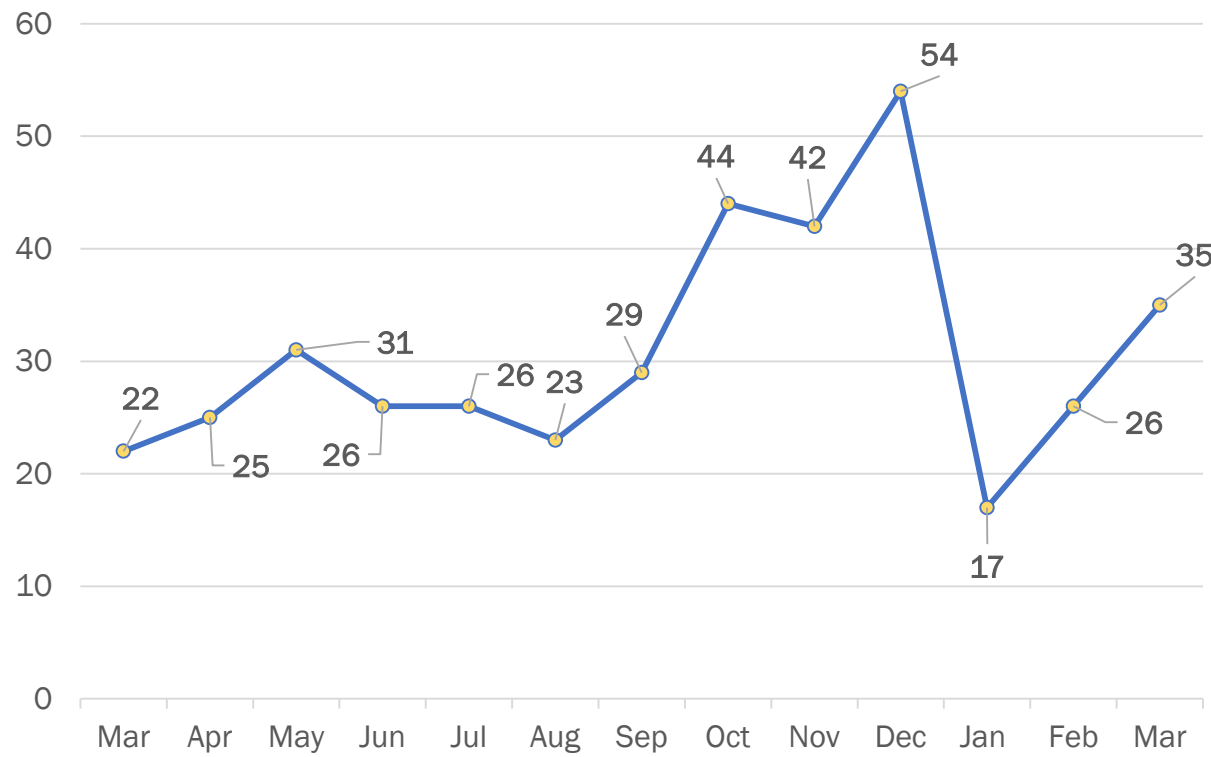
# Public Affairs: Social Media Reach\*



\*The significant increase in July and August 2016 is mostly a result of targeted paid advertising on Facebook and Instagram by DWSD.  
The jump in March 2017 is directly related to issuing a boil water advisory on February 28 - March 3.



# Public Affairs: Community Engagement Activities



# Information Technology

# Information Technology: Software Application Availability for Customer Care, Field Services and Finance



Customer Service Application Availability Last 90-Days

