Director's Update

Recent Actions and Events:

- WRAP, the Water Residential Assistance Program, is **enrolling 50 Detroit households per day** and has 6,300 enrollees as of June 30.
  - In April, DWSD requested the WRAP administrator, Wayne Metropolitan Community Action Agency, to increase enrollment from 20 households to at least 40 per day.
- Field Services began receiving the order of eight new Vactor trucks in late June with the final truck arriving on July 21.
  - The Vactor trucks, which use water pressure and a powerful vacuum to eradicate standing water and debris, will be assigned based on an engineering study and Improve Detroit catch basin work orders.
  - The trucks will be the first of the DWSD fleet to feature the City's new branding.
- Commercial and tax-exempt customer accounts transitioned to impervious acreage rate for the drainage charge beginning July (for parcels not currently on impervious acreage), with charges appearing on their August bill.

Upcoming Actions and Events (July - August):

- The Customer Care Web Portal, part of "Skip the Line," will launch this summer following internal testing.
  - DWSD will roll-out short animated educational videos on how to register their account online and how to use the portal's new features.
- DWSD is collaborating with City Council offices and the Department of Neighborhoods to conduct outreach to residential customers who will transition to the impervious acreage rate for the drainage charge.

Customers Current on Bill
114,898 2.9% ↑

Active in Payment Plans
21,945 2.8% ↑

Customers Shut-Off Eligible
3,626 44.8% ↓

Collection Rate
May 31– 88.62% 1.5% ↑

WRAP
1,495 Appt Backlog 5.9% ↓

Fire Hydrant Repairs
5,642 Repaired
125 Backlogged 0.8% ↓

Reports of Running Water
1,384 Reported
100% Cases Closed 5.3% ↑

Water Main Breaks
636 Reported
83% Cases Closed 11.7% ↓

Catch Basin Cleaning
1,299 Reported
2,839 Cleaned

Information Technology
99.91% App Availability 0.7% ↑