



# **DIRECTOR'S REPORT**

## **October 18, 2017**

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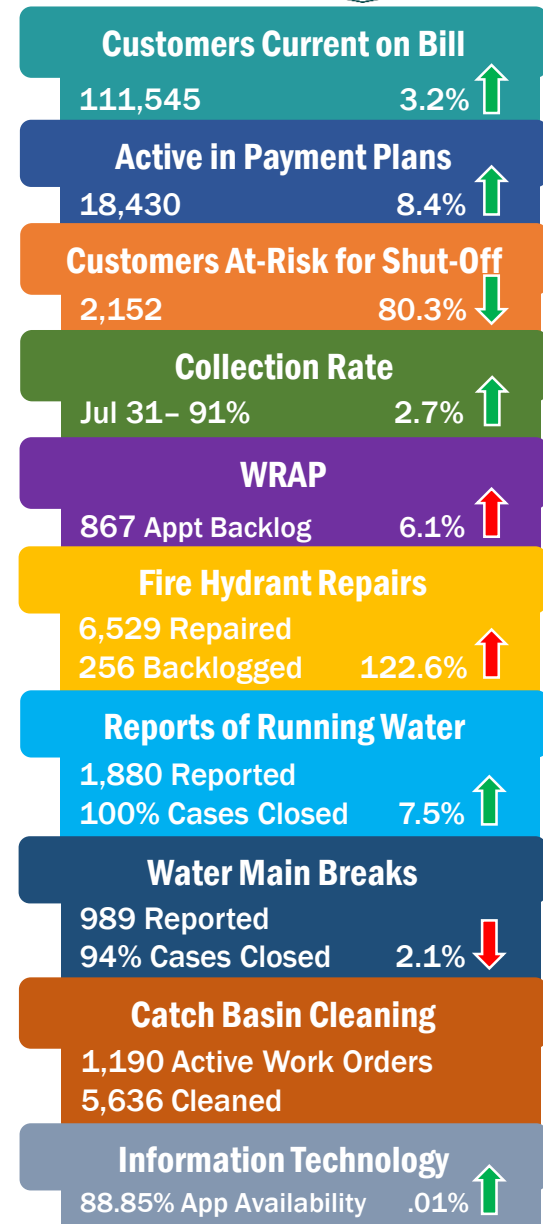
# Director's Update

## Recent Actions and Events:

- Across the department, staff are collaborating on a new approach to commercial account delinquency: Customer Service, Billing and Collections, Meter Operations, Field Services, Legal, Security and Public Affairs.
  - DWSD will not allow some businesses to make a decision not to pay for their water, sewerage and drainage services and place that burden on Detroit residents.
  - The Fraud Unit has closed seven of its 12 cases, inspected 138 addresses for non-compliance or fraud, and identified more than \$660,000 owed to DWSD.
  - Recently, through cooperative investigations the Legal team, through in-house staff, has filed nearly \$1 Million in lawsuits on delinquent commercial accounts.
- Since April 1, 2017, Field Services Technicians have been inputting catch basin data into a mobile app as part of a comprehensive effort to map all DWSD assets.
  - The overall closure rate for catch basin work orders in SeeClickFix has moved to the highest rate ever at 76% since Improve Detroit was launched in 2015.
- Between the new Skip the Line Web Portal and the investigations mentioned above there have been 12 positive media stories published/aired on DWSD programs.

## Upcoming Actions and Events (October - November):

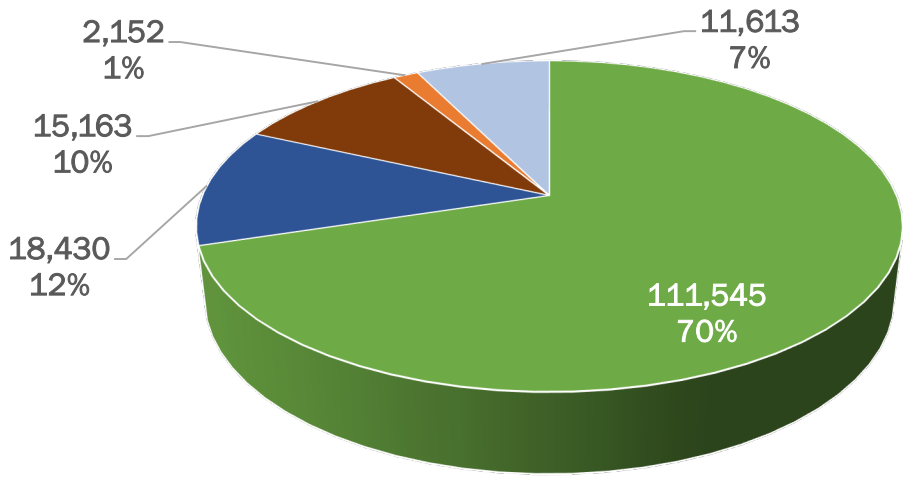
- The Toilet Replacement Program (official name to be determined) pilot has been moved to begin in November after procurement and contracts are finalized.
- The Capital Improvement Program will begin water and sewer infrastructure assessments in North Rosedale Park and Cornerstone Village on October 23.
  - The pilot program assessments will be completed within 6-8 weeks.
- The Board of Water Commissioners next evening community meeting is Wednesday, November 15, which will include presentation on assistance programs.
  - Public Affairs is working with City Council and the Mayor's Office to communicate this meeting to the public.
  - DWSD will also conduct a workshop on affordability and other programs during a City Council Committee of the Whole on Friday, December 1.





# Customer Care

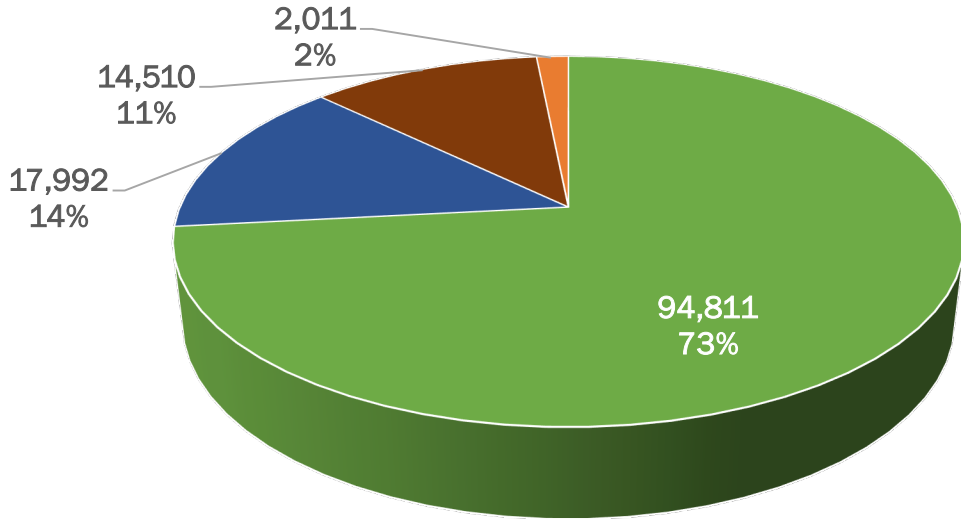
# Customer Care: Account Status\*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off At-Risk
- Drainage Charge Only

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

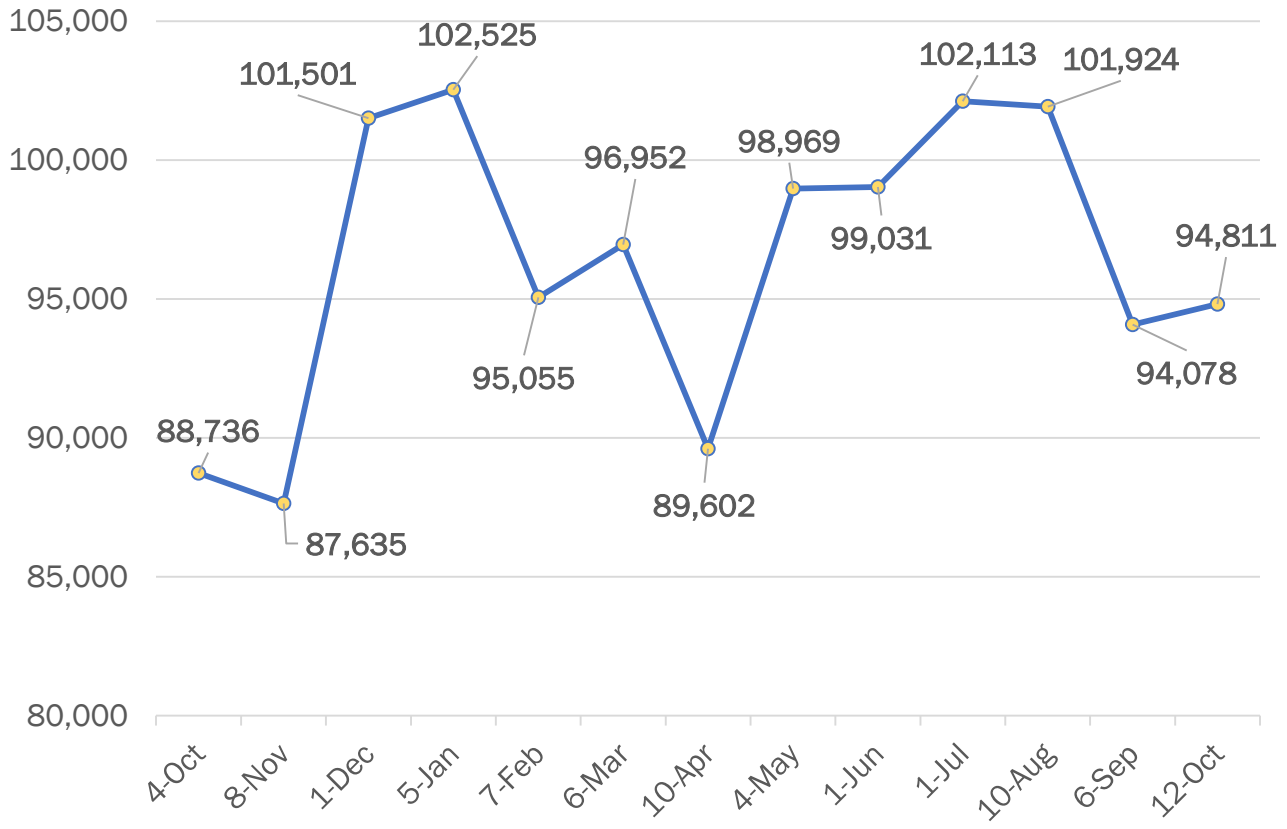
# Customer Care: Residential Account Status\*



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

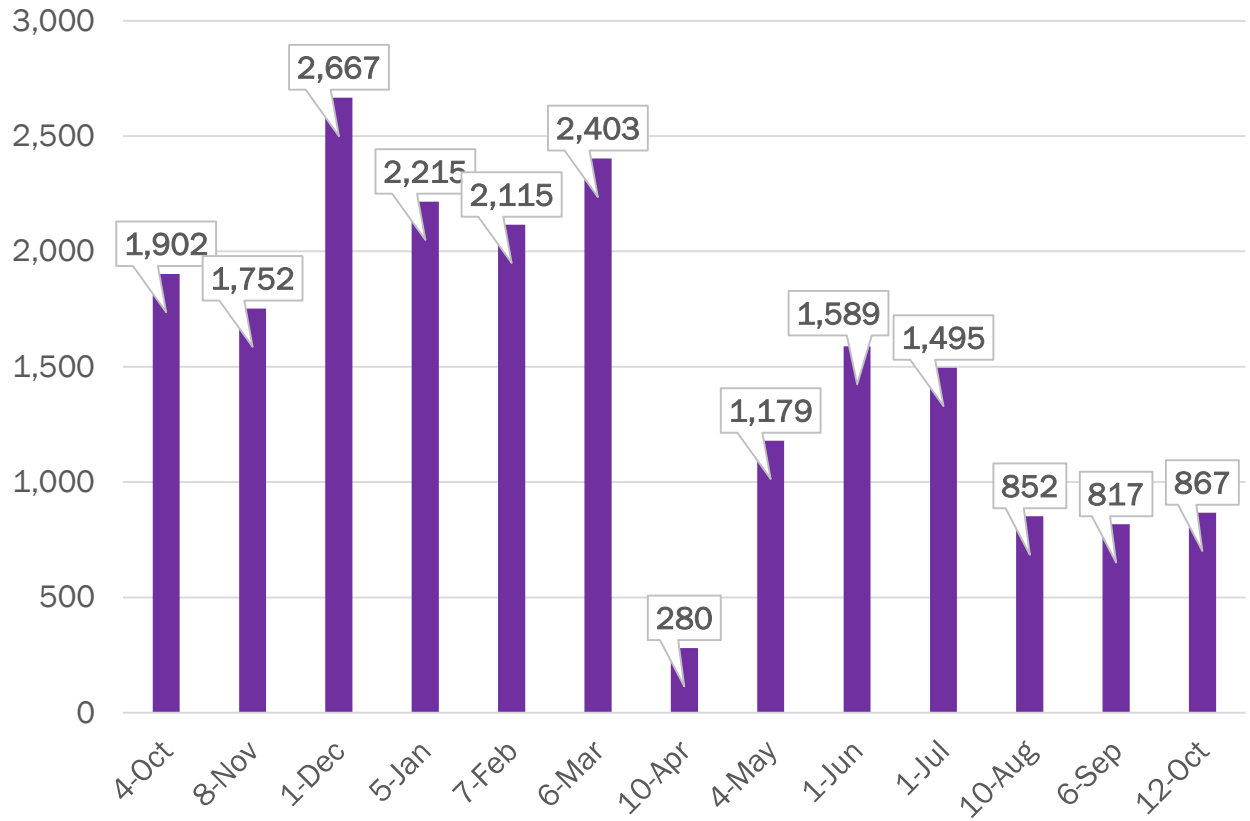
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Residential Current on Bill\*



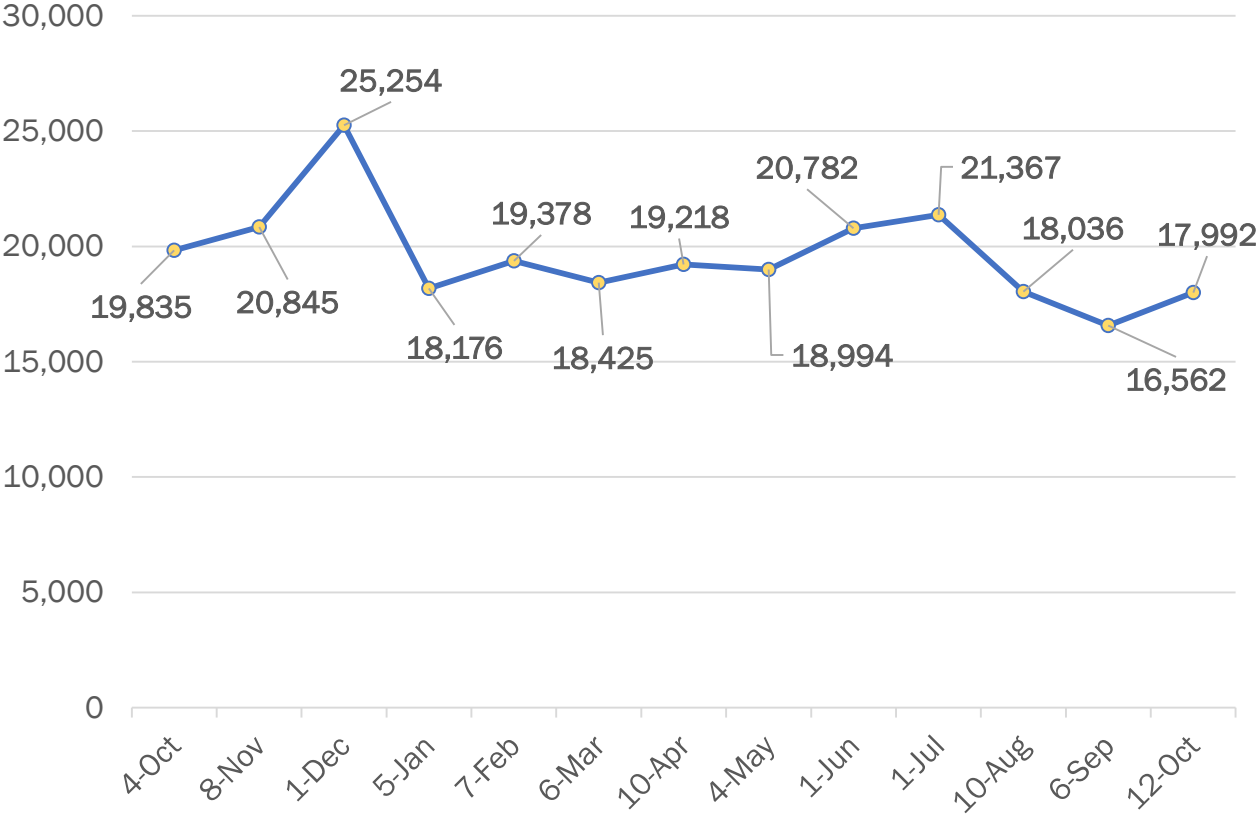
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

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

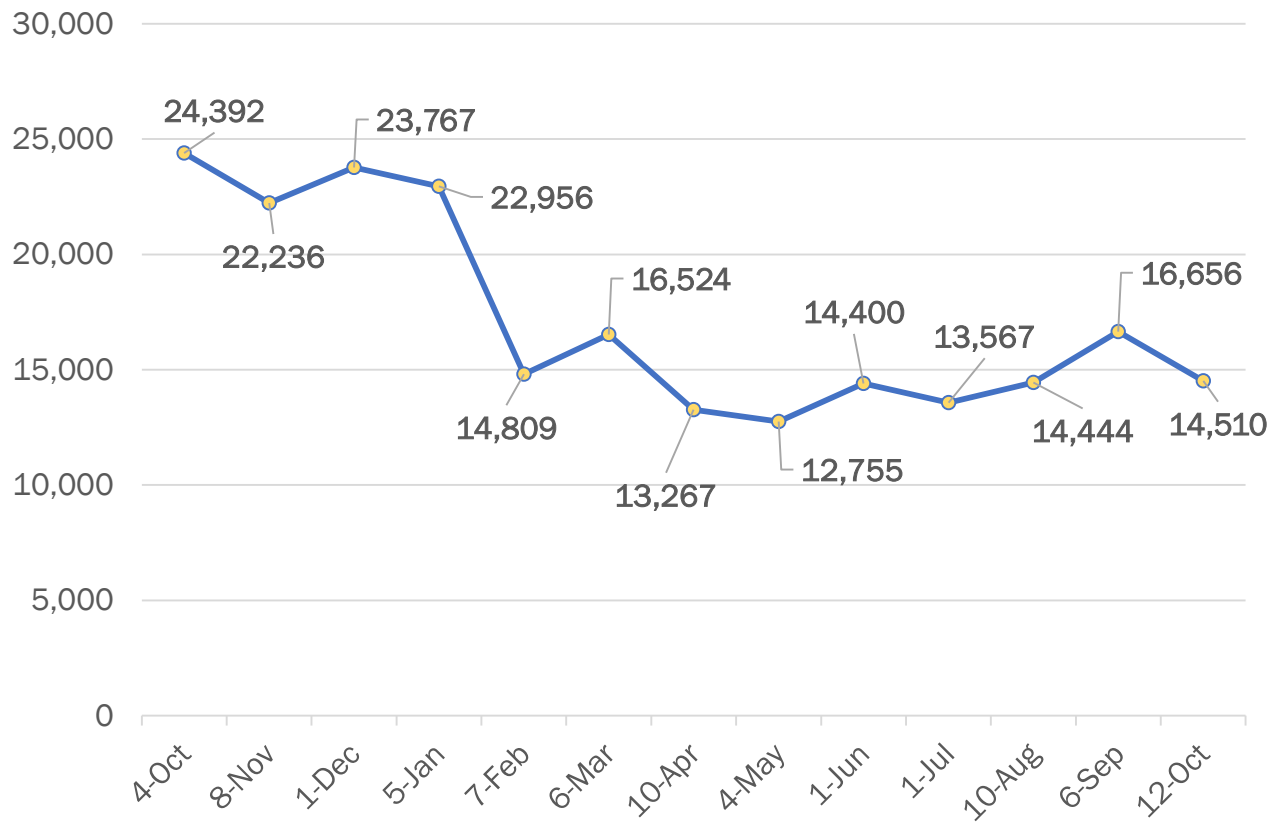




# Customer Care: Residential Payment Plans

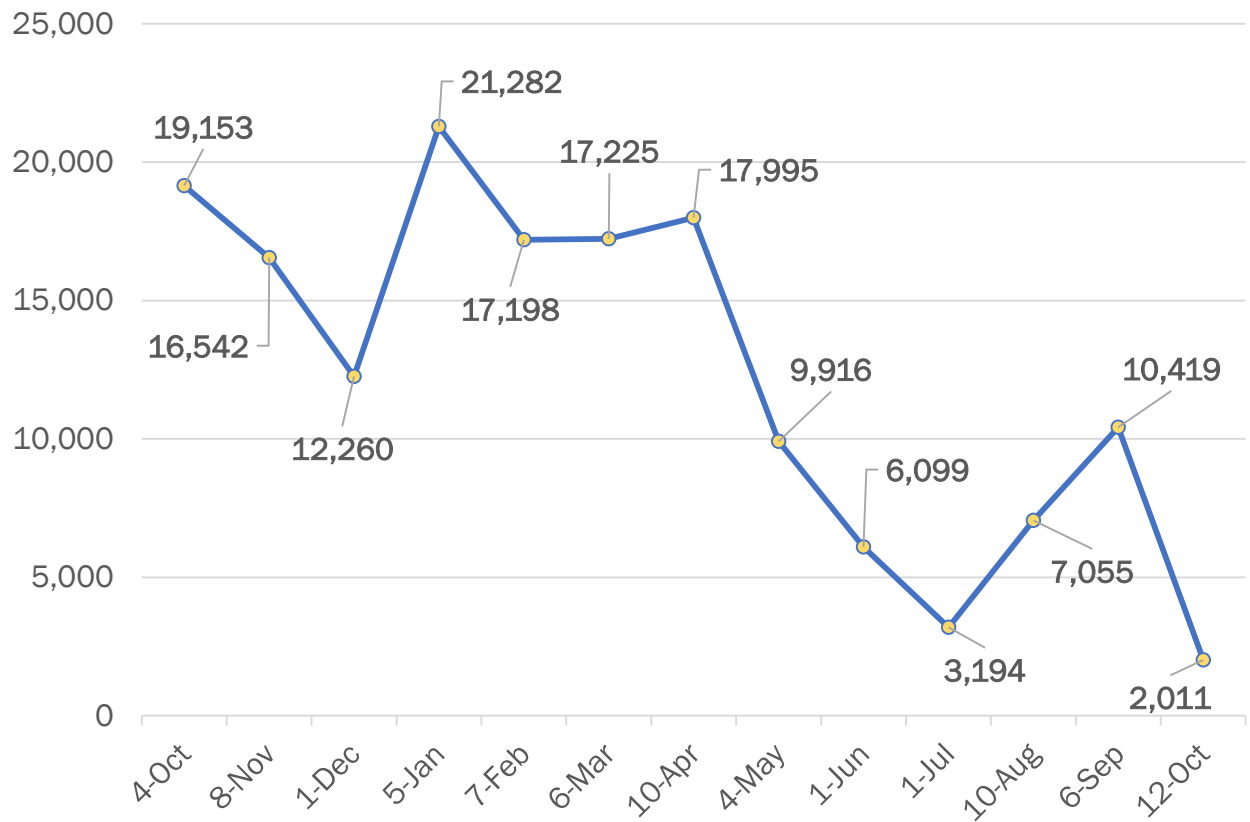


# Customer Care: Residential On the Bubble\*

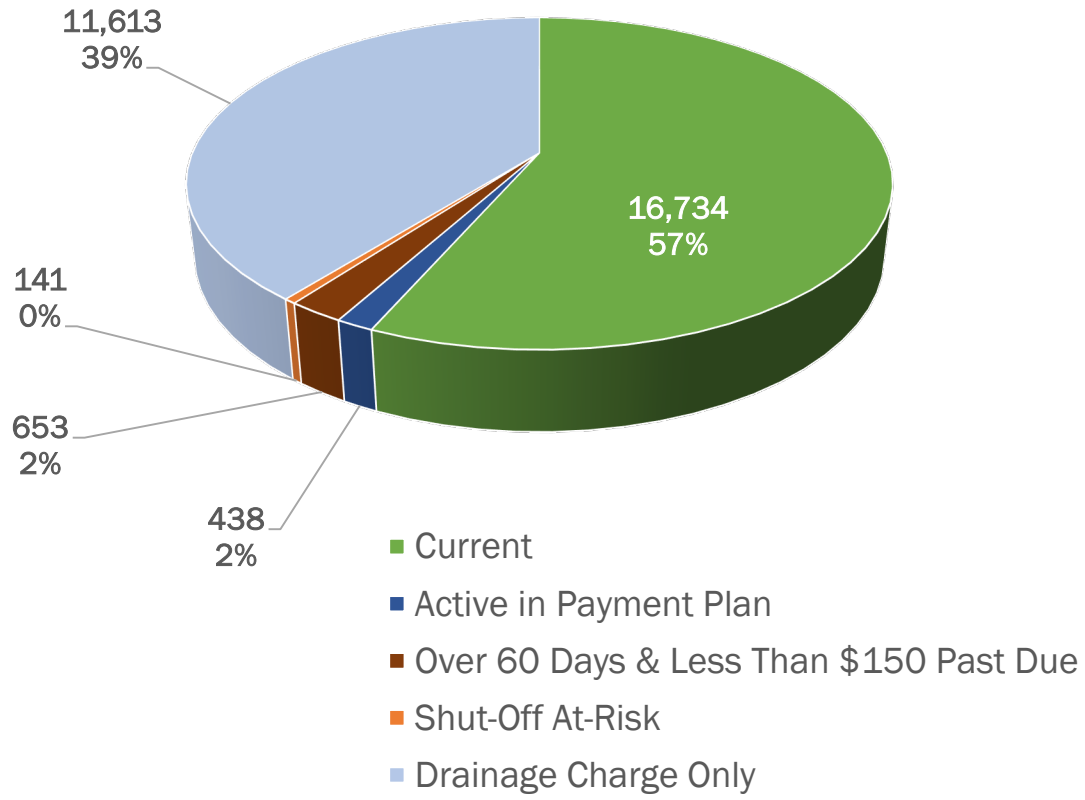


\*Past due more than 60 days and less than \$150.

# Customer Care: Residential At-Risk for Shut-Off

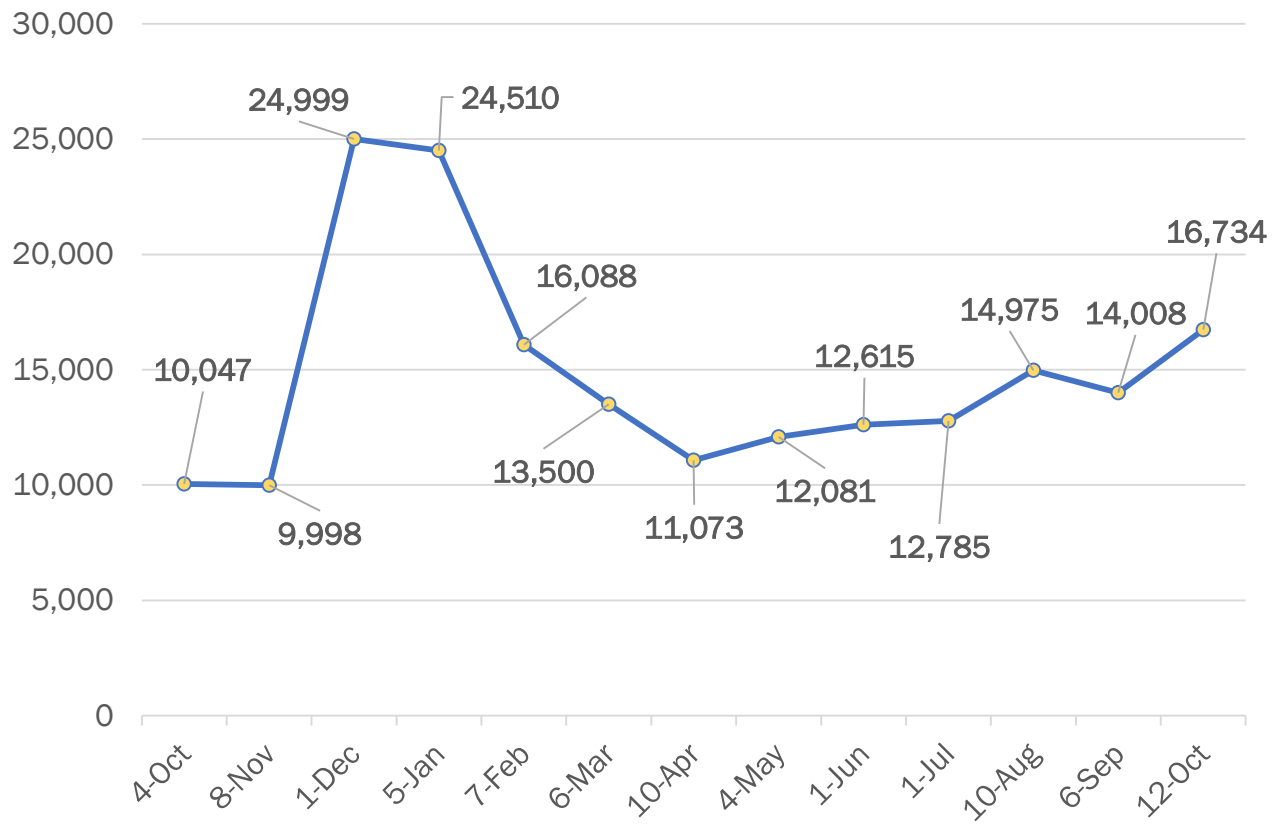


# Customer Care: Nonresidential Account Status\*



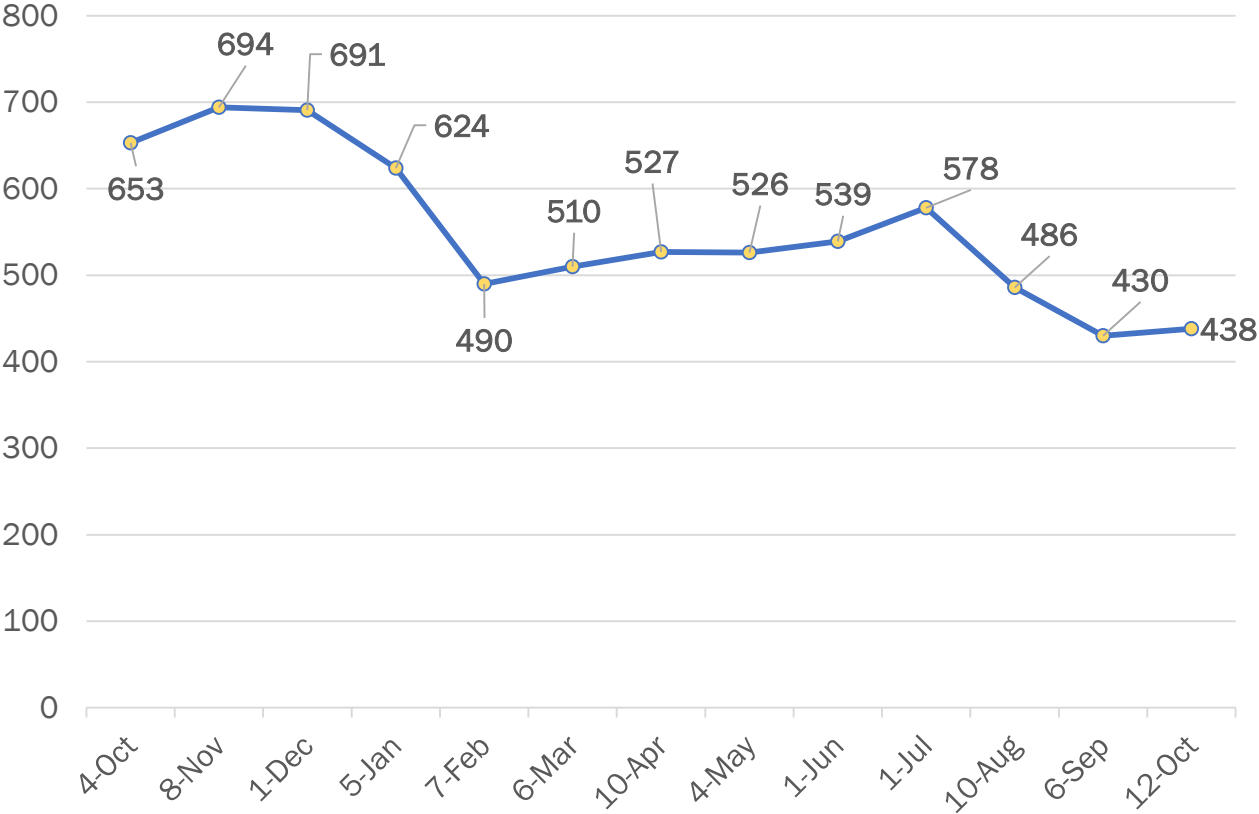
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Current on Bill\*

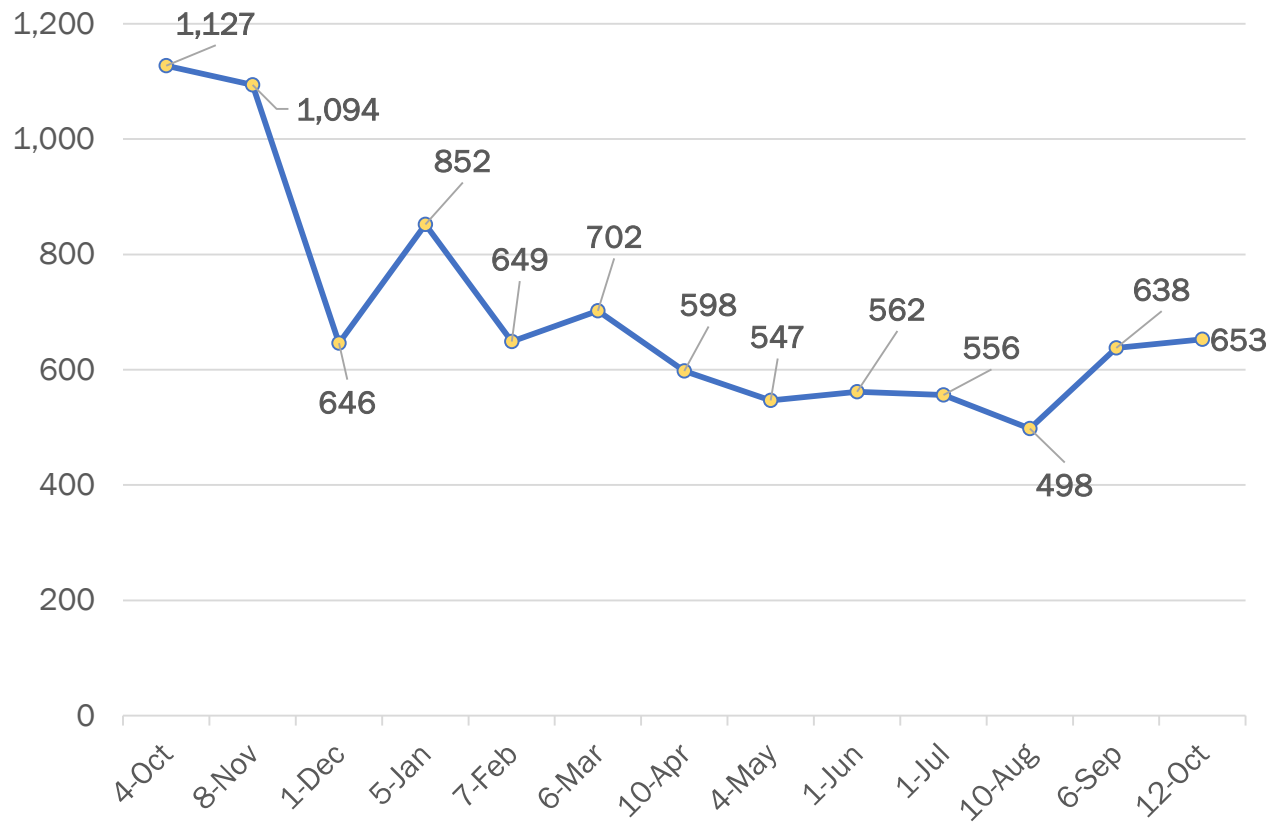


\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Payment Plans

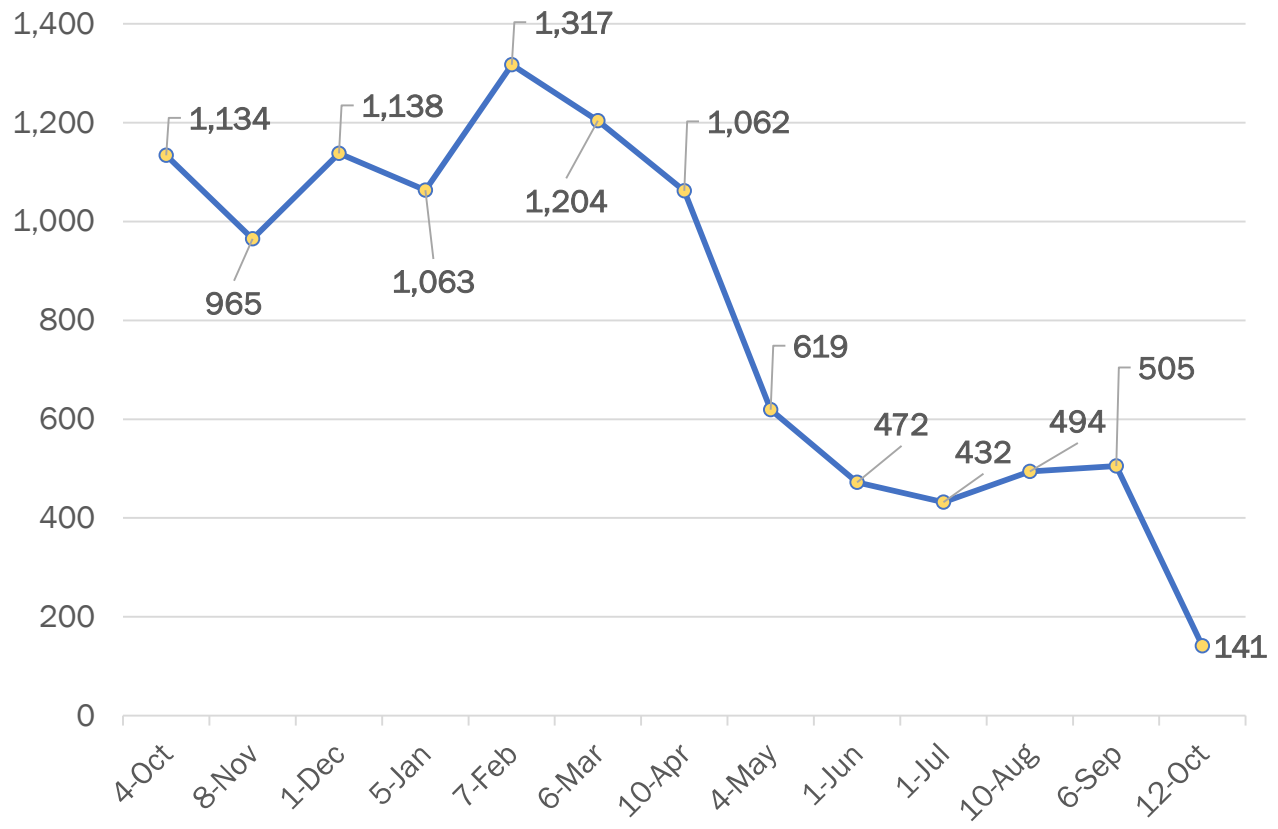


# Customer Care: Nonresidential On the Bubble\*



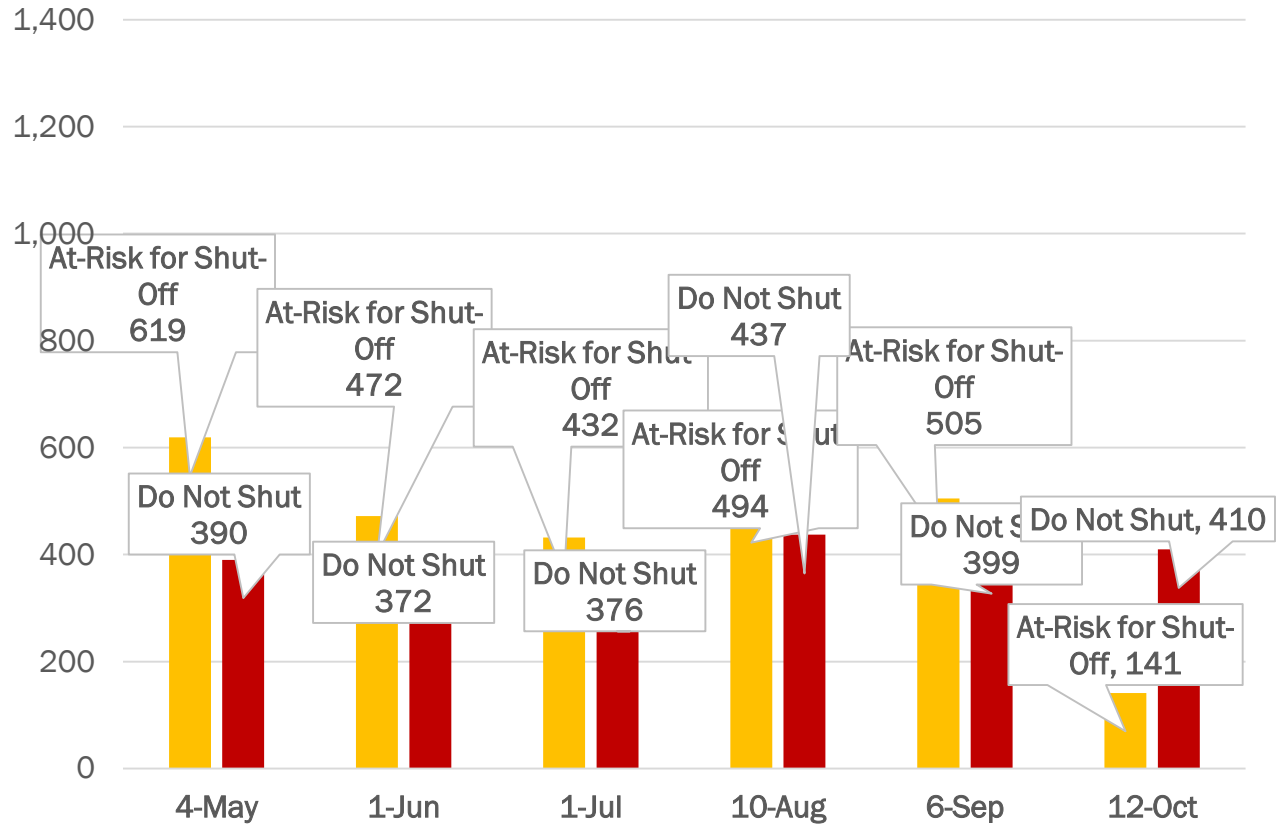
\*Past due more than 60 days and less than \$150.

# Customer Care: Nonresidential At-Risk for Shut-Off





# Customer Care: Nonresidential Shut-Off Status\*

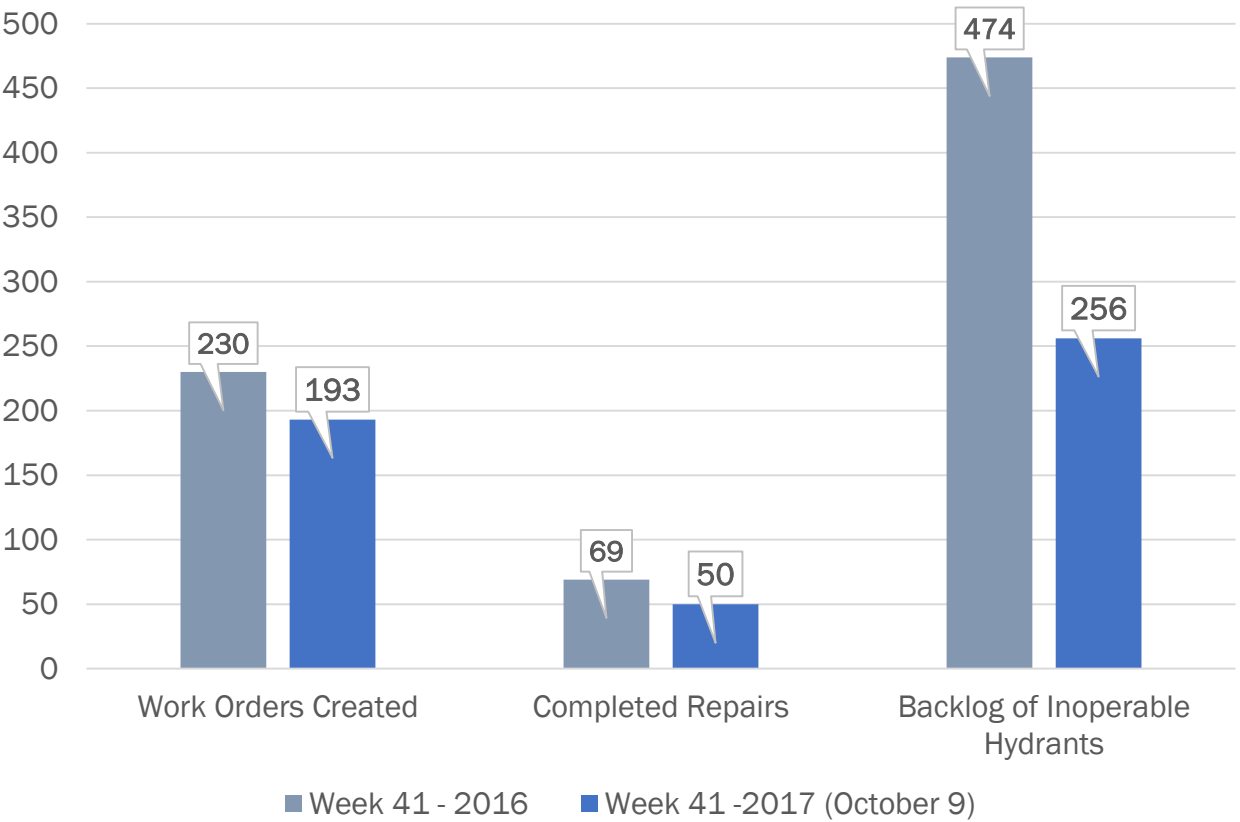


\*Customers in the “do not shut” category include nursing homes and apartment buildings.

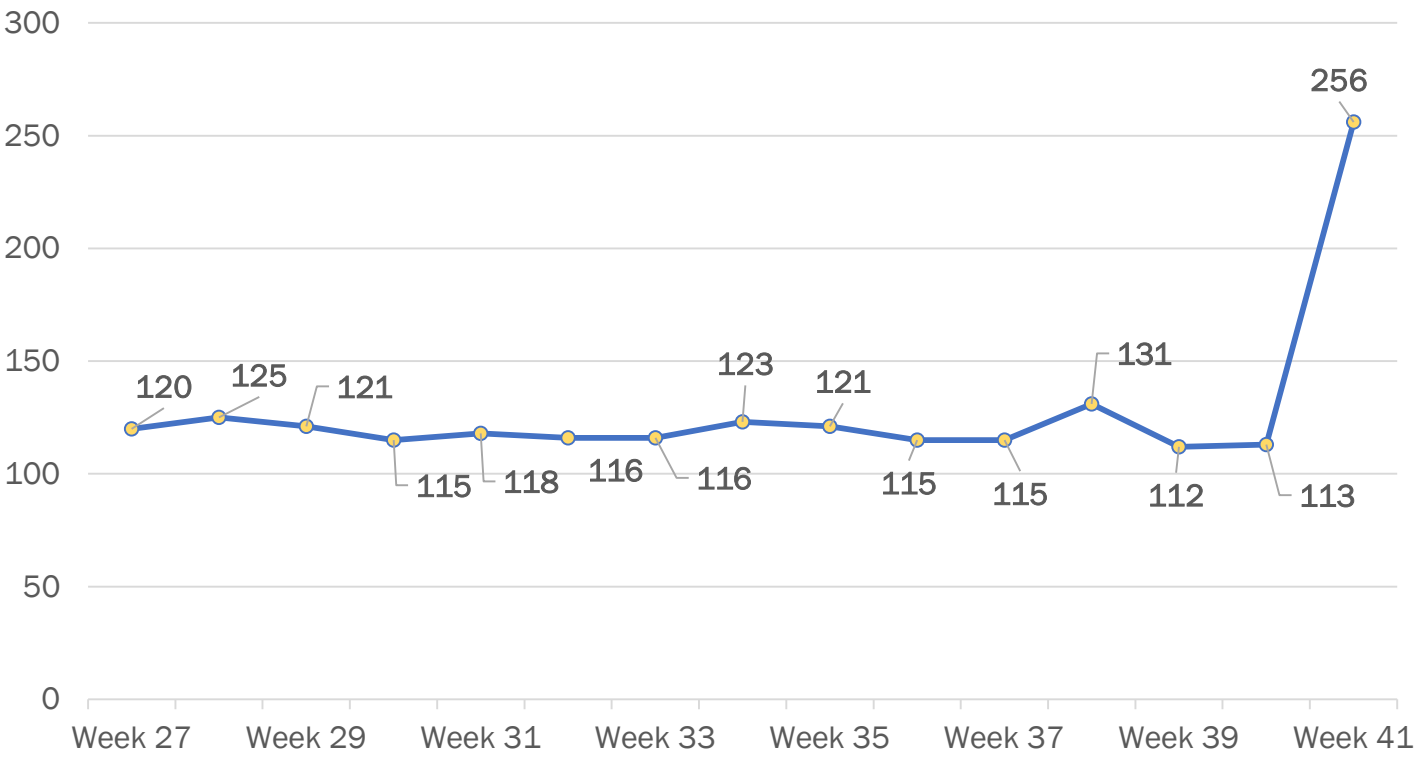


# Field Services

# Field Services: Fire Hydrant Repairs



# Field Services: Backlog of Inoperable Fire Hydrants



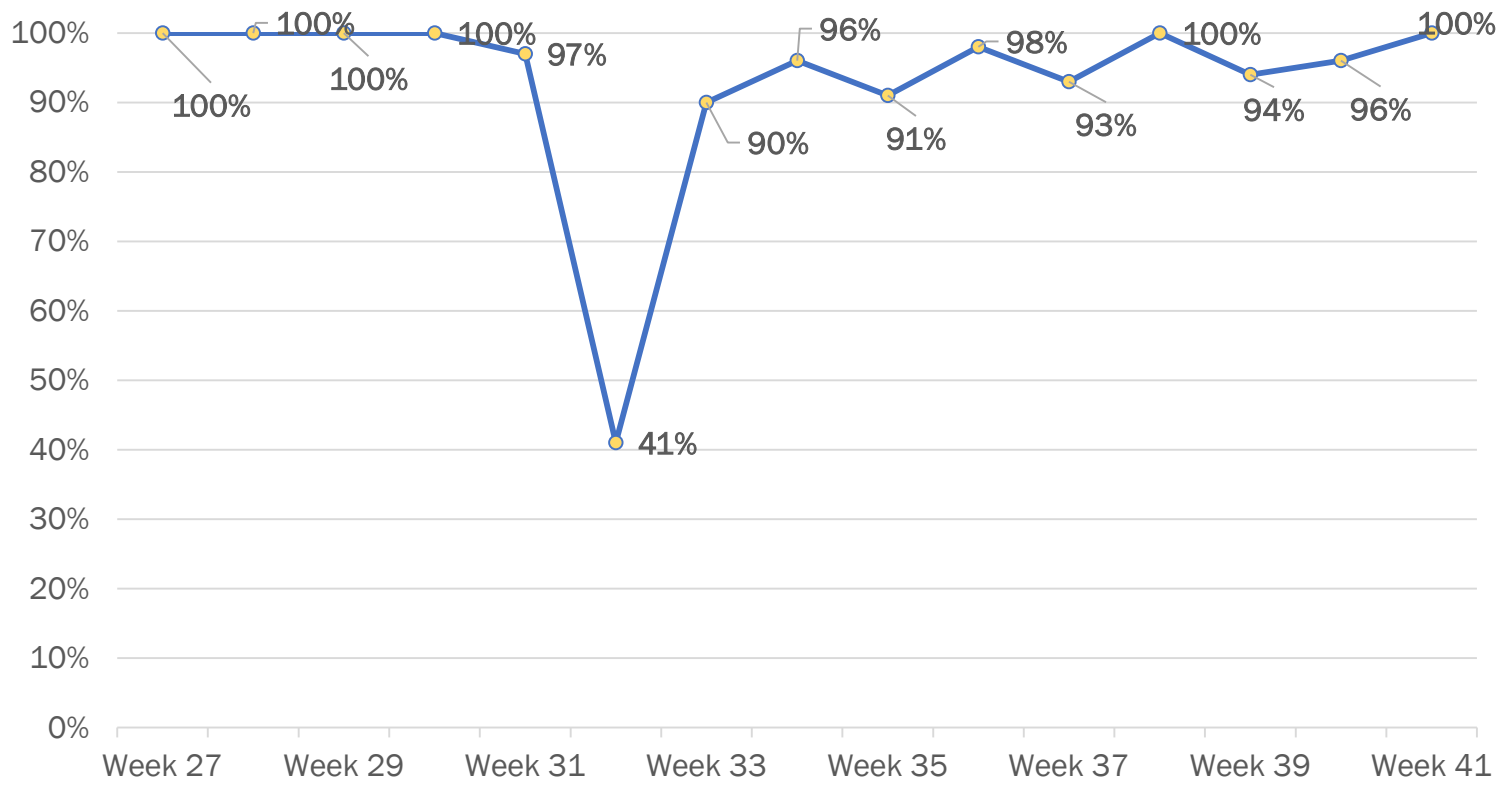
# Field Services: Reports of Running Water



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## Completion Rate within TWO Days



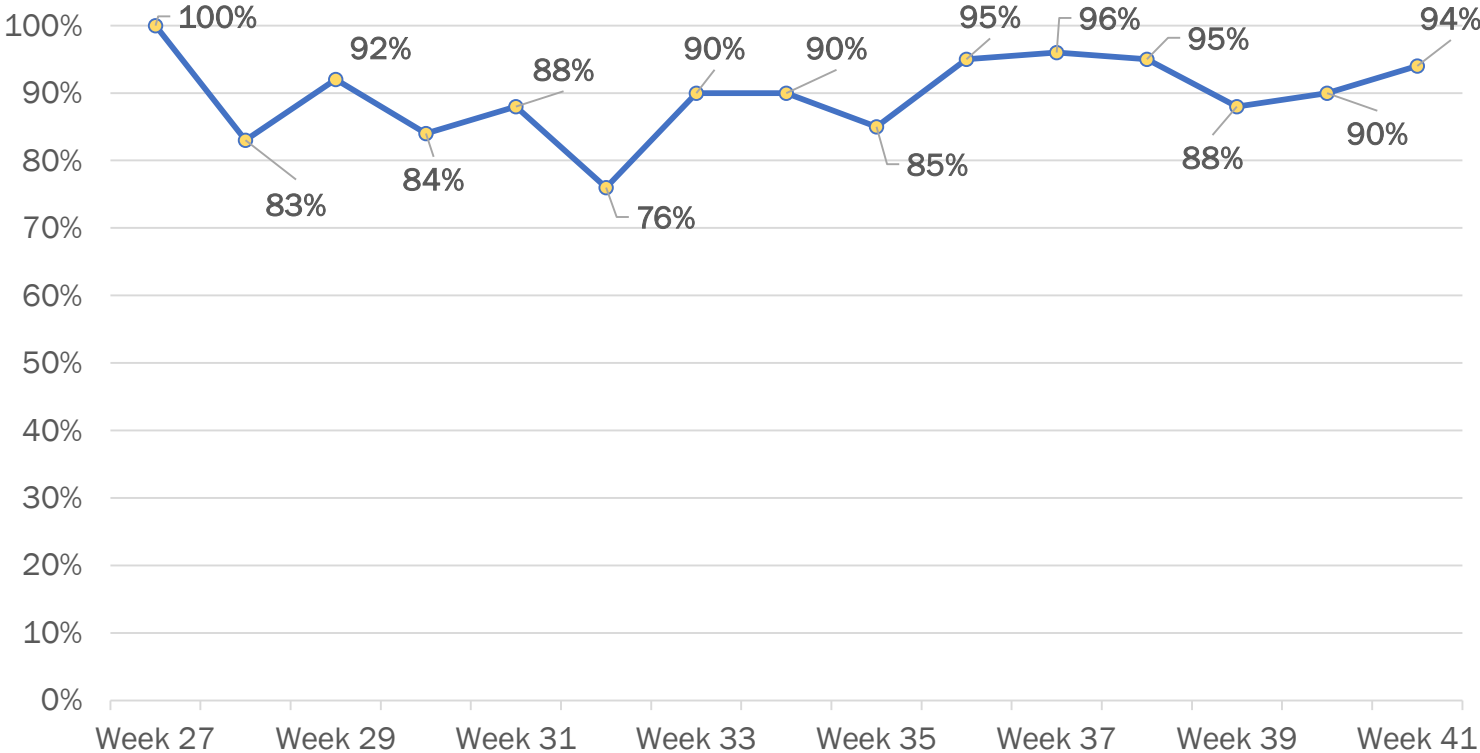
# Field Services: Water Main Repairs



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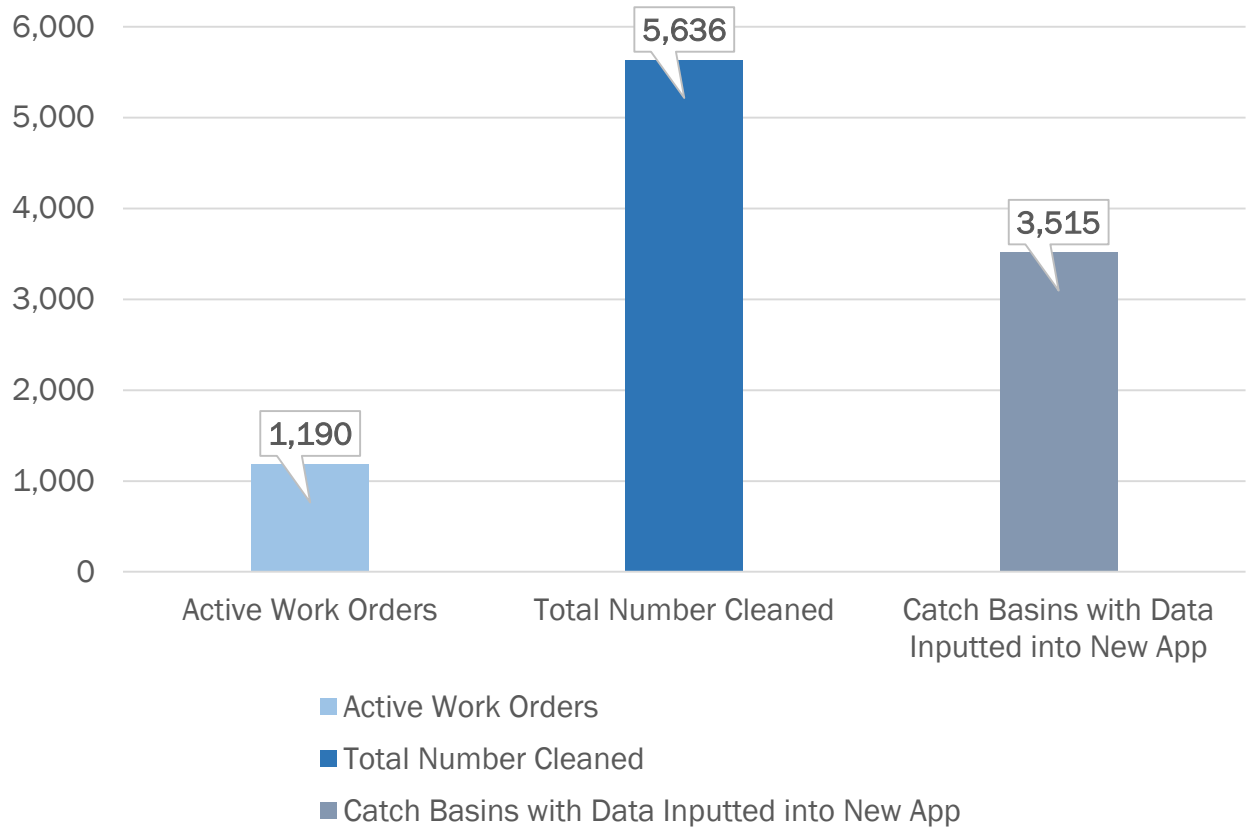


### Completion Rate within FOUR Days





# Field Services: Catch Basin Cleaning\*

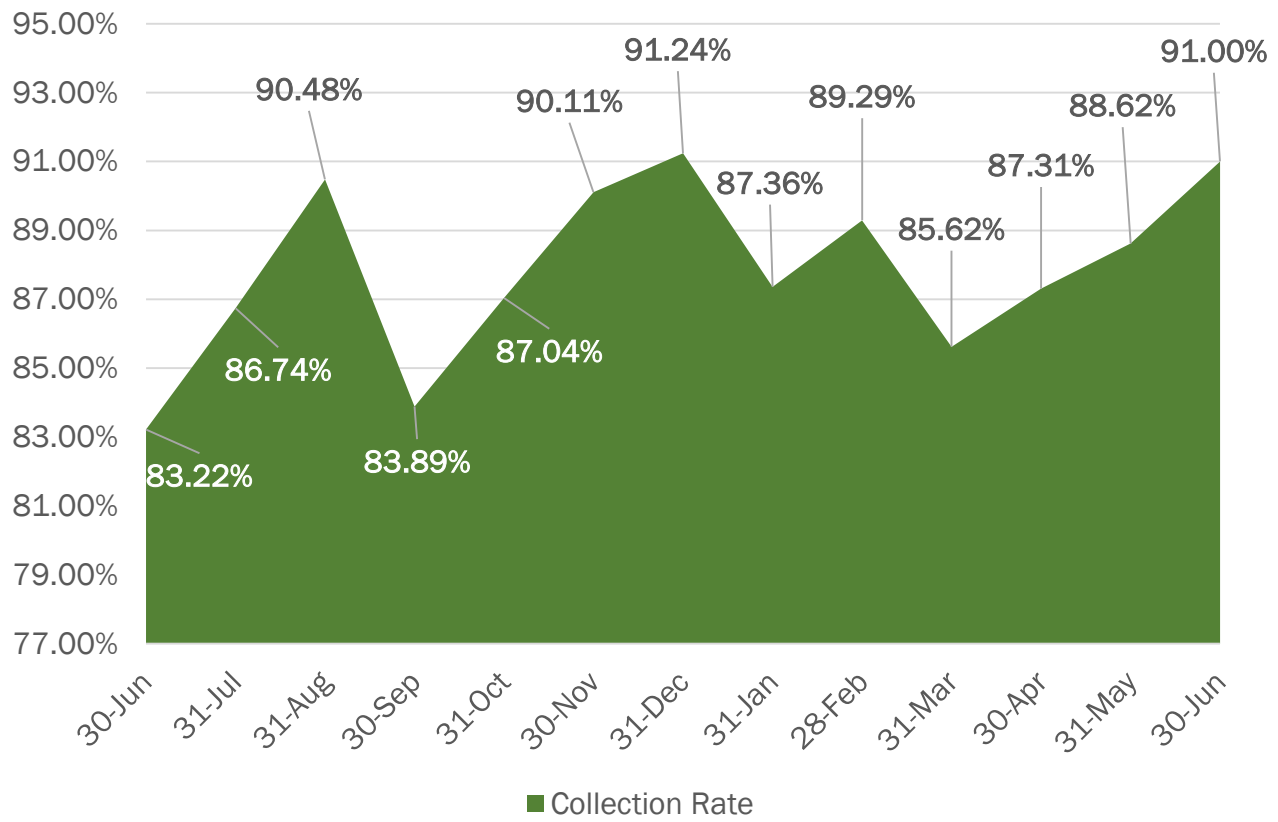


\*Figures are for the 2017 calendar year through September 30, 2017.



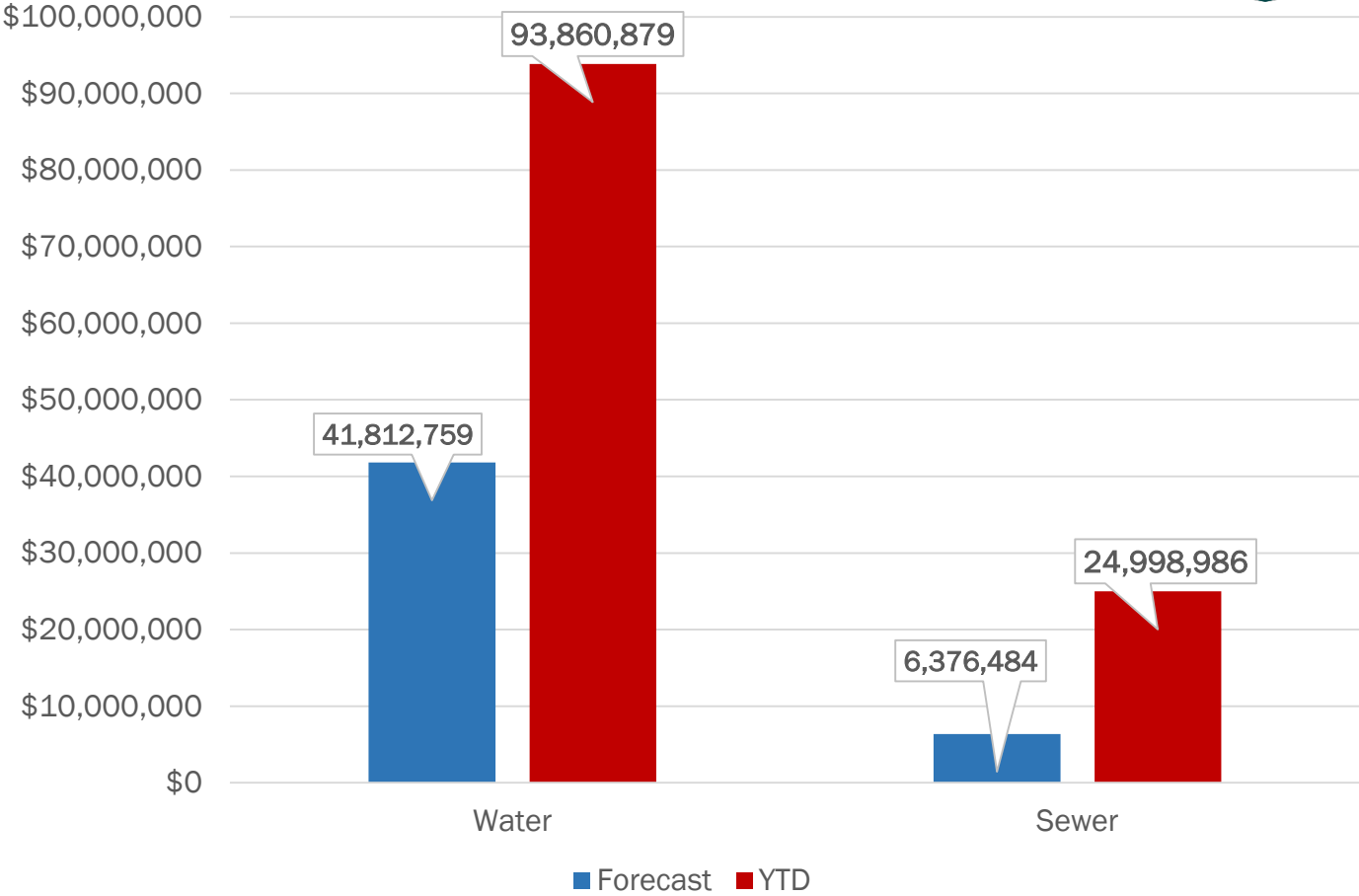
# Finance

# Finance: Collection Rate\*

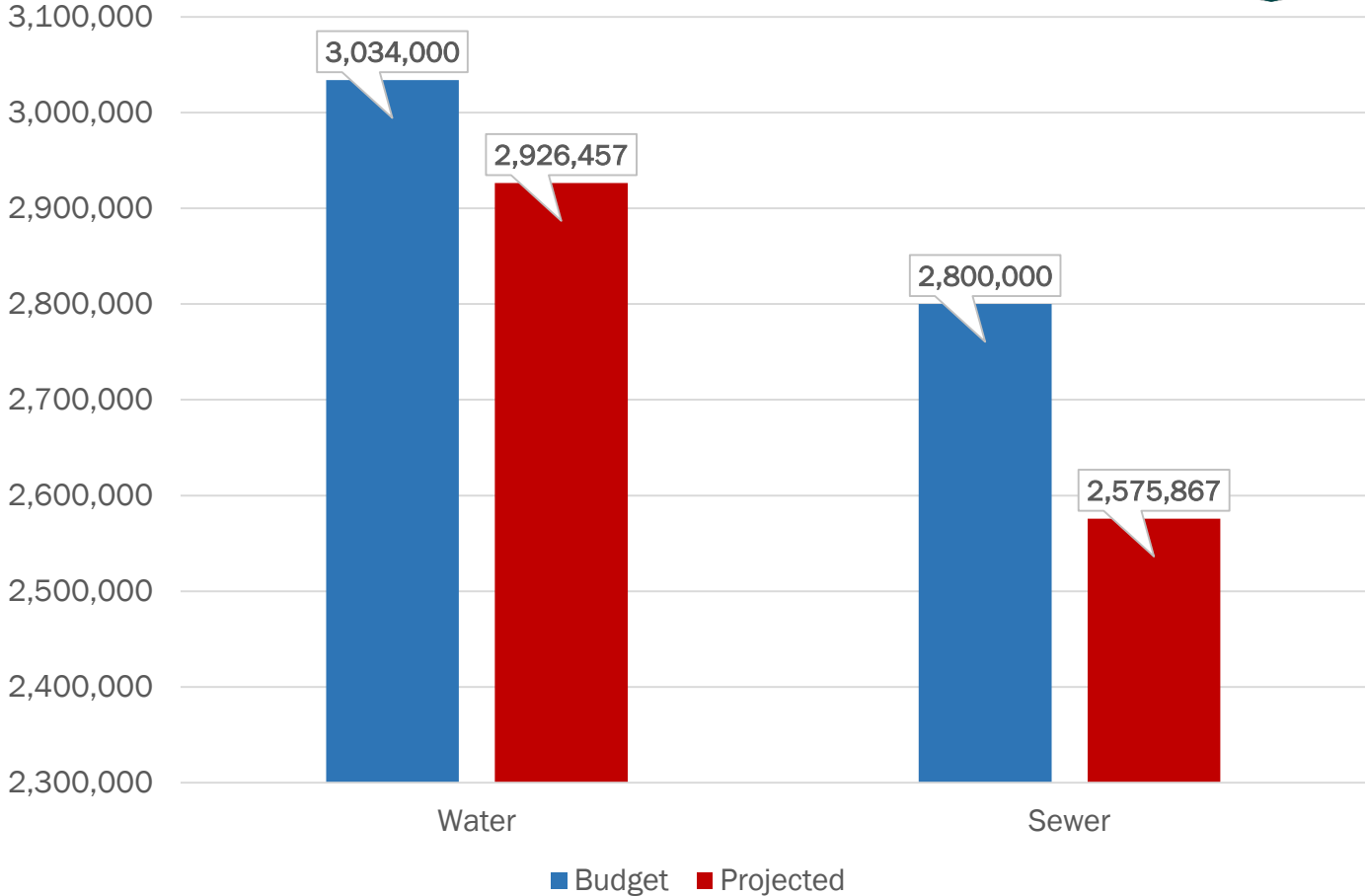


\*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

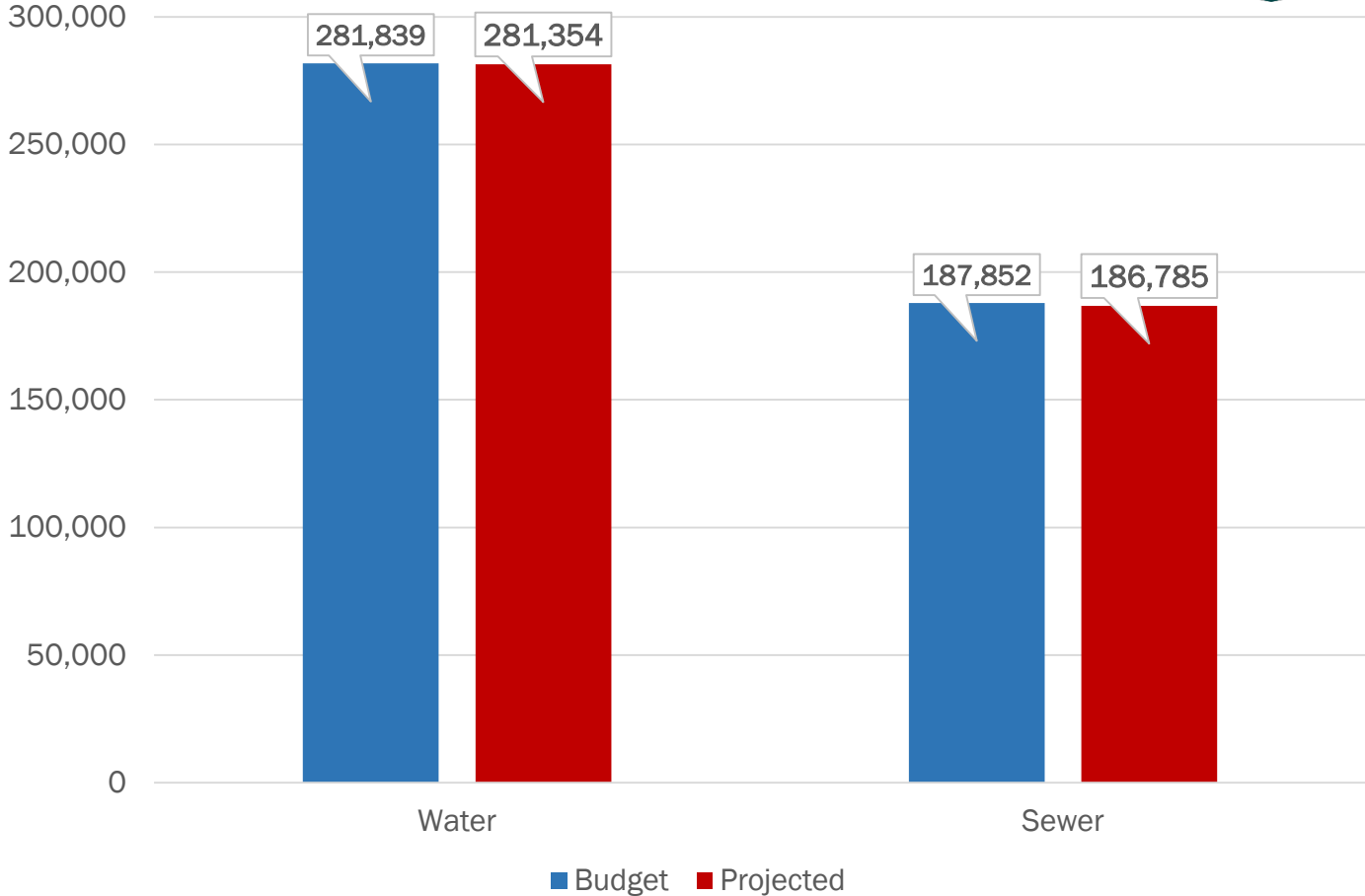
# Finance: Cash Flow Status



# Finance: Commodity Volumes

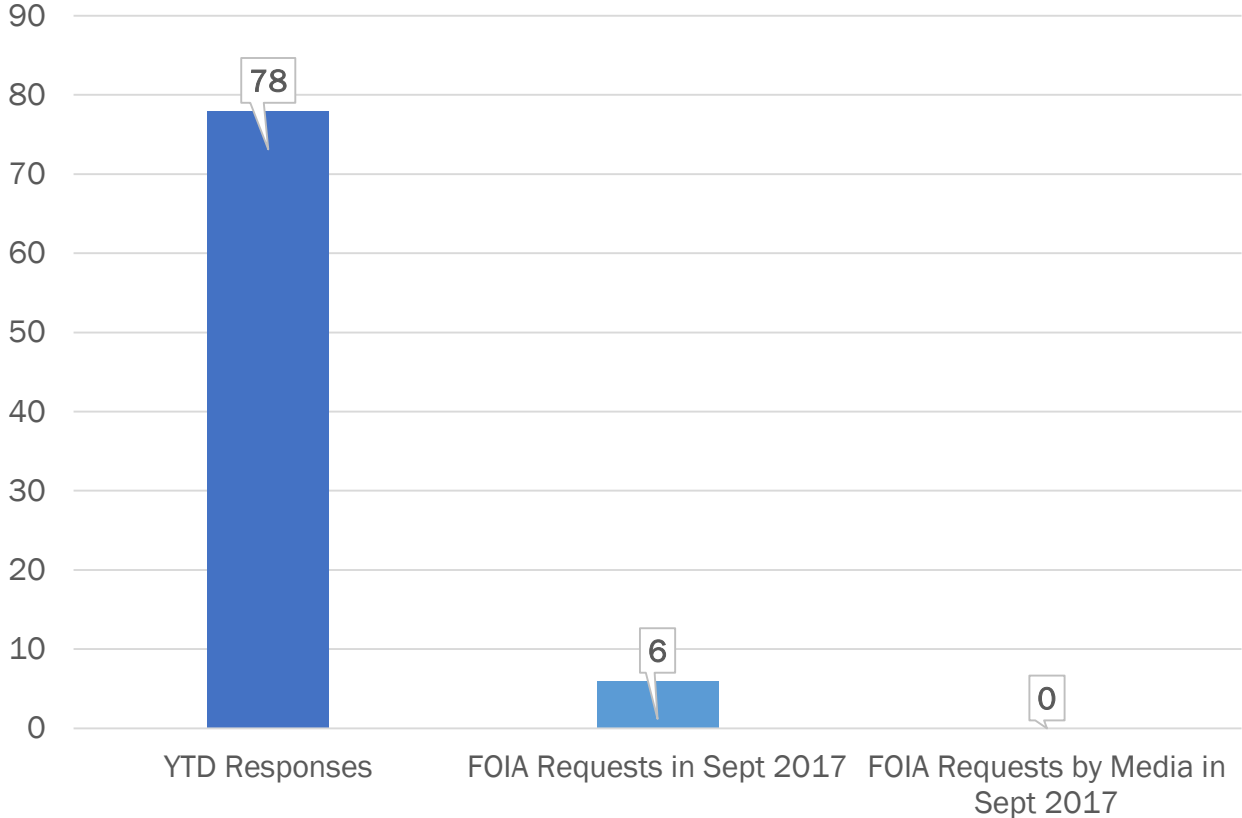


# Finance: Equivalent Accounts



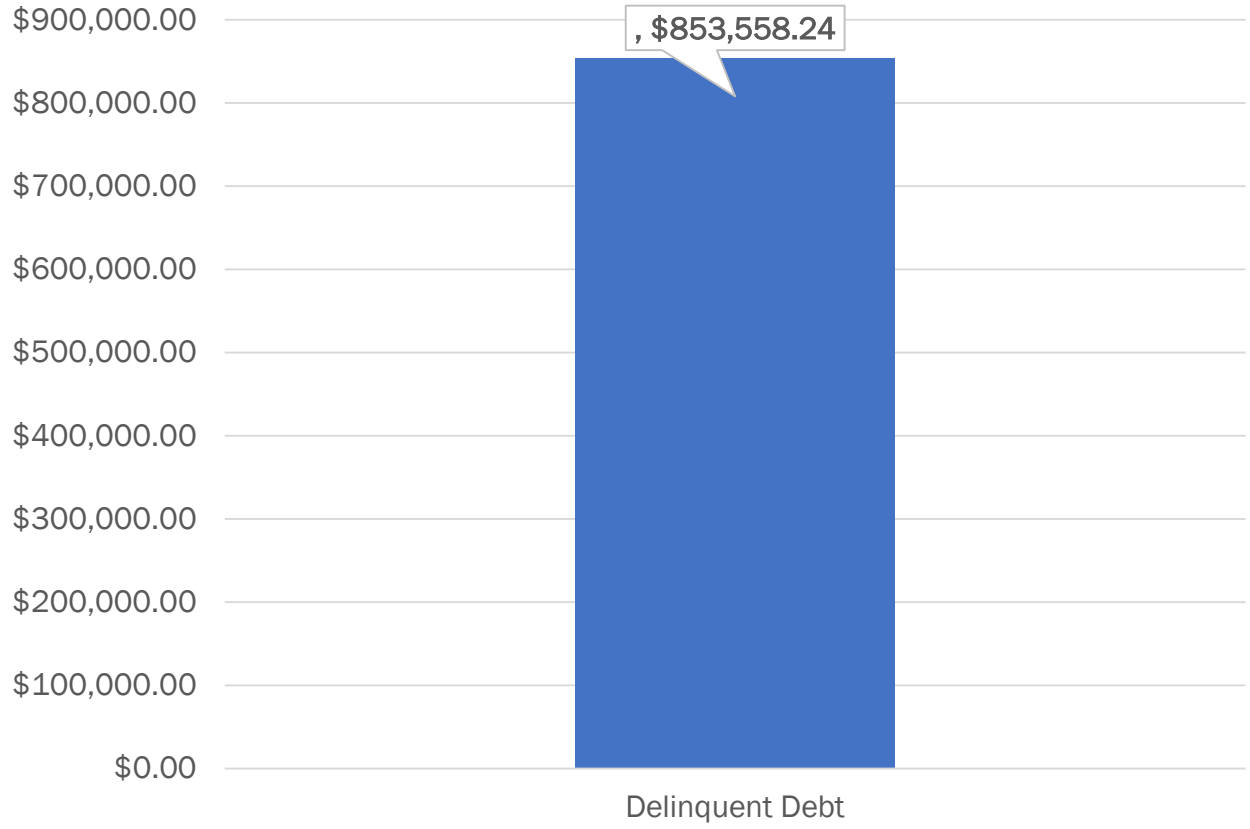
# Legal Services

# Legal: FOIA Requests



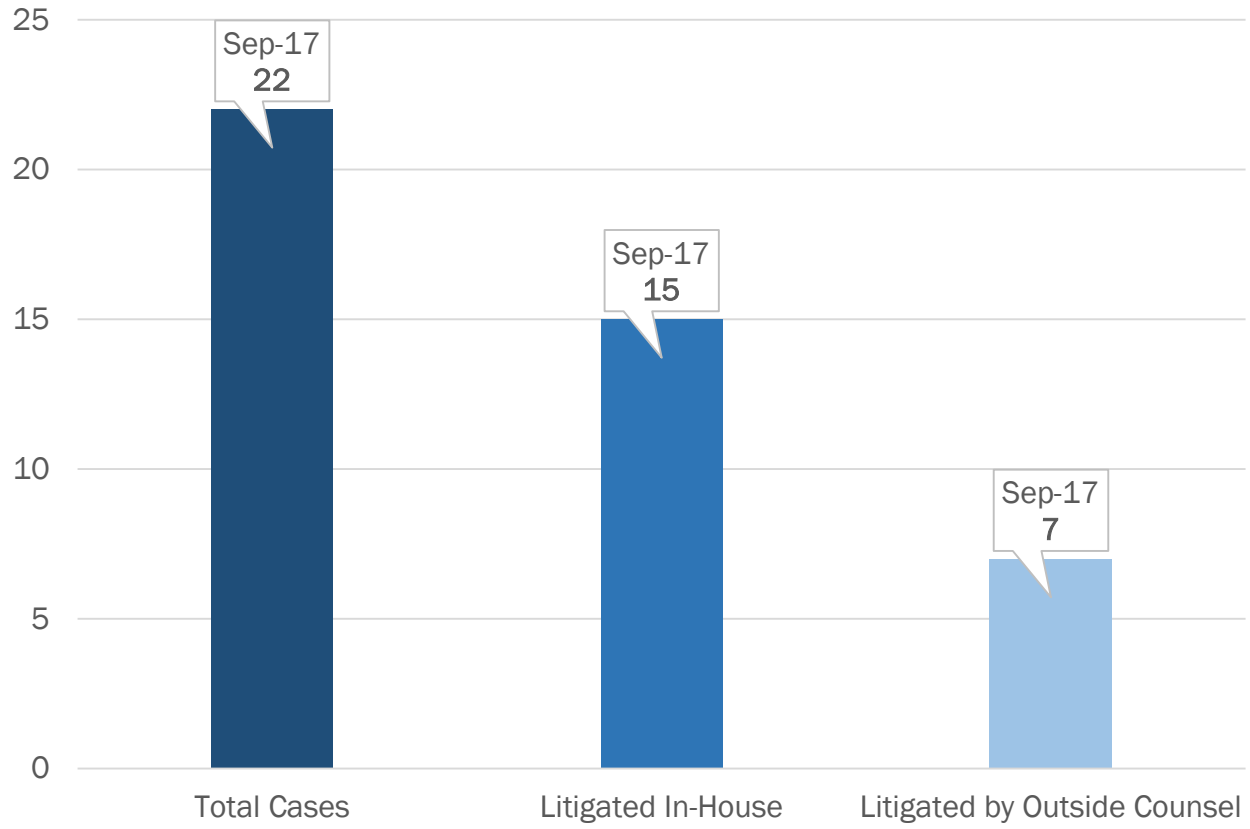


# Legal: Lawsuits Filed for Delinquent Debt\*

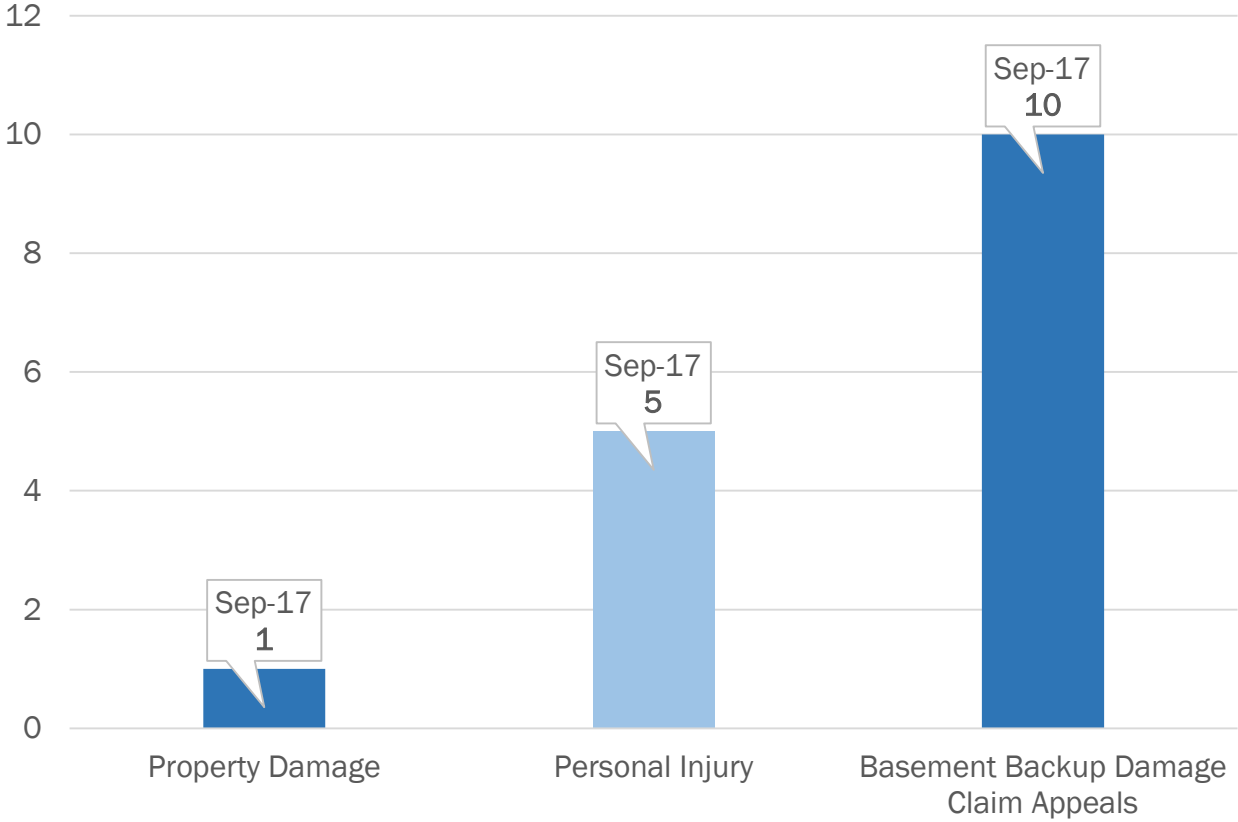


\*A total of three cases have been filed.

# Legal: Cases



# Legal: Customer Claims





# Information Technology

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



Customer Service Application Availability Last 90-Days

