



DIRECTOR'S REPORT

November 15, 2017

Table of Contents



■ Department Update from Director Gary Brown	3
■ Metrics:	
■ Customer Care	4
■ Field Services	18
■ Finance	26
■ Legal Services	31
■ Investigations	36
■ Human Resources	39
■ Public Affairs	42
■ Information Technology	46

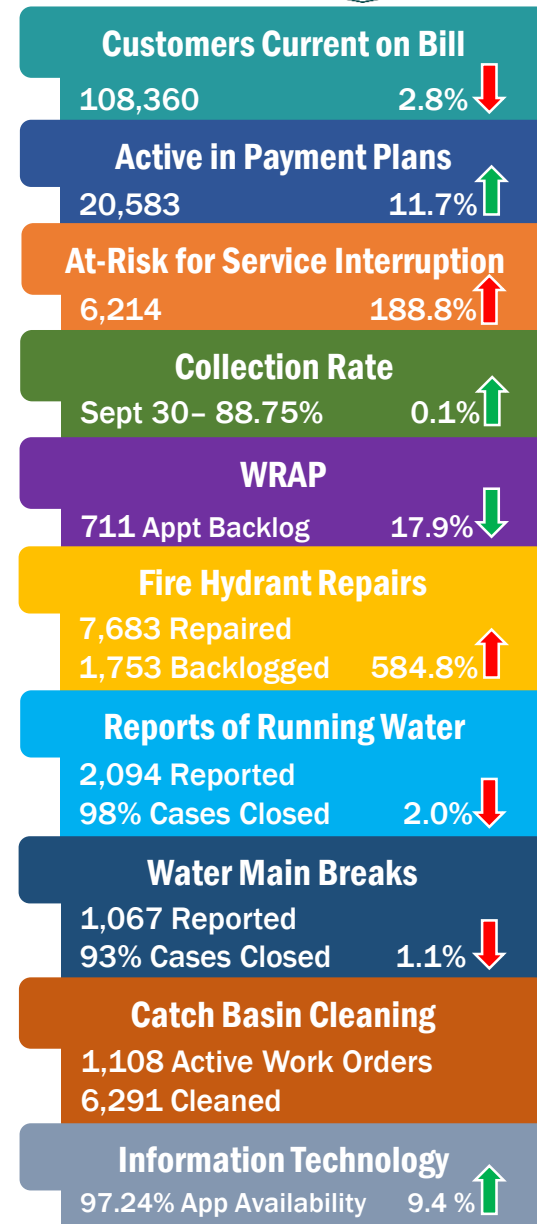
Director's Update

Recent Actions and Events:

- Customers can now use Amazon Alexa to ask for their water usage and account status as long as they have a registered Detroit Water and Sewerage Department (DWSD) account on the new Customer Care Web Portal (detroitmi.gov/paymywaterbill).
 - DWSD is the first municipal water utility in America to offer this feature.
 - Several positive news stories about Alexa have been aired or published in partnership with CityInsight which developed the Customer Care Web Portal.
- The Capital Improvement Program pilot project in North Rosedale Park and Cornerstone Village to assess the condition of our infrastructure is well underway.
- The Billing, Legal and Investigation groups continue to uncover commercial accounts that have been under-billed or have severe delinquencies; DWSD is using all available collection and legal tools.

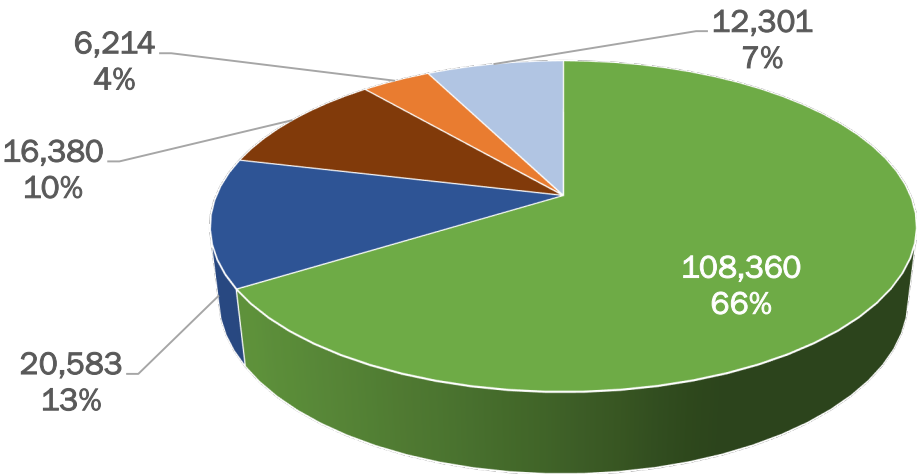
Upcoming Actions and Events (November - December):

- The Toilet Upgrade pilot, as part of DWSD's overall Customer Assistance Programs to help address water affordability in Detroit, will launch in December with WRAP enrollees and qualifying residents of the Jefferson Chalmers neighborhood.
 - Direct outreach in Jefferson Chalmers will take place in December.
 - Wayne Metropolitan Community Action Agency is administering the pilot program.
- The Community Outreach Credit program will launch, which is intended to leverage the unique position in the community of non-profit and faith-based organizations that can communicate with the public and host meetings about DWSD programs while earning bill credit for their efforts.
 - Public Affairs is working with the Stormwater Management Group to market and coordinate the program.
 - Gesu Catholic Church, which painted all the fire hydrants in the University District, is one example of a successful project that is earning bill credit.
- The Board of Water Commissioners will have its next evening community meeting in January to review the proposed budget for Fiscal Year 2018-2019.



Customer Care

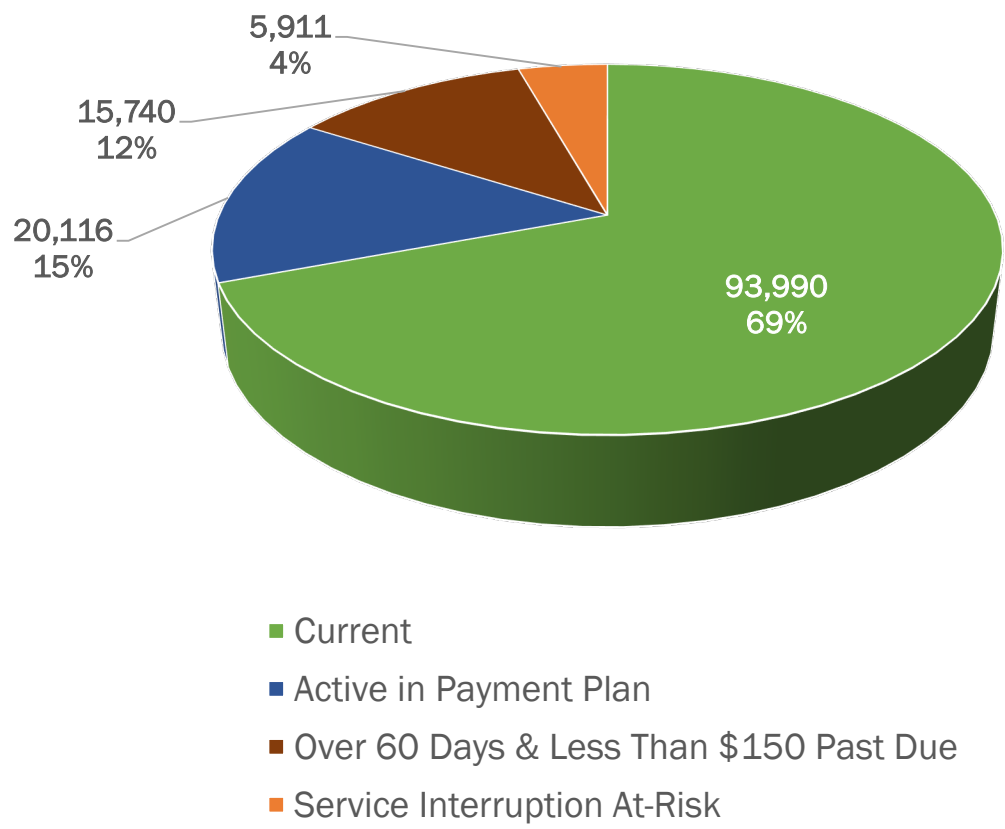
Customer Care: Account Status (all)*



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

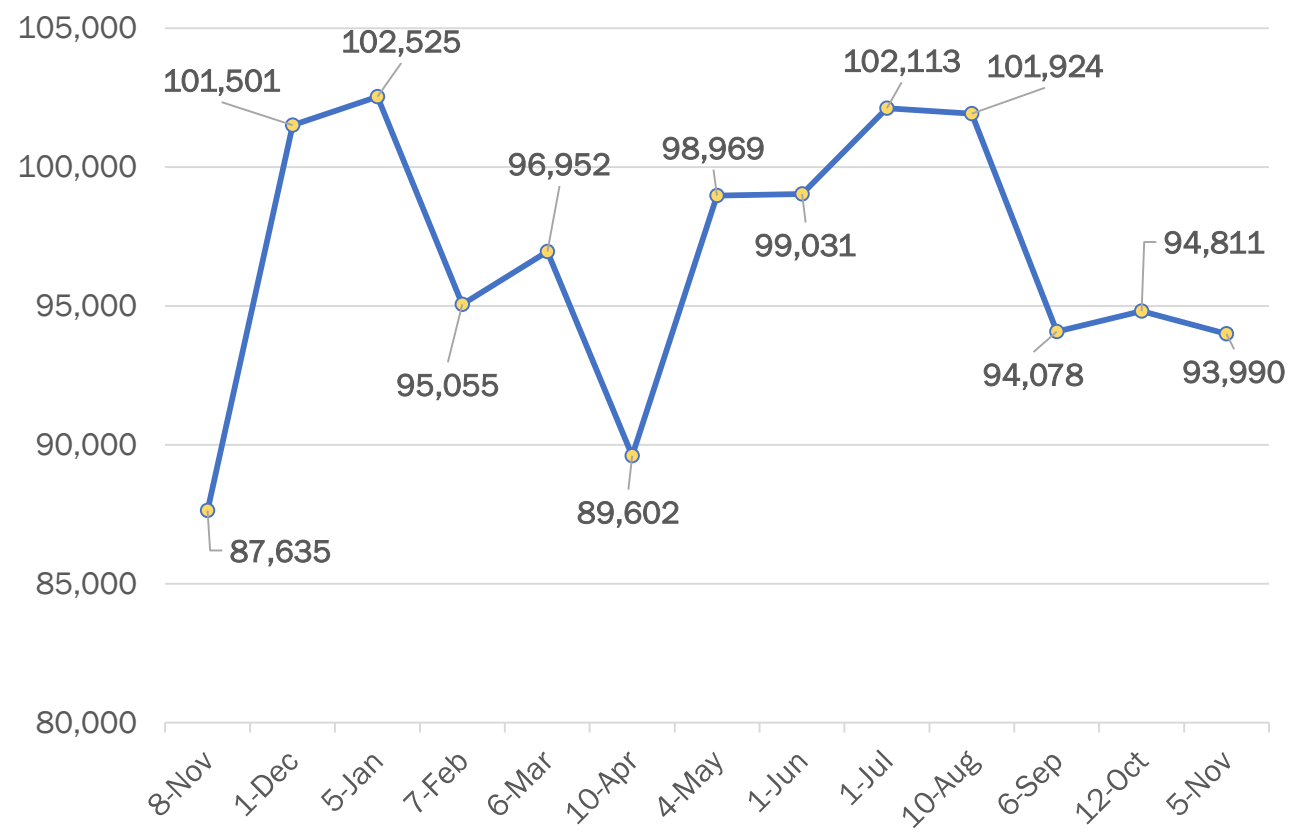
*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

Customer Care: Residential Account Status*



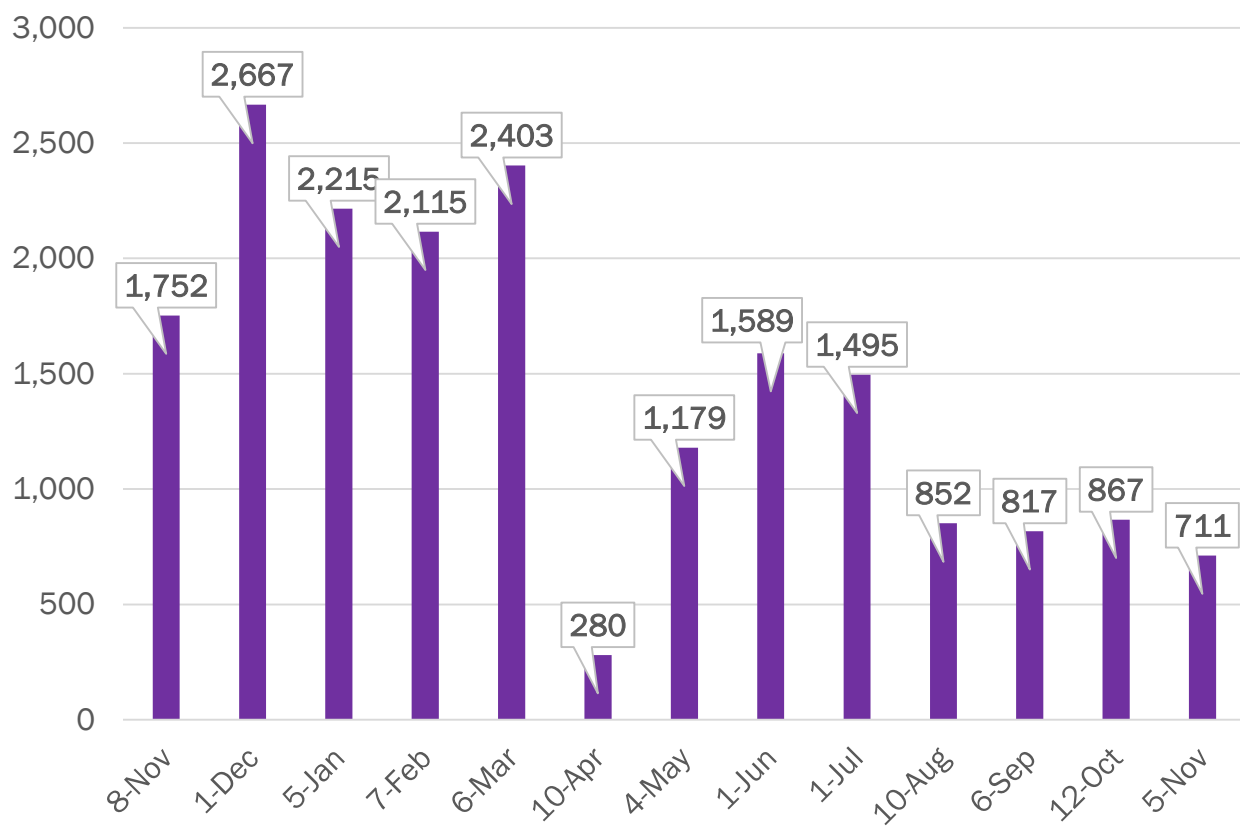
*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

Customer Care: Residential Current on Bill*

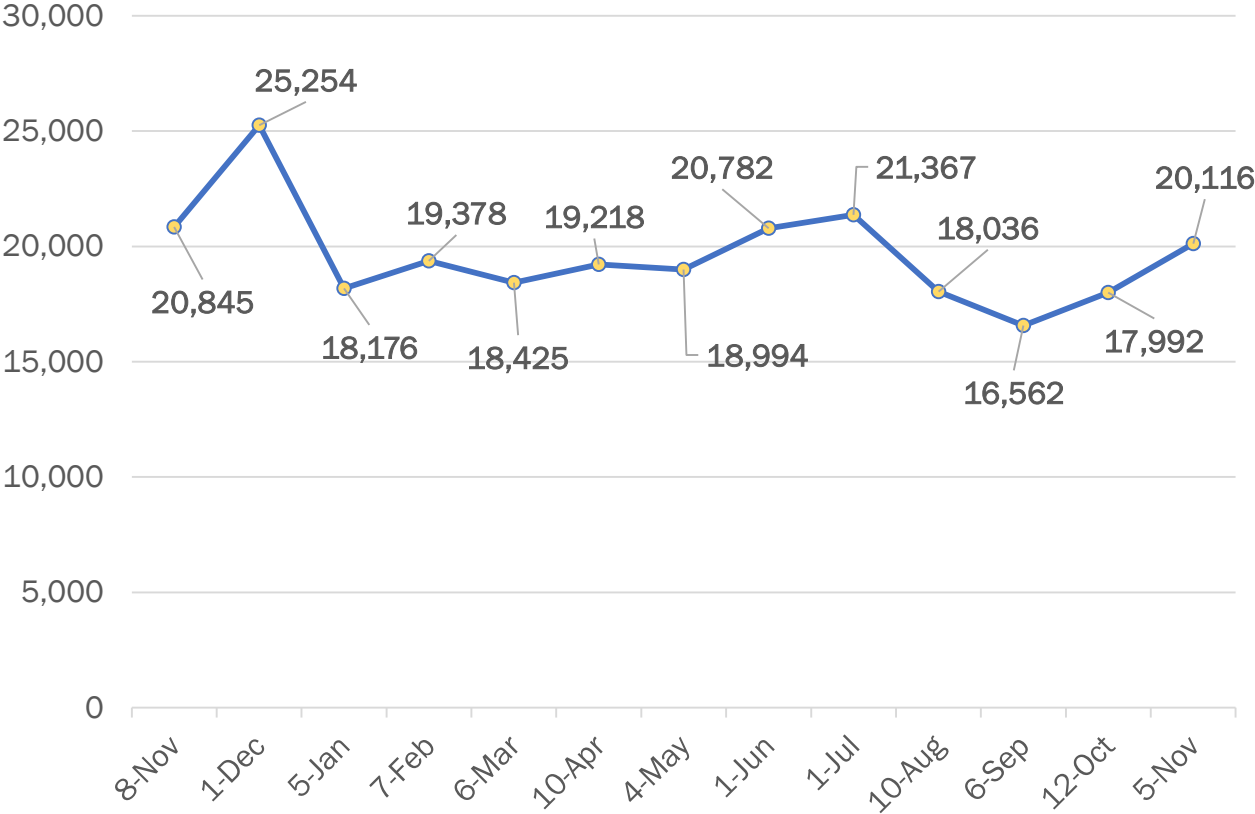


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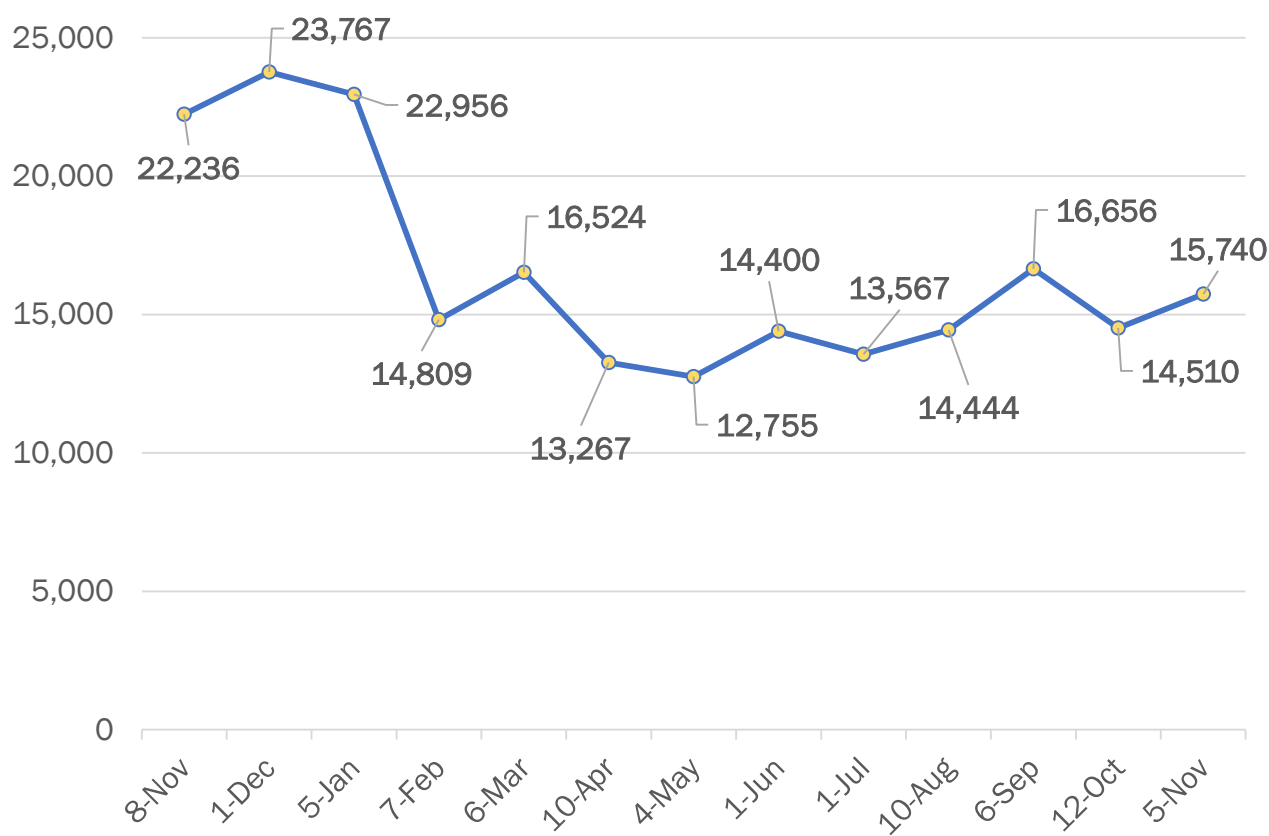
Customer Care: Appointments for Water Residential Assistance Program (WRAP)



Customer Care: Residential Payment Plans

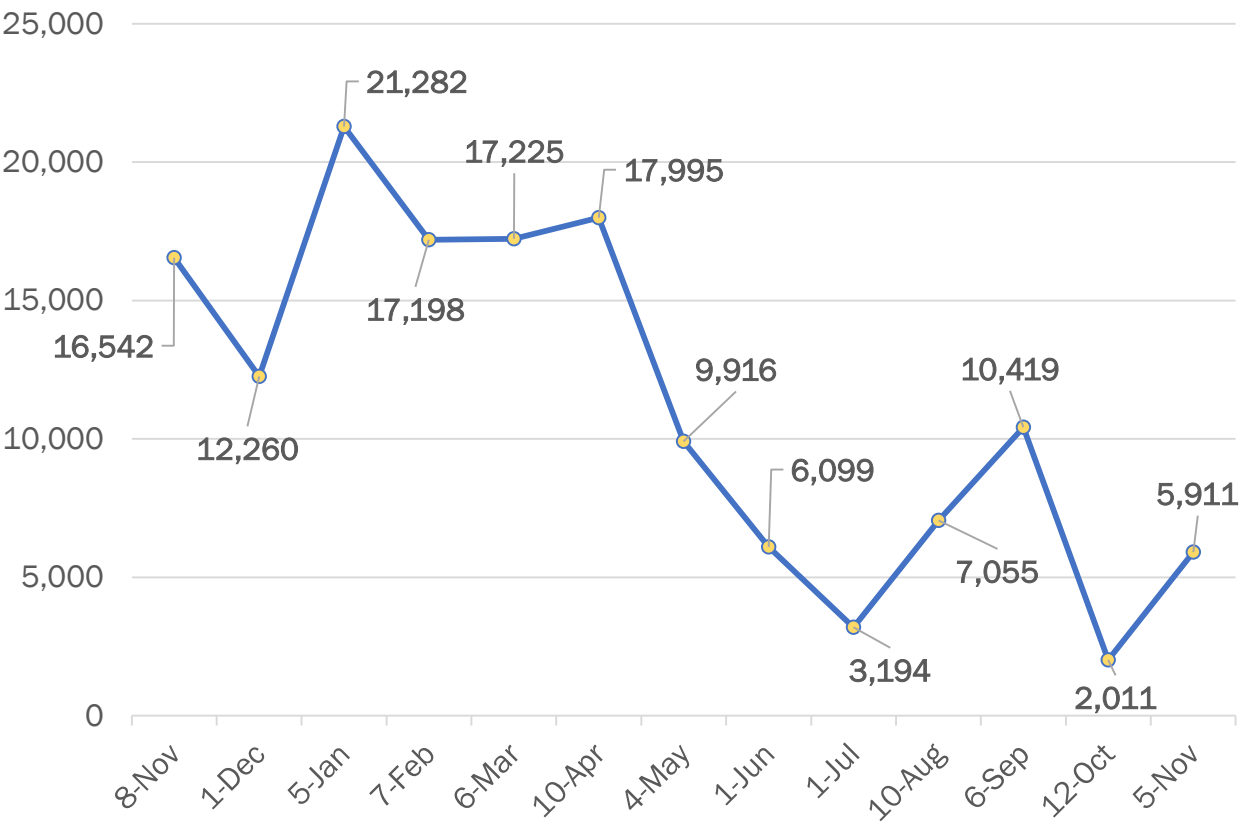


Customer Care: Residential On the Bubble*

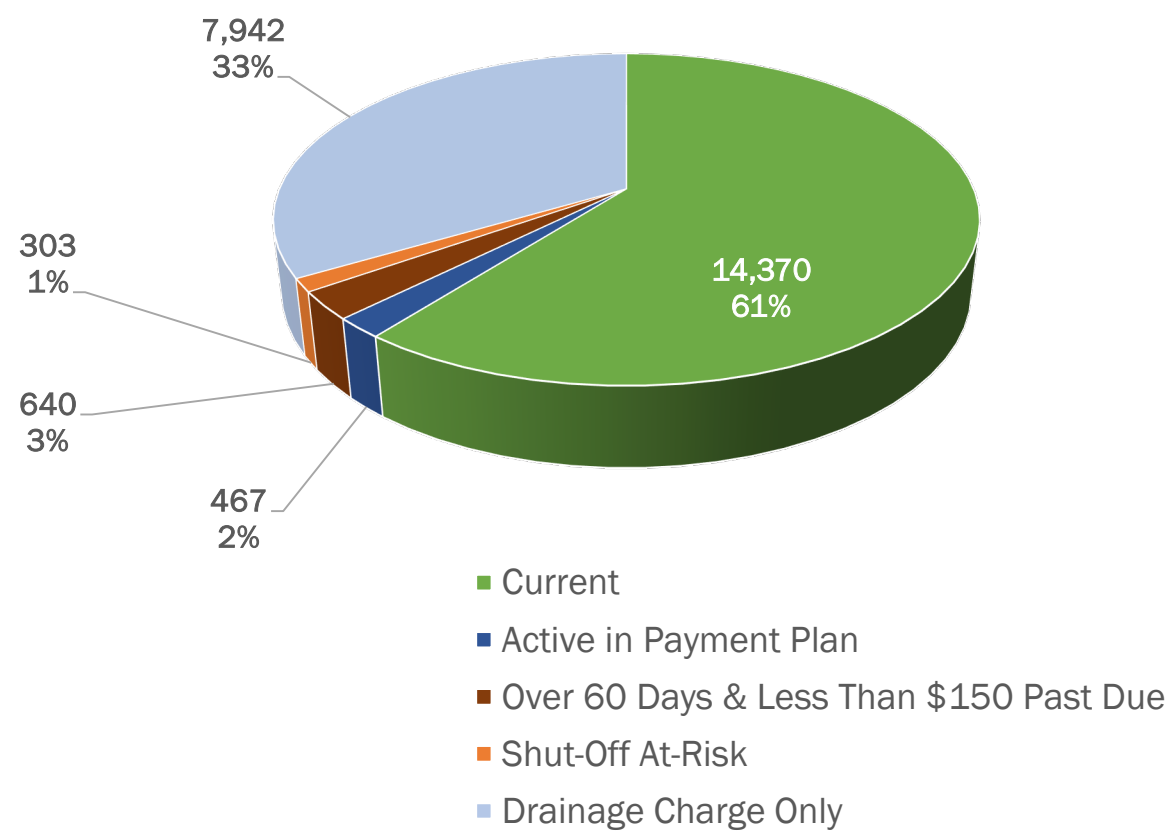


*Past due more than 60 days and less than \$150.

Customer Care: Residential At-Risk for Service Interruption

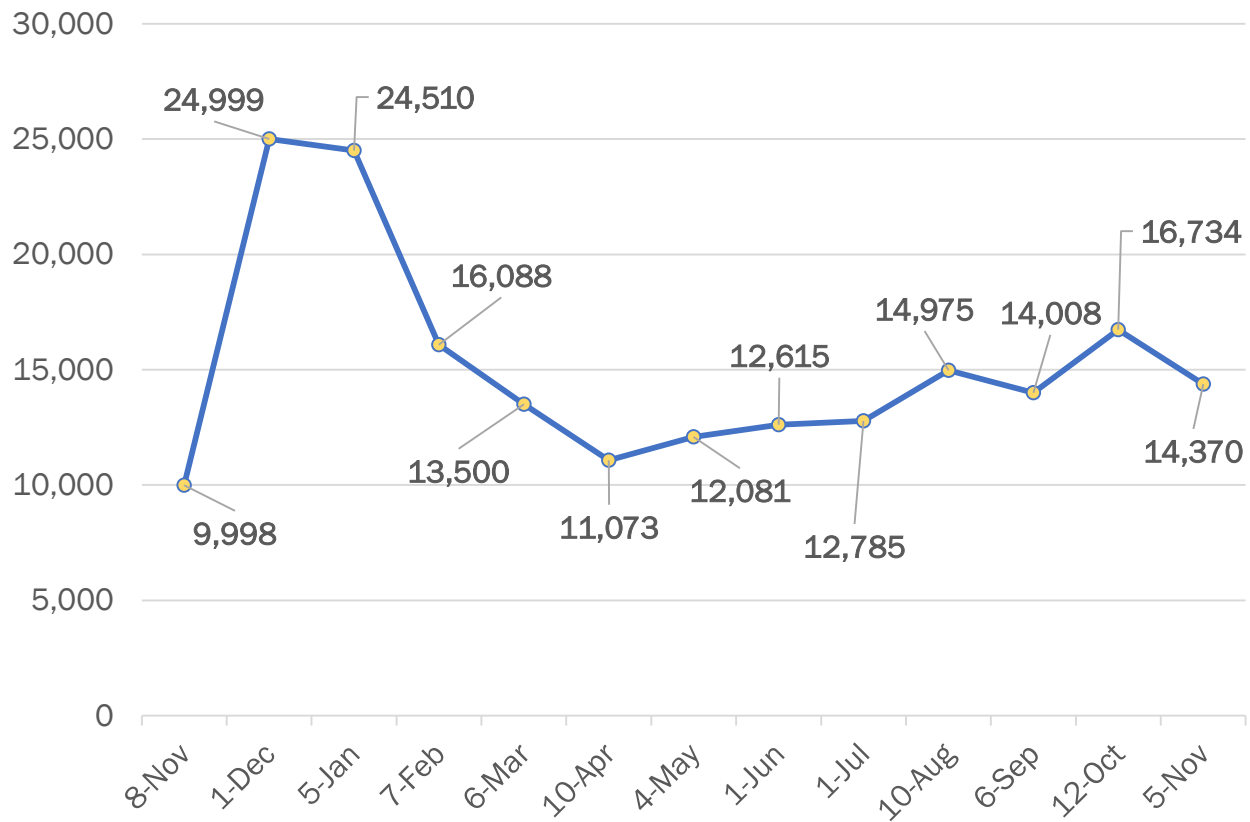


Customer Care: Nonresidential Account Status*



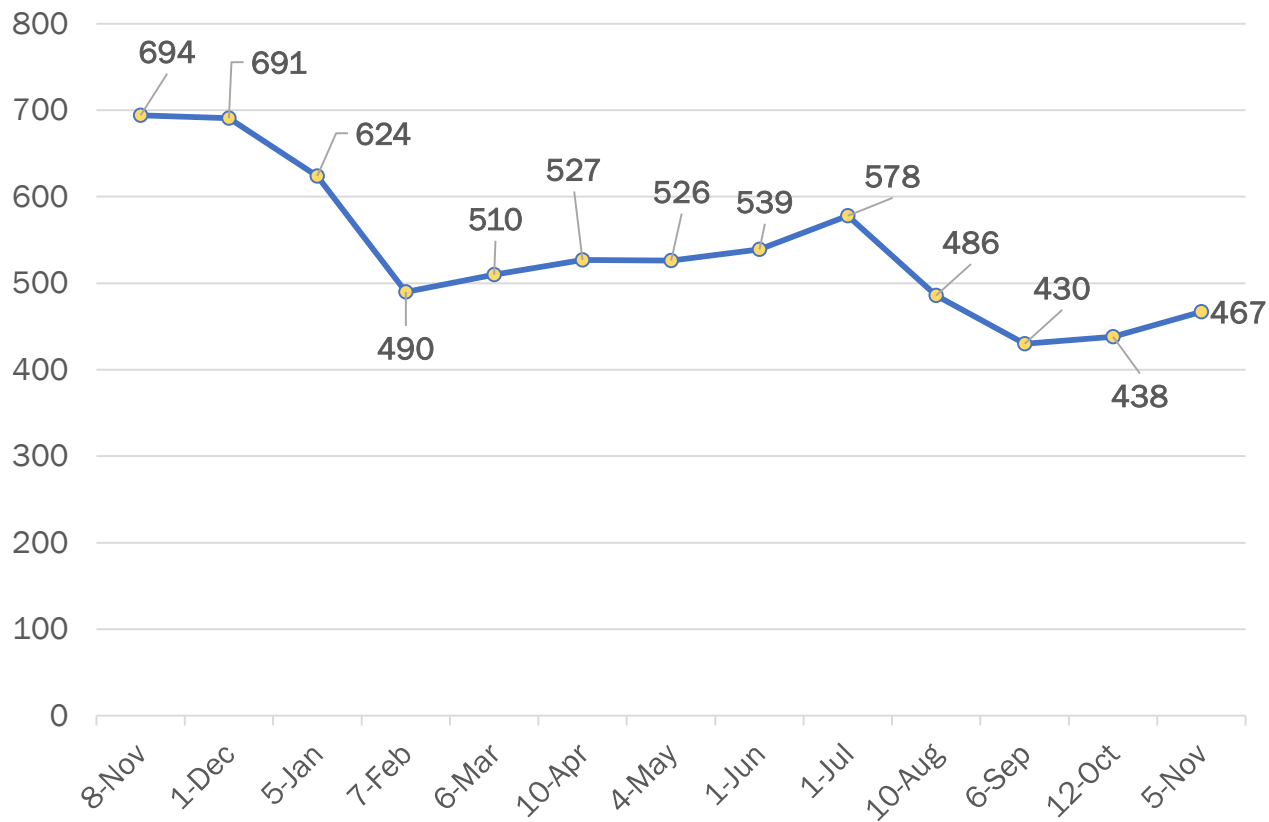
*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

Customer Care: Nonresidential Current on Bill*

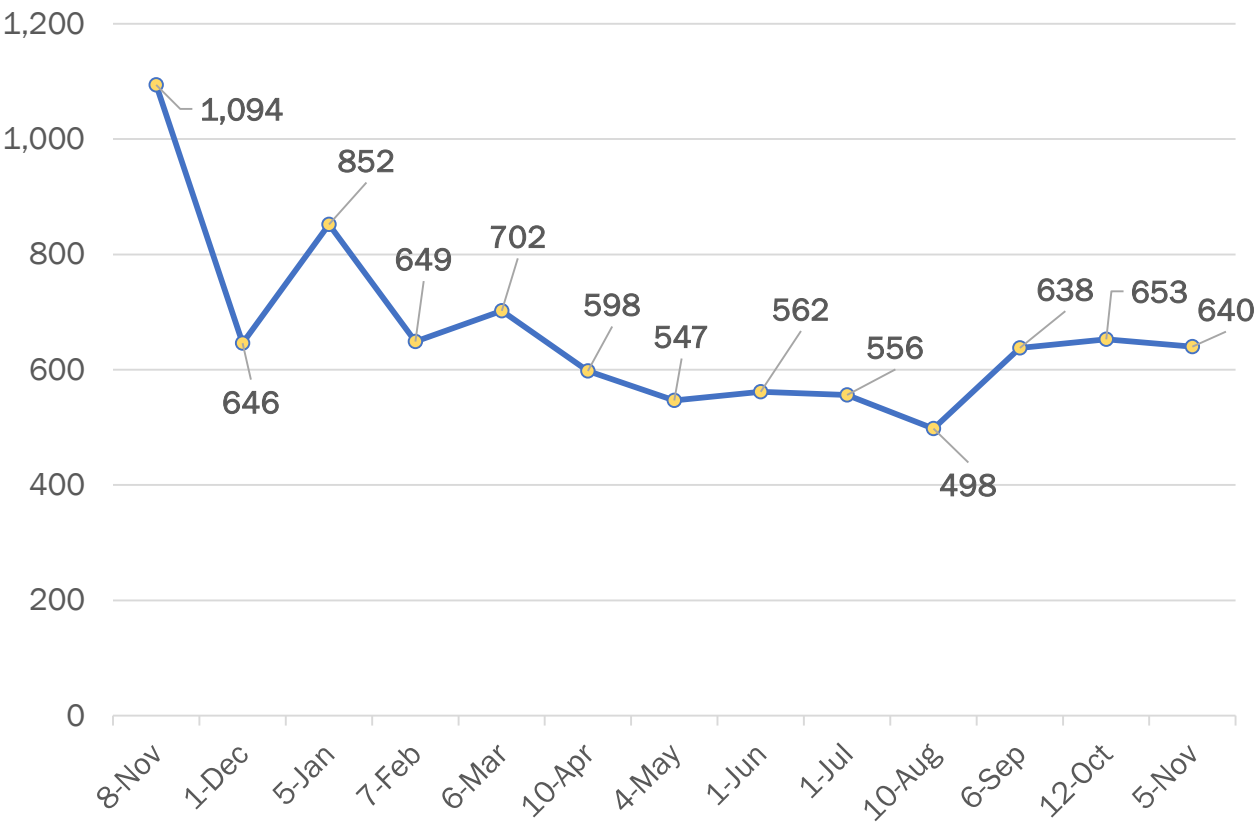


*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

Customer Care: Nonresidential Payment Plans

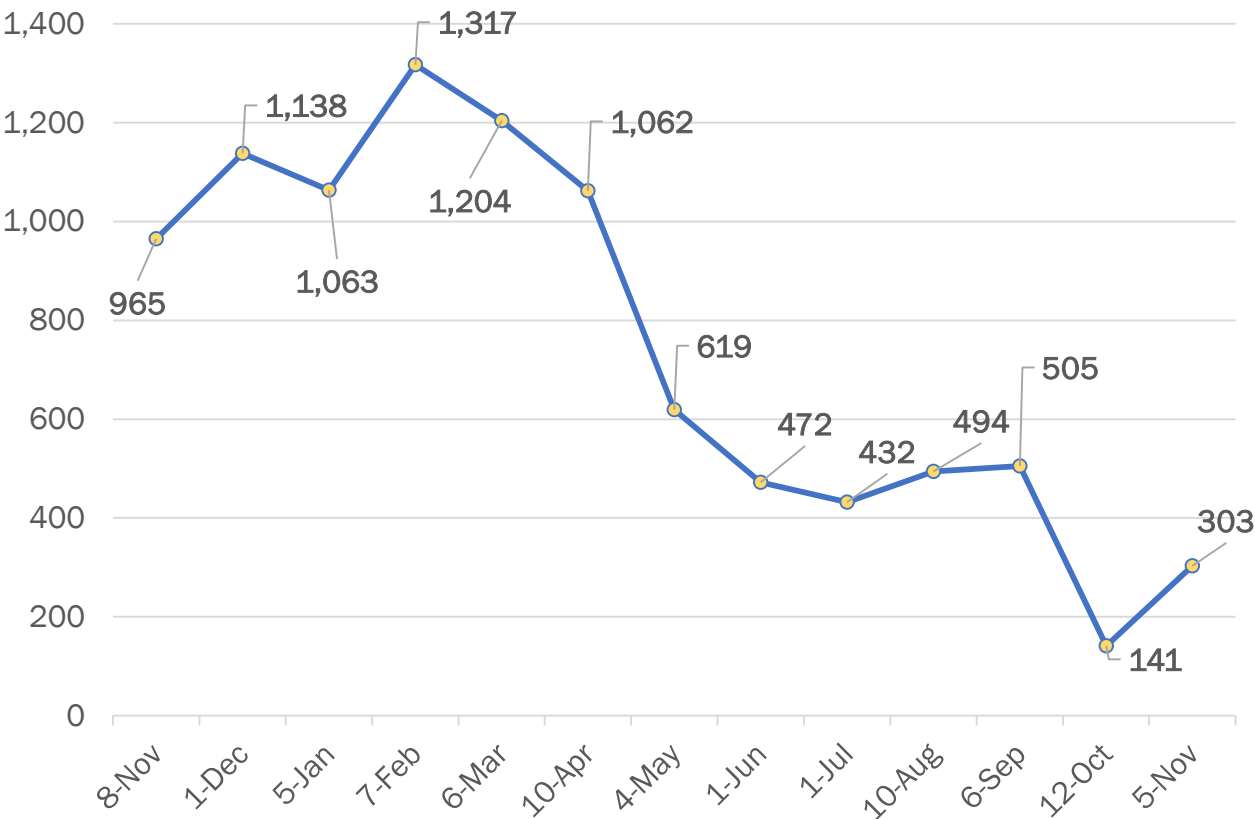


Customer Care: Nonresidential On the Bubble*

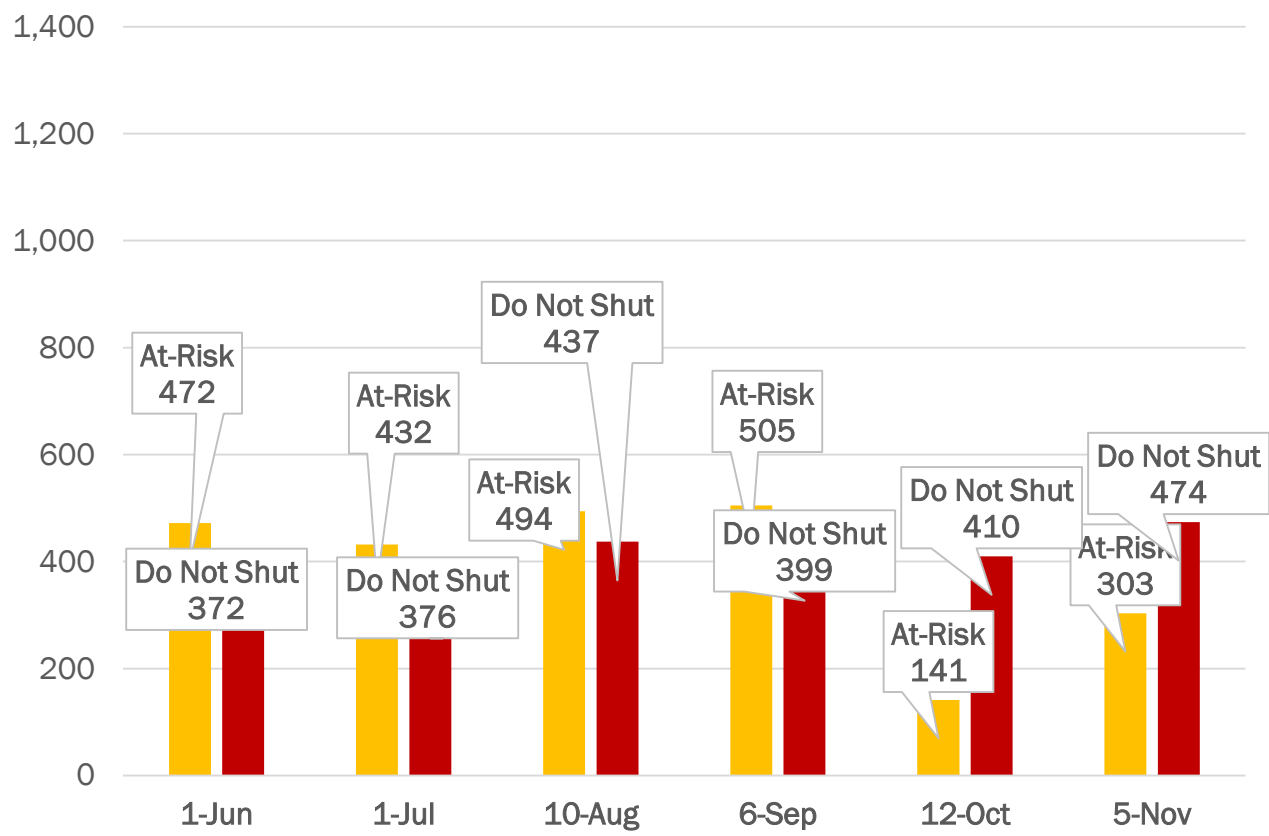


*Past due more than 60 days and less than \$150.

Customer Care: Nonresidential At-Risk for Service Interruption



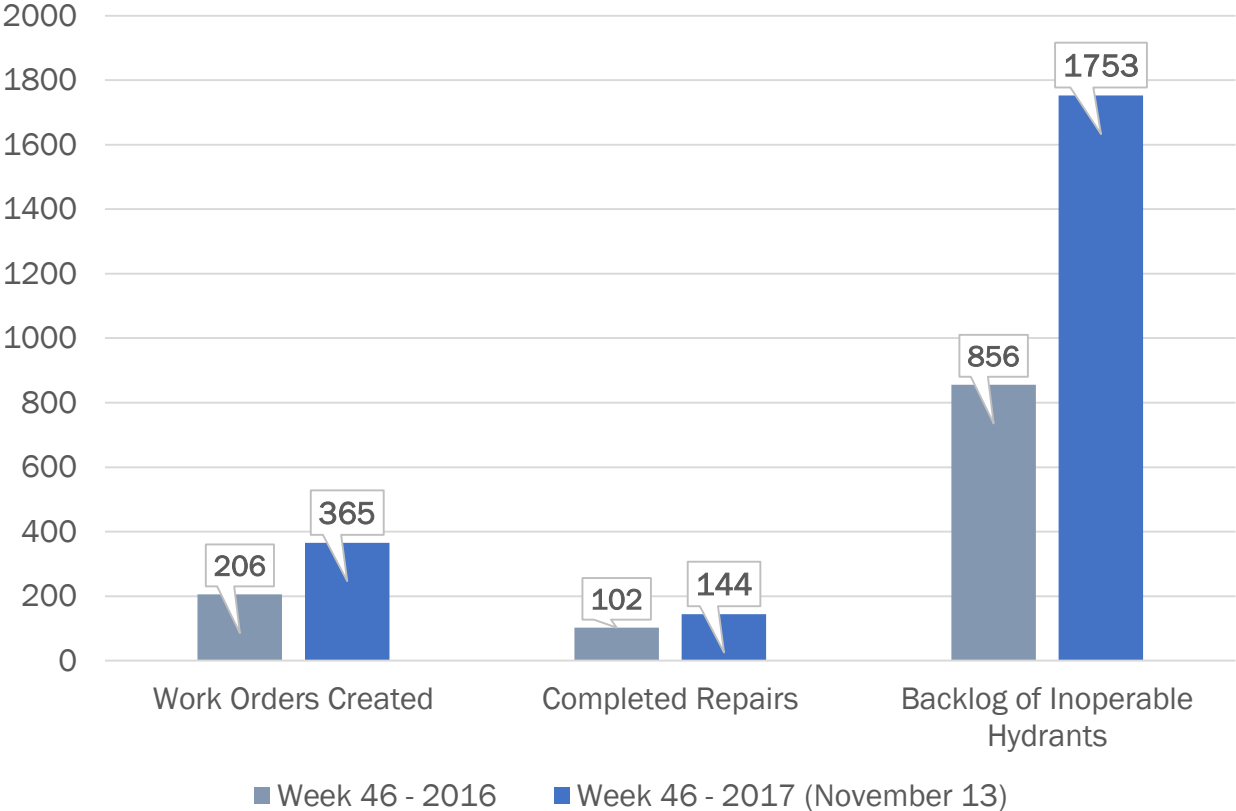
Customer Care: Nonresidential At-Risk for Service Interruption*



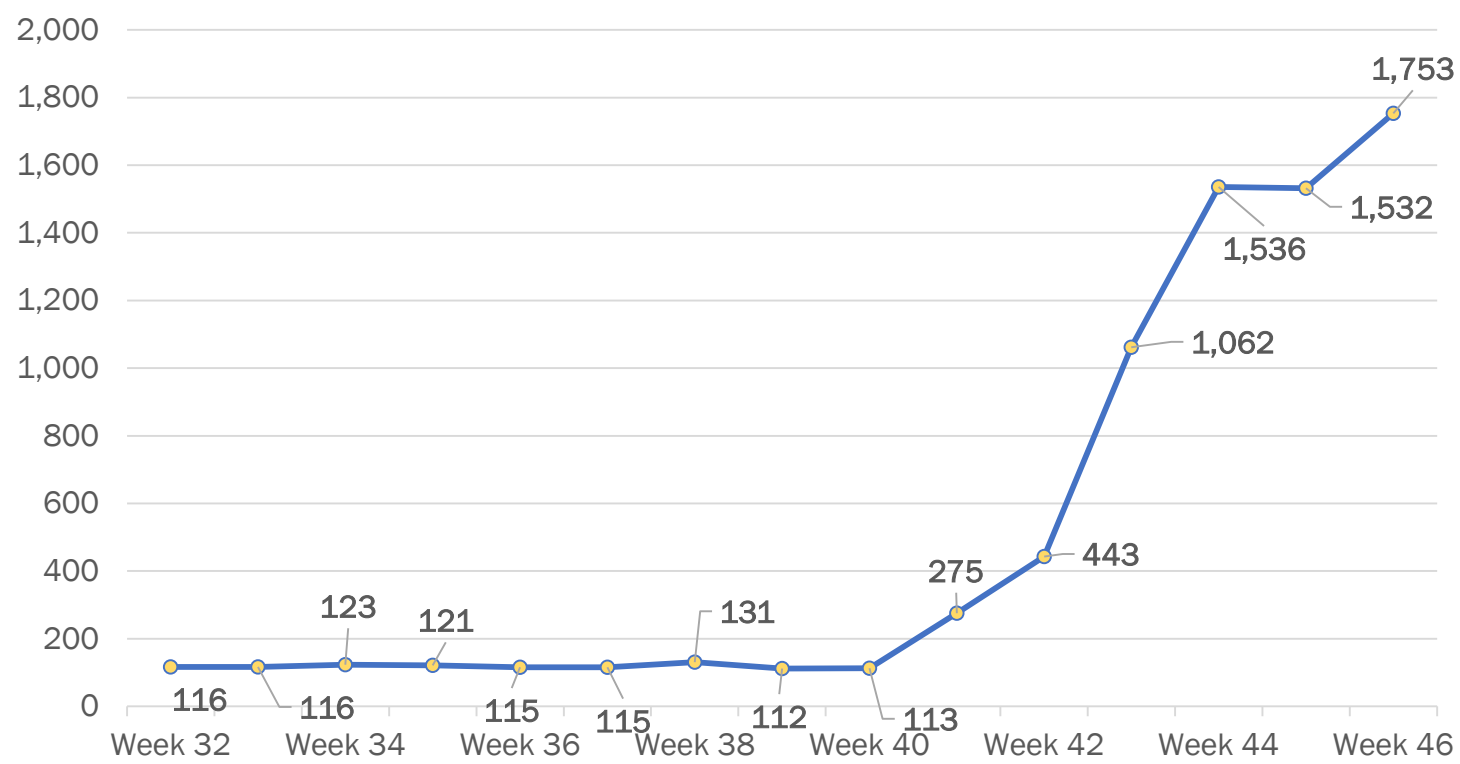
*Customers in the “do not shut” category include nursing homes and apartment buildings.

Field Services

Field Services: Fire Hydrant Repairs



Field Services: Backlog of Inoperable Fire Hydrants



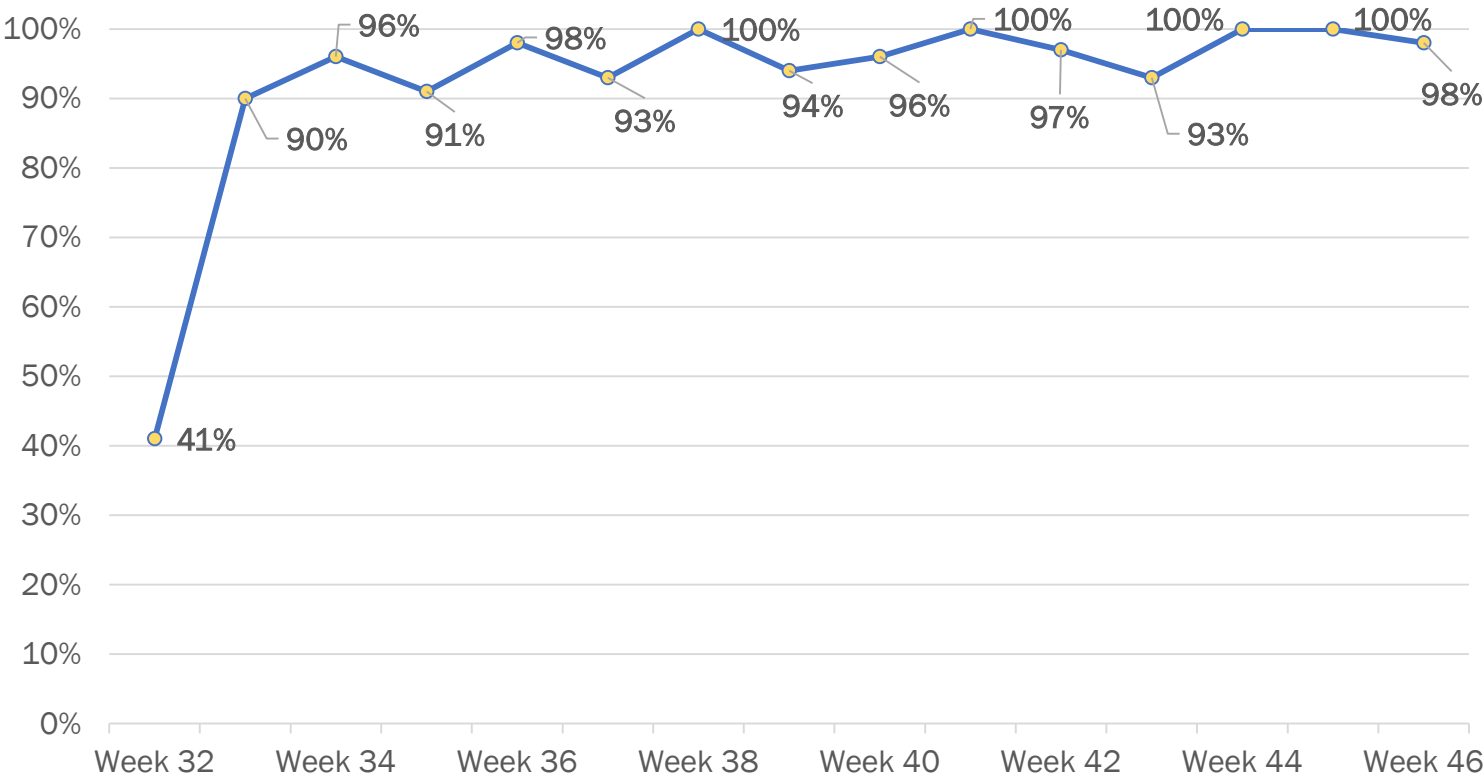
Field Services: Reports of Running Water



Field Services: Reports of Running Water



Completion Rate within TWO Days



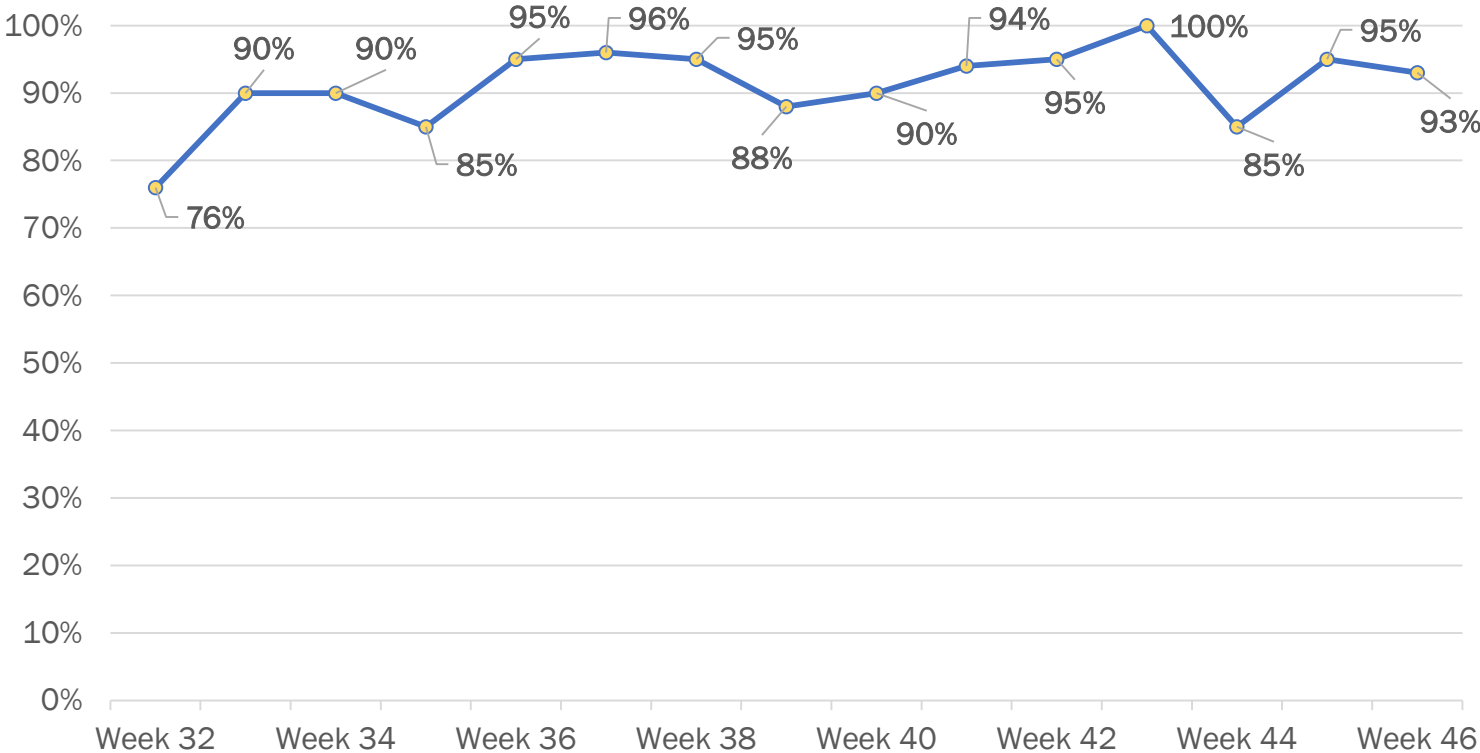
Field Services: Water Main Repairs



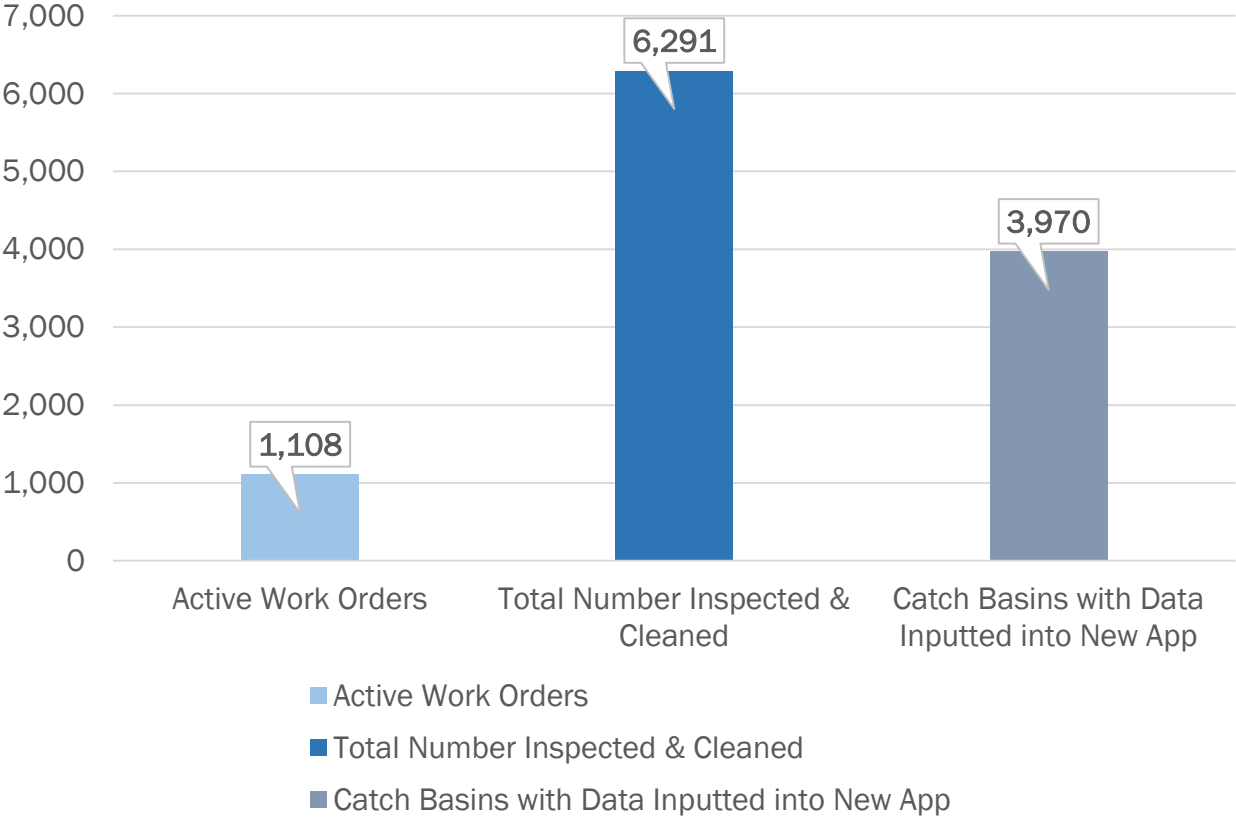
Field Services: Water Main Repairs



Completion Rate within FOUR Days



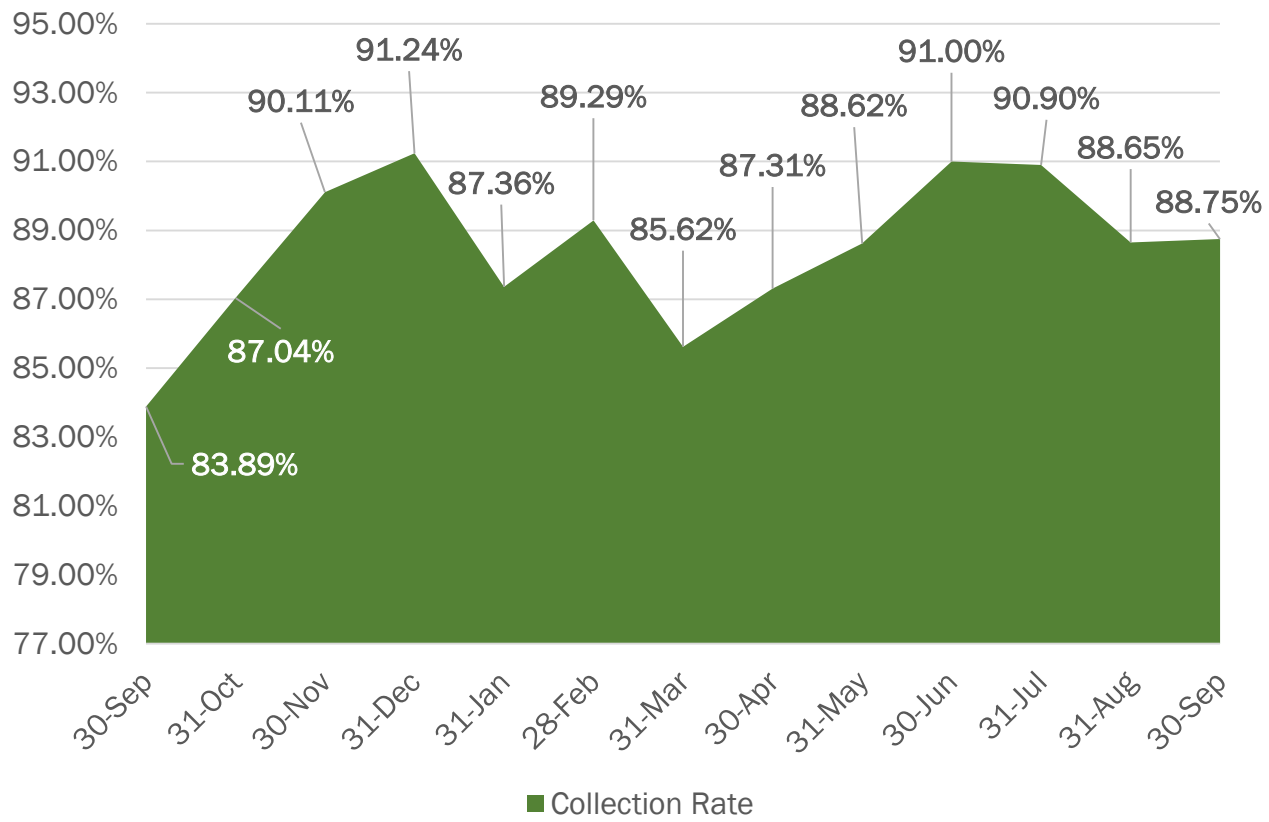
Field Services: Catch Basin Cleaning*



*Figures are for the 2017 calendar year through October 31, 2017.

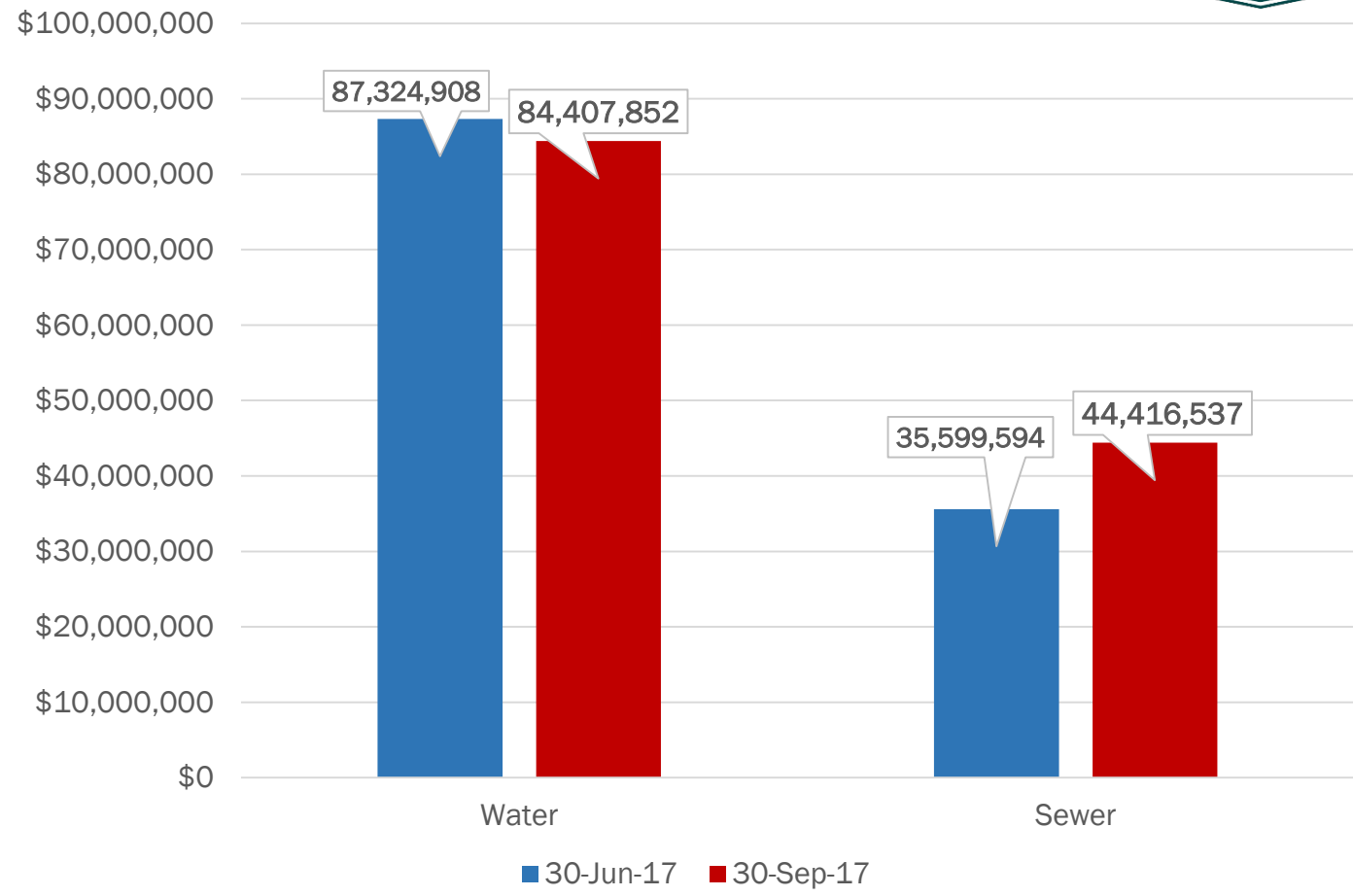
Finance

Finance: Collection Rate*

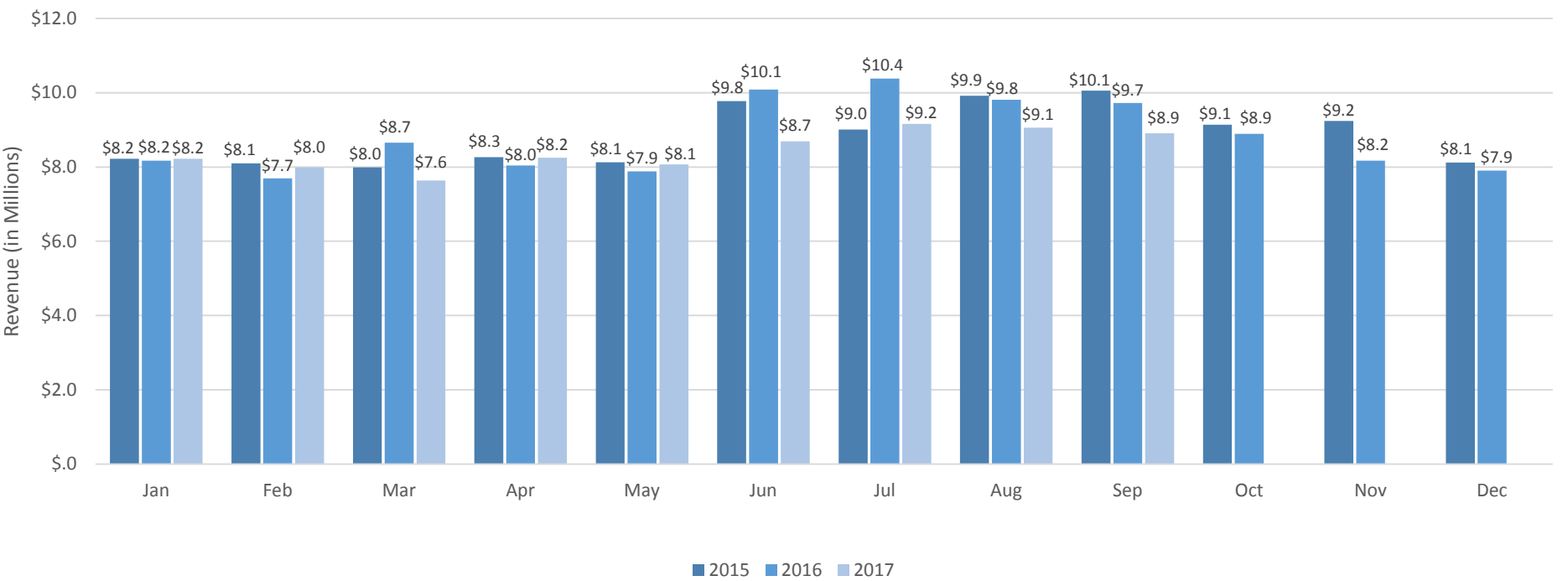


*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

Finance: Cash Flow Status



Finance: Water Revenue

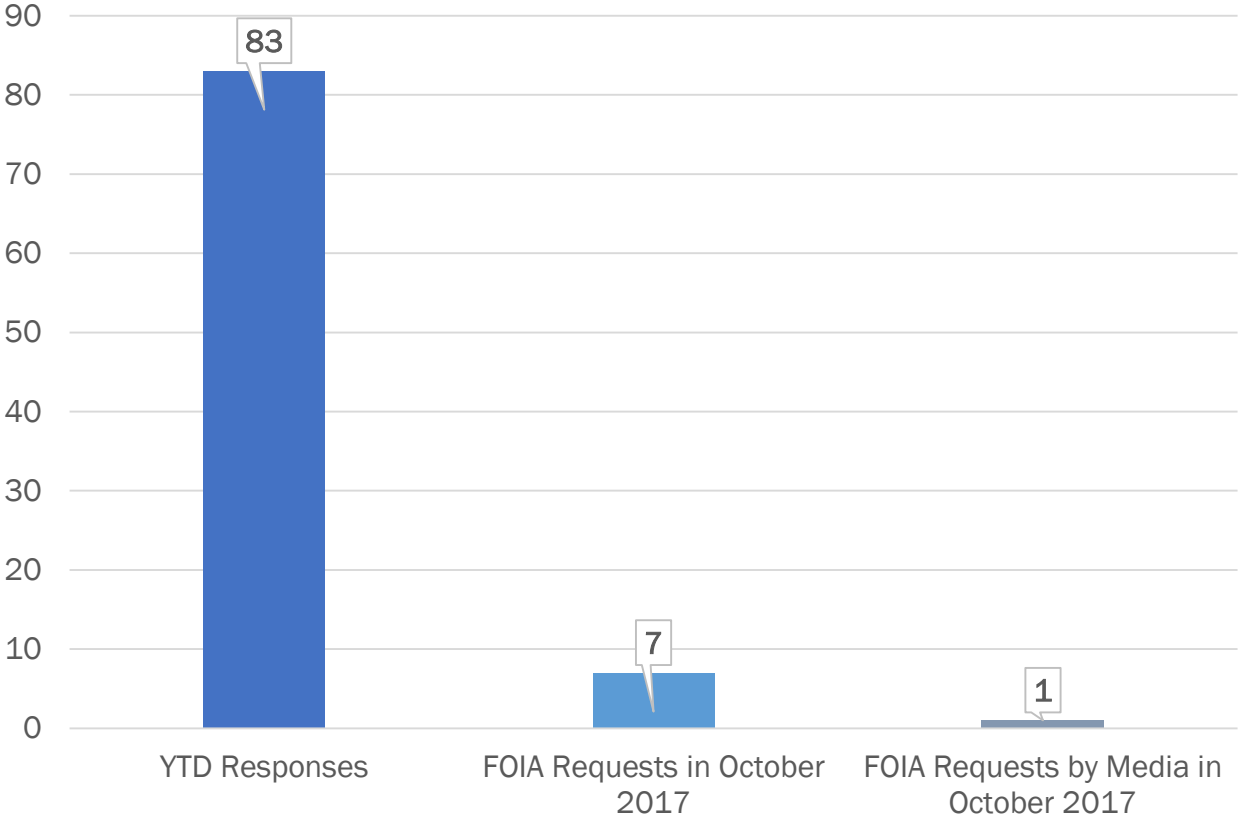


Finance: Sewer Revenue

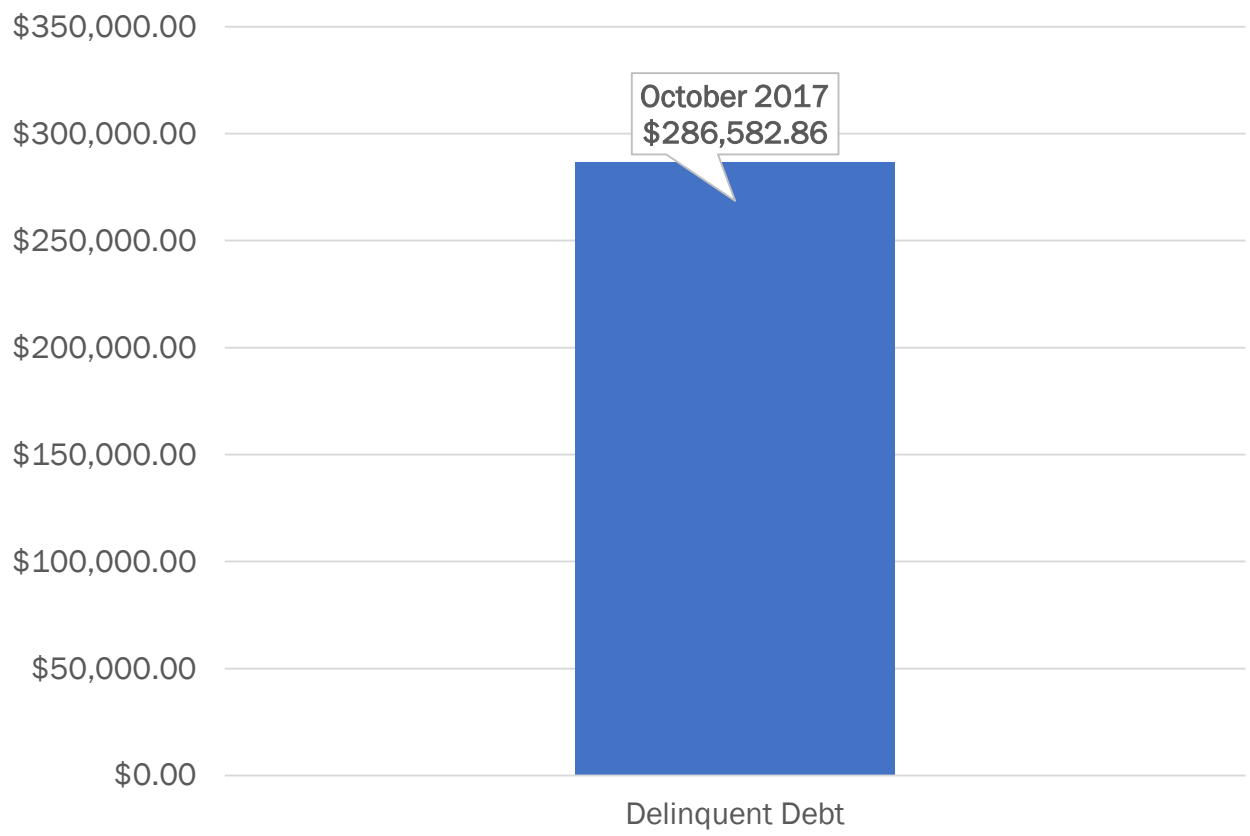


Legal Services

Legal: FOIA Requests

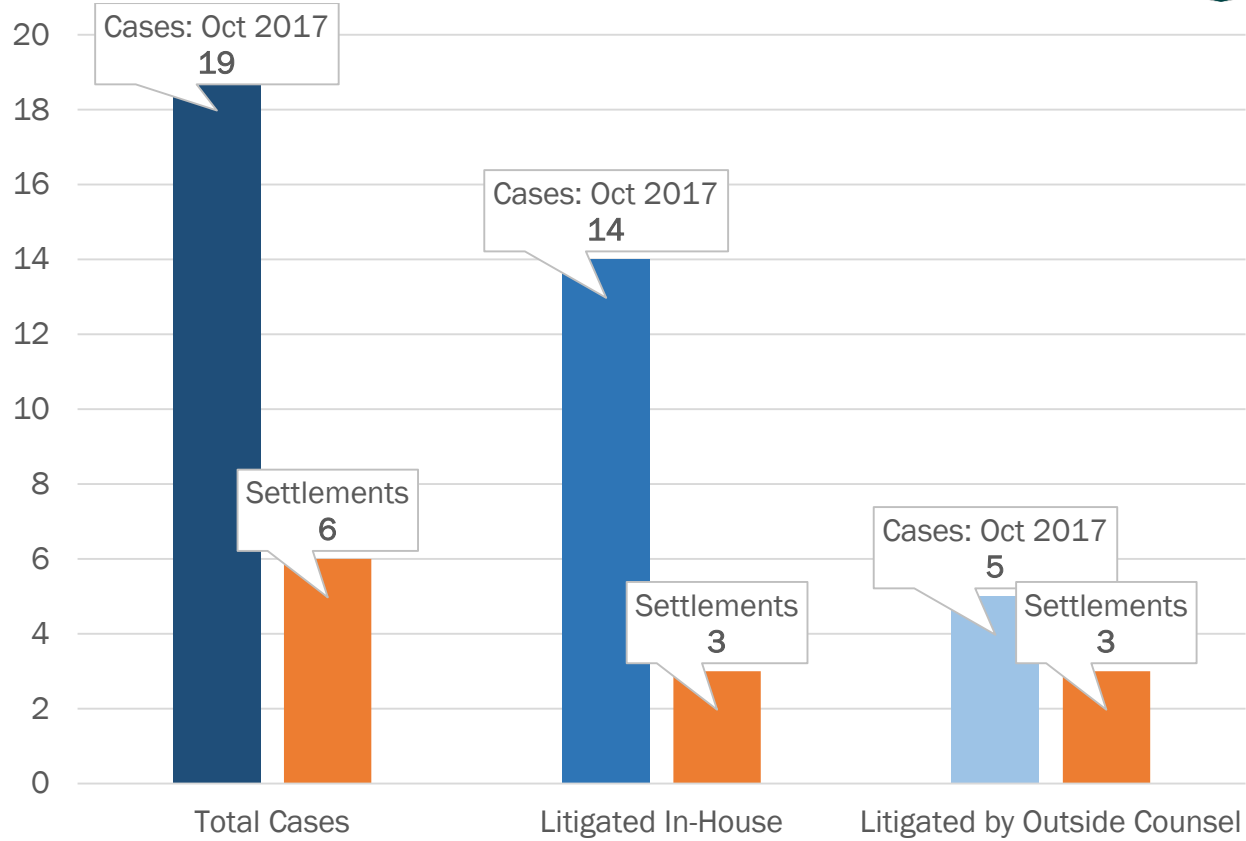


Legal: Lawsuits Filed for Delinquent Debt*

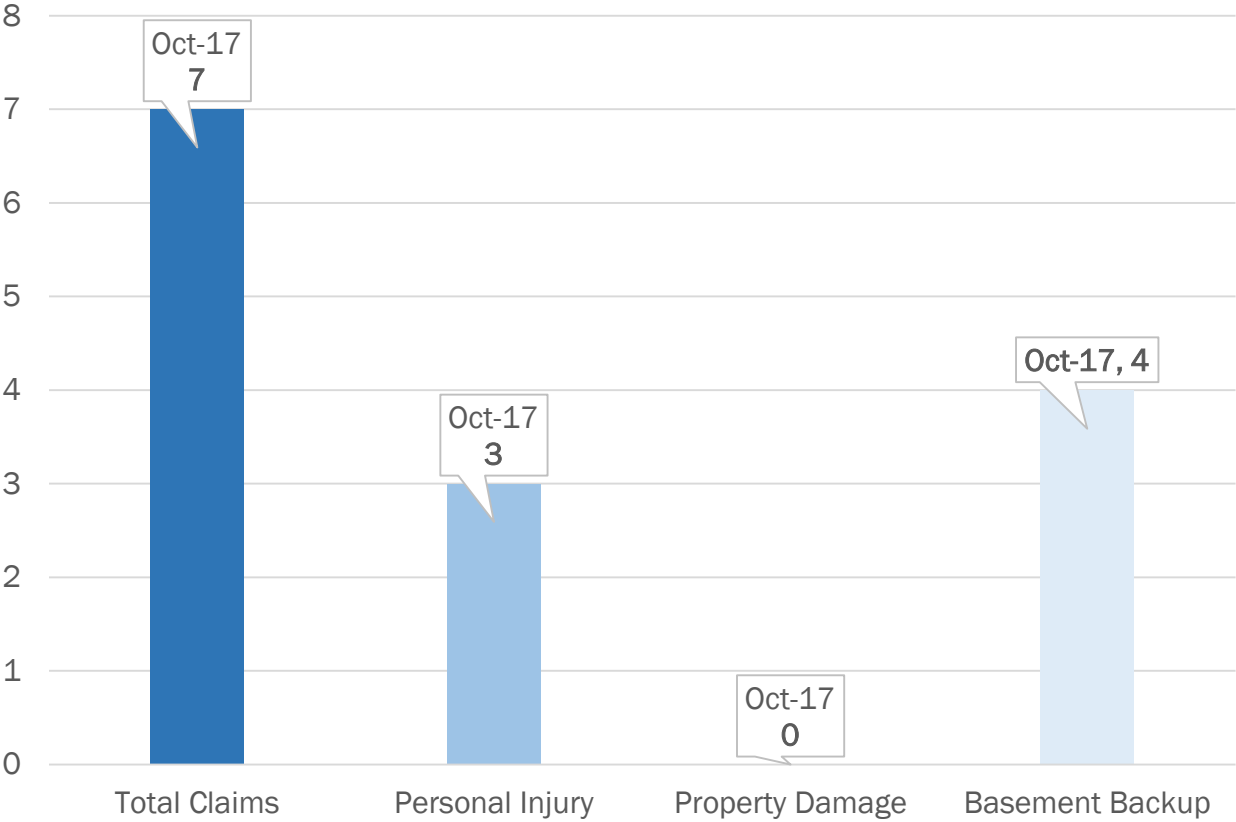


*A total of three cases have been filed.

Legal: Cases

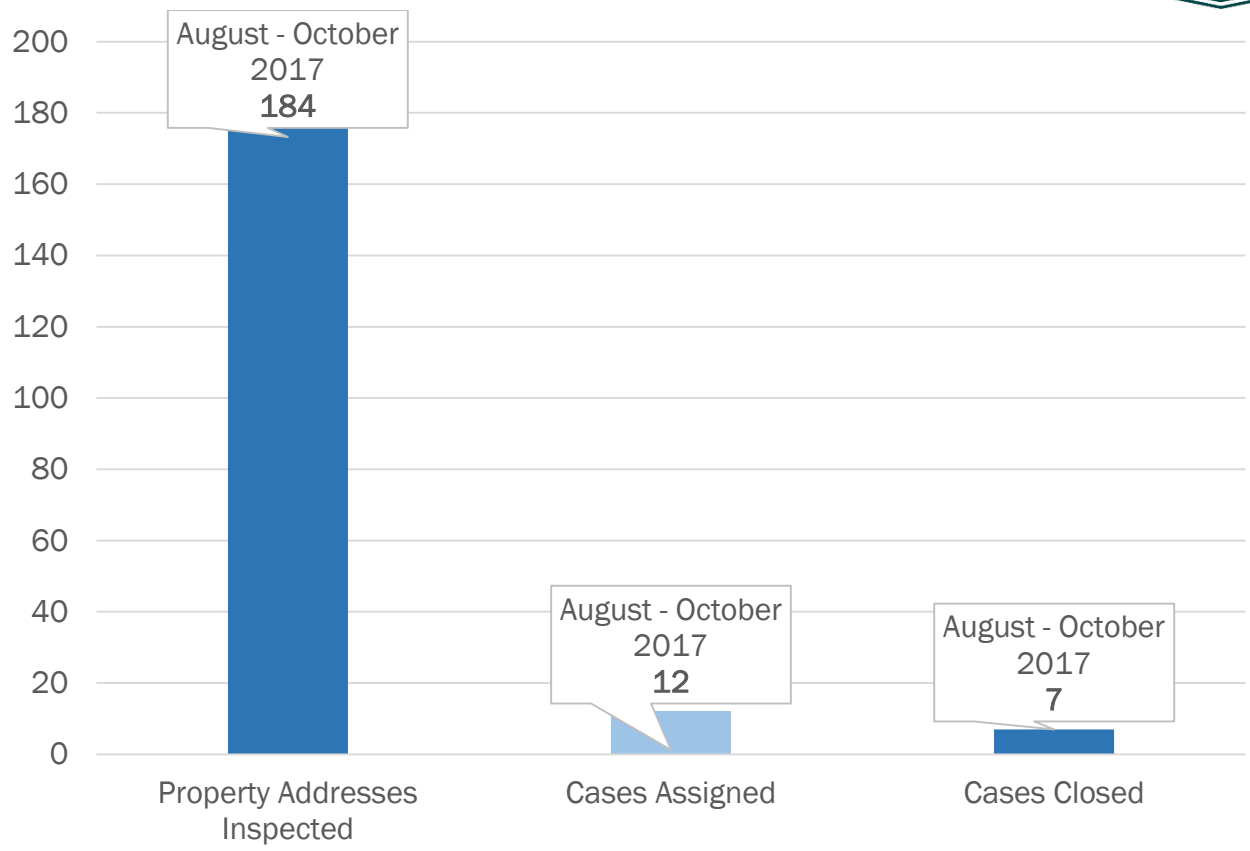


Legal: Claims

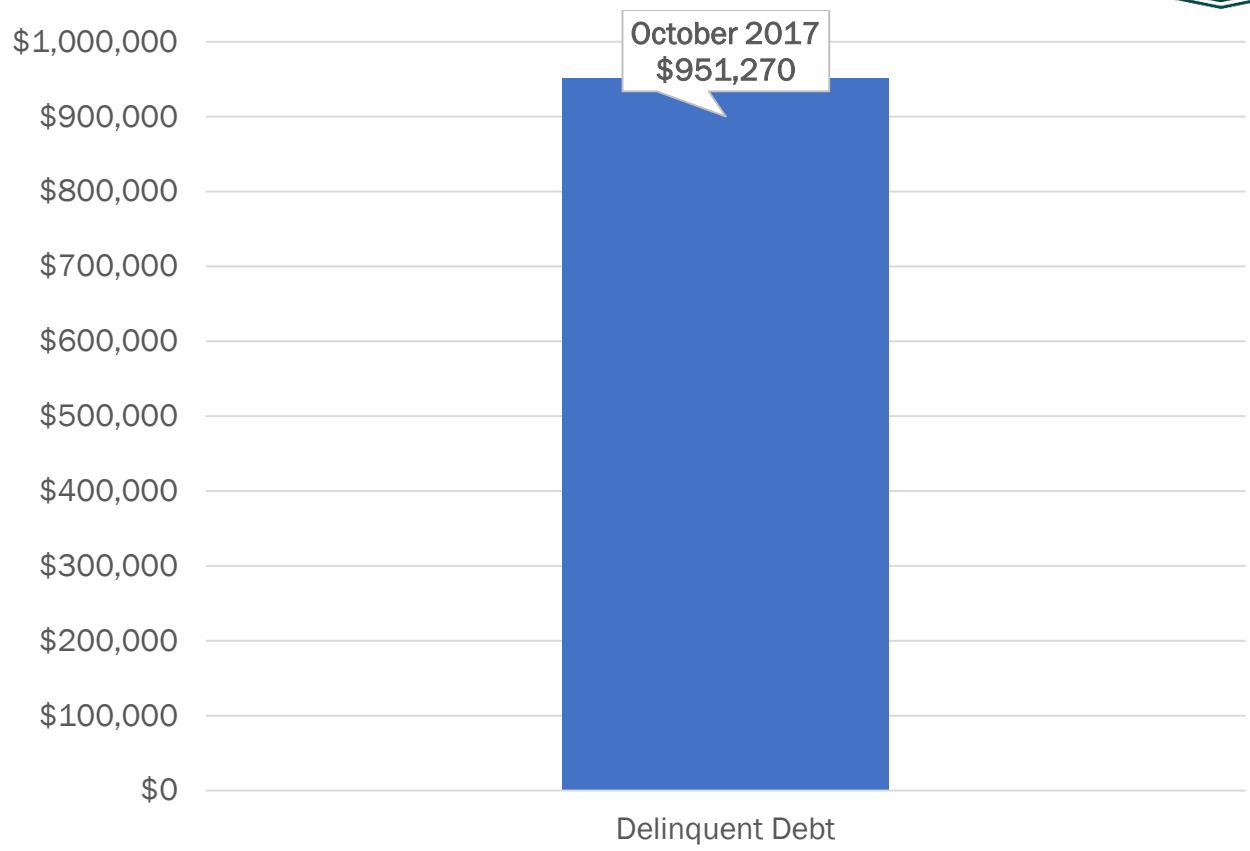


Investigations

Investigations: Cases



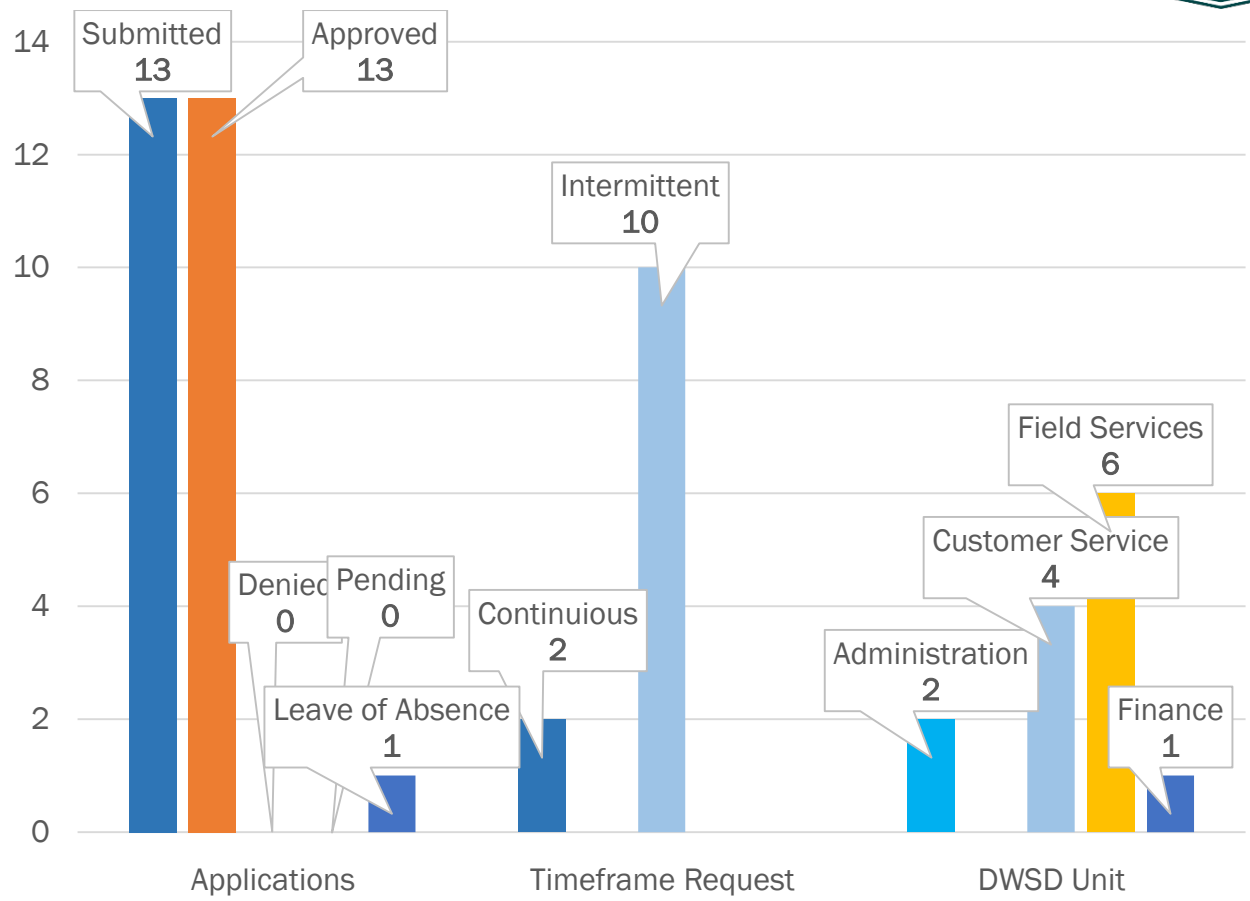
Investigations: Unpaid Revenue Identified



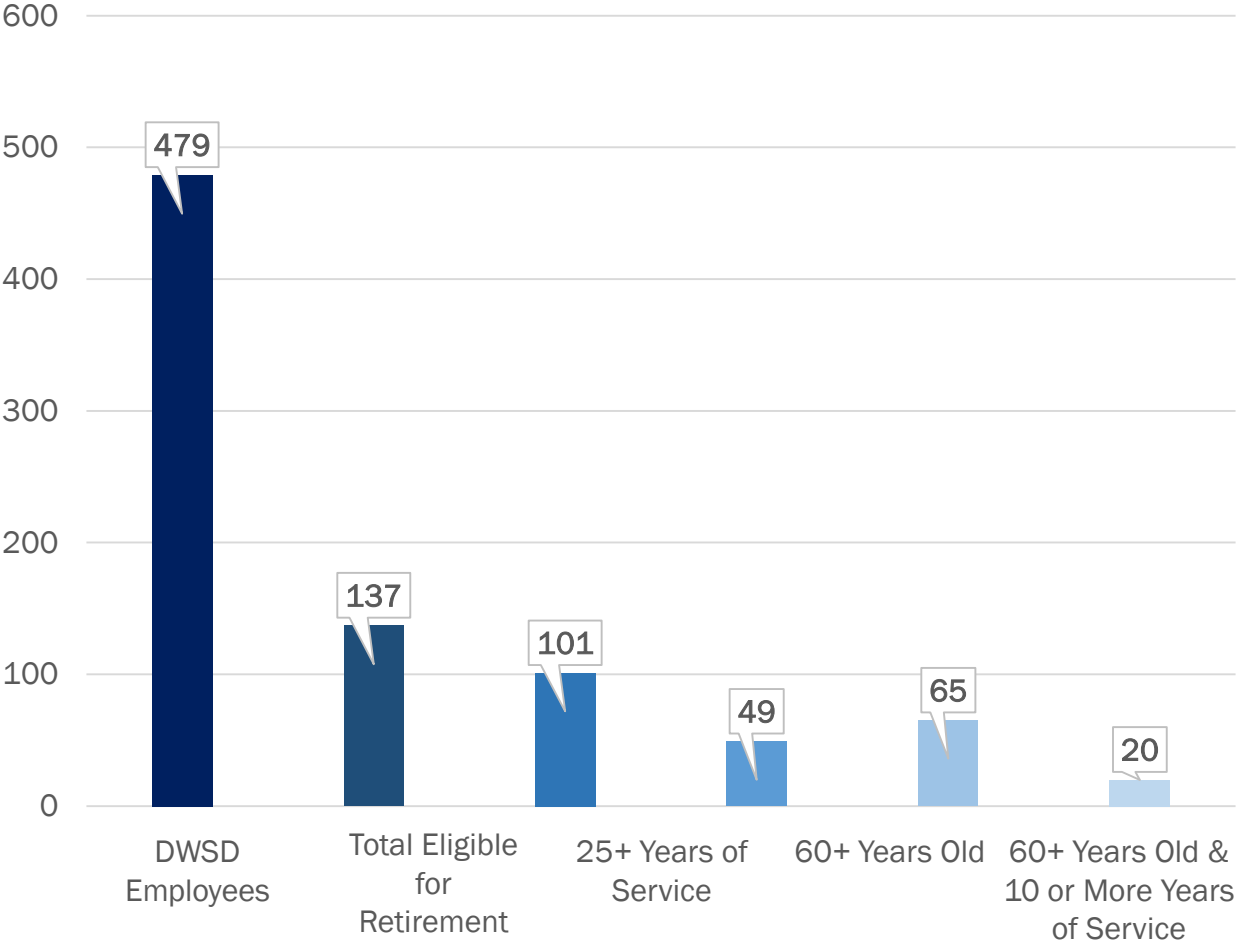
*A total of three cases have been filed.

Human Resources

HR: Family Medical Leave Act

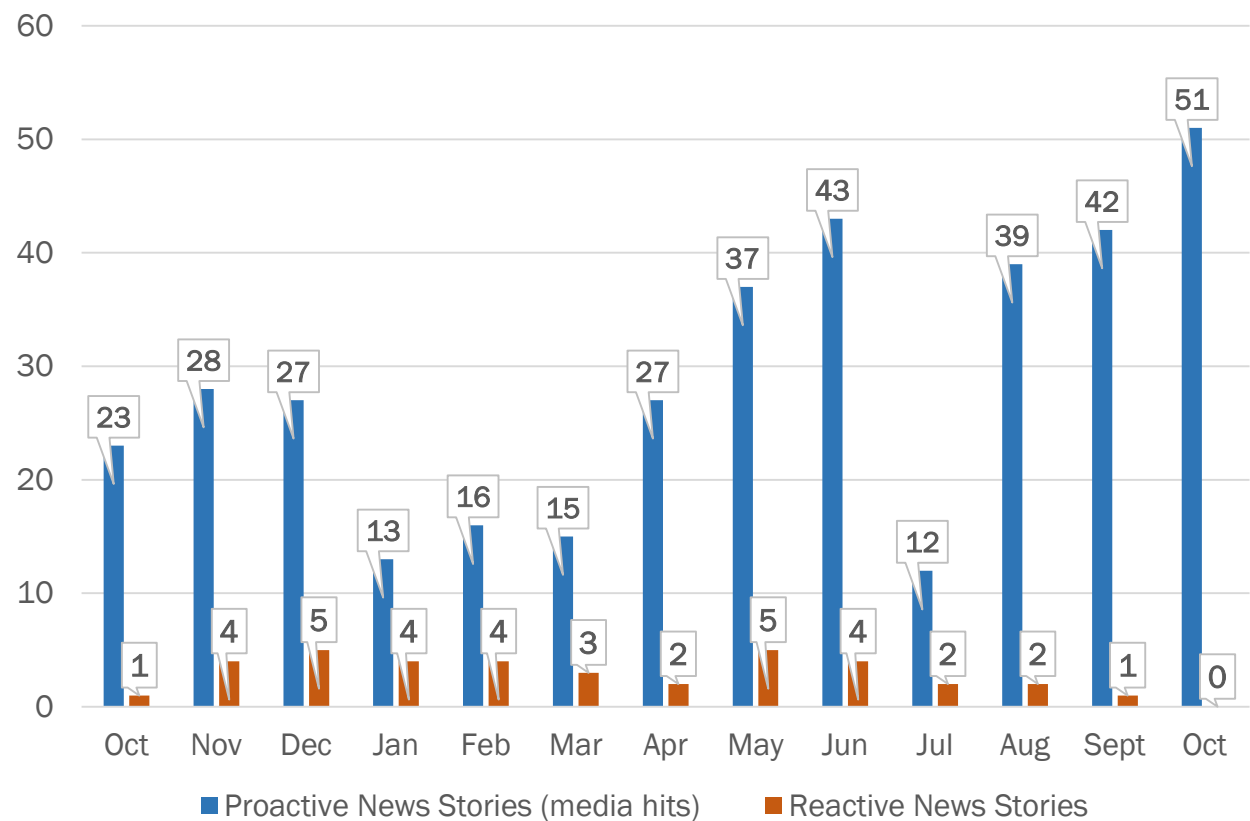


HR: Retirement Eligible

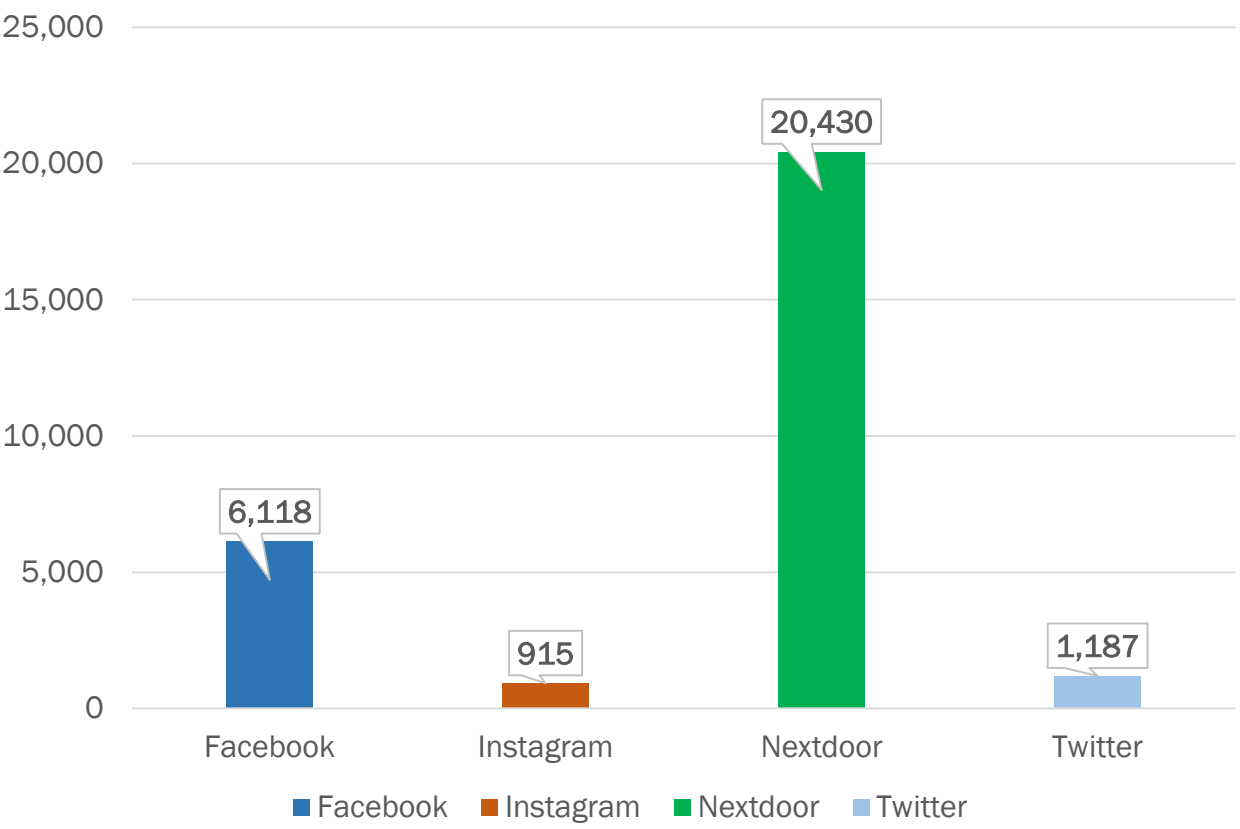


Public Affairs

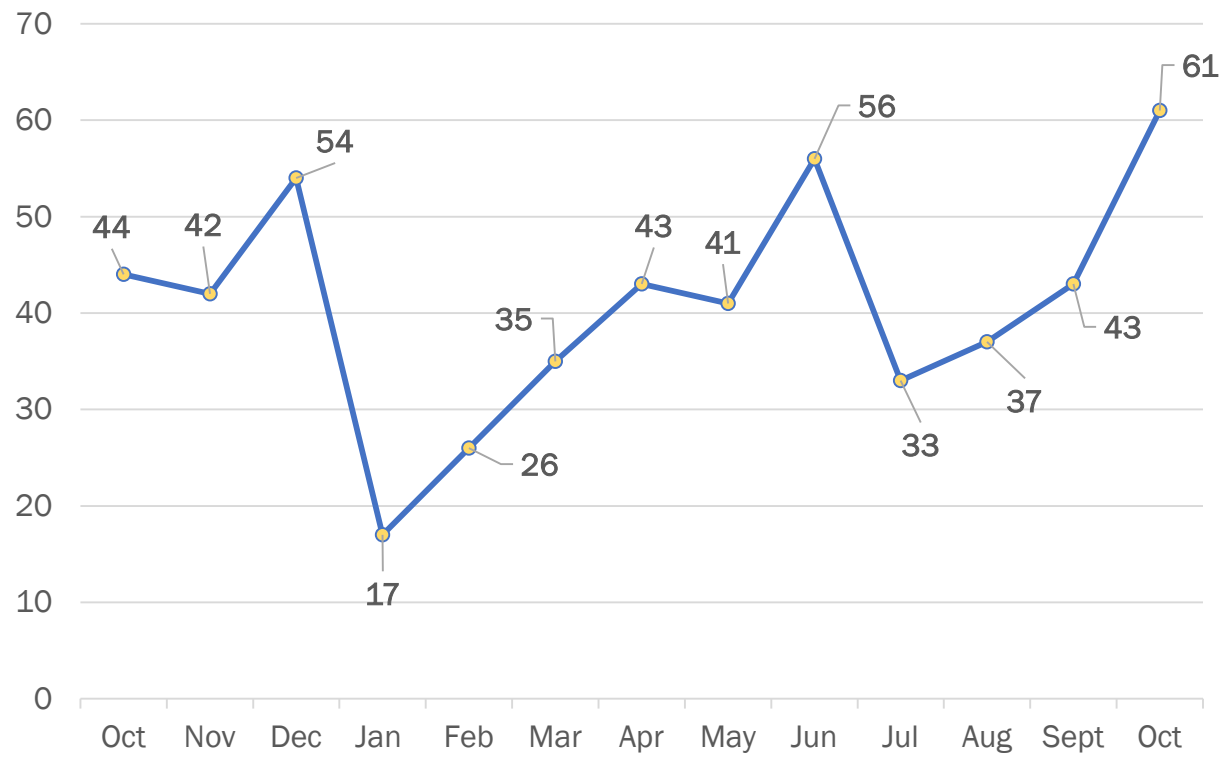
Public Affairs: News Media Placements



Public Affairs: Social Media Followers



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

