



DIRECTOR'S REPORT

February 21, 2018

Table of Contents



▪ Department Update from Director Gary Brown	3
▪ Metrics by Function:	
▪ Customer Care	4
▪ Field Services	6
▪ Finance	11
▪ Legal Services	14
▪ Investigations	19
▪ Human Resources	21
▪ Public Affairs	23
▪ Information Technology	25

Director's Update

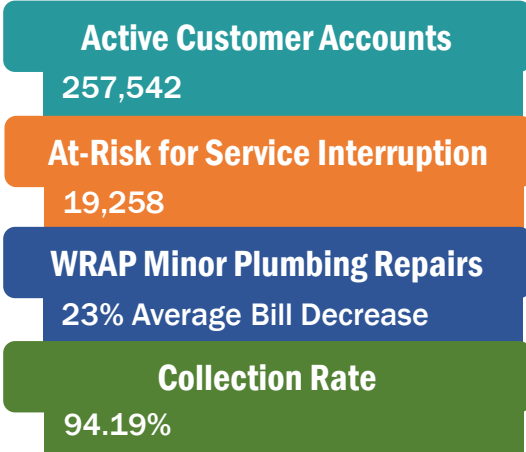


Recent Actions and Events:

- The new public relations firm for DWSD, Mort Crim Communications Inc. (MCCI), is in the planning phase; the firm will begin enhancing the department's public relations activities and customer outreach beginning March 1.
- Nonresidential property owners can now apply for funding through the Capital Partnership Program to build green stormwater infrastructure projects and receive a drainage charge credit.
 - The application is available at www.detroitmi.gov/drainage.
 - Funding is intended to cover half the cost of the project, up to \$50,000.
- The third community meeting for the Oakwood Boulevard green stormwater infrastructure project was held February 3 with more than 40 residents.
 - The project design will be approved this Spring based on community input and construction is scheduled to start in the Fall.
- The Customer Assistance Program Toilet Upgrade installations during phase one began February 19.
 - A Detroit-based plumber will install 1.8 gallon toilets at nearly 500 households in phase one which includes WRAP enrollees and residents in the Jefferson Chalmers neighborhood in an effort to reduce their water and sewerage bill.

Upcoming Actions and Events (February - March):

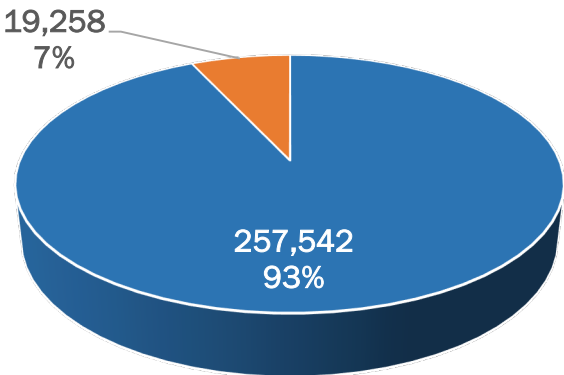
- The Community Outreach and Service Credit Program is launching and available to all non-profits with a DWSD water or sewerage account.
 - Gesu Catholic Church and School, Detroit Association of Black Organizations (DABO) and Eastside Community Network participated in phase one.
- DWSD will have a comprehensive outreach strategy, led by MCCI, to educate residents and faith-based organizations regarding the transition to the impervious acreage rate for the drainage charge that begins on July 1.
- The final two community meetings of this fiscal year for the Board of Water Commissioners will be scheduled soon.



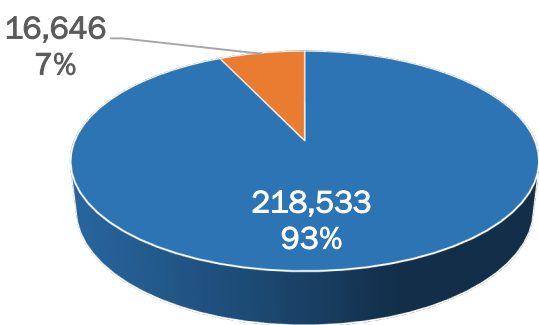
Customer Care: Account Status



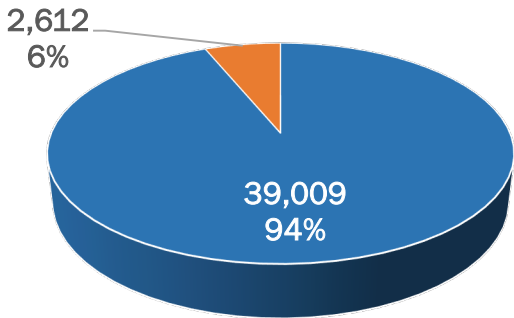
All customers



Residential only



Non-Residential only



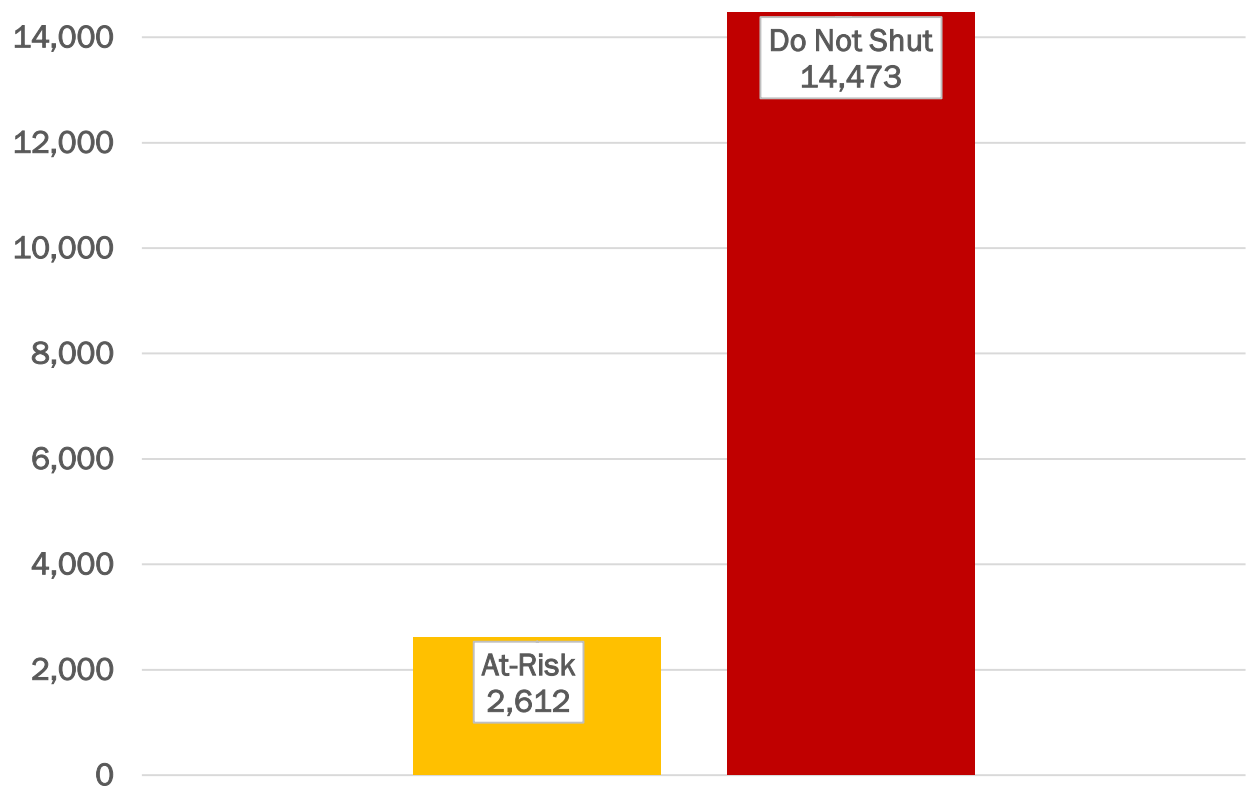
■ Active customer accounts ■ At-risk for service interruption

DWSD has made significant enhancements to customer service to help Detroiters stay connected and improve the collection rate for the benefit of all ratepayers. In the winter season, DWSD does not interrupt service for non-payment when the temperatures are below 32-degrees. Due to this seasonal factor, the number of residents at-risk for a service interruption historically increases.

DWSD will have a new customer outreach and communication program led by MCCI to help residential customers avoid a service interruption. In terms of non-residential customers, several tools are being used including payment plans, civil legal action, placing the past due amount on the tax rolls, and offering credit options.



Customer Care: Nonresidential At-Risk for Service Interruption*



DWSD does not interrupt water service at nursing homes, apartment buildings and senior complexes. The department pursues other actions to collect past due balances from the property owner.

Field Services

Field Services: Fire Hydrants



DATA WILL BE PROVIDED TO BOARD AT THE MEETING

Field Services: Running Water



DATA WILL BE PROVIDED TO BOARD AT THE MEETING

DATA WILL BE PROVIDED TO BOARD AT THE MEETING

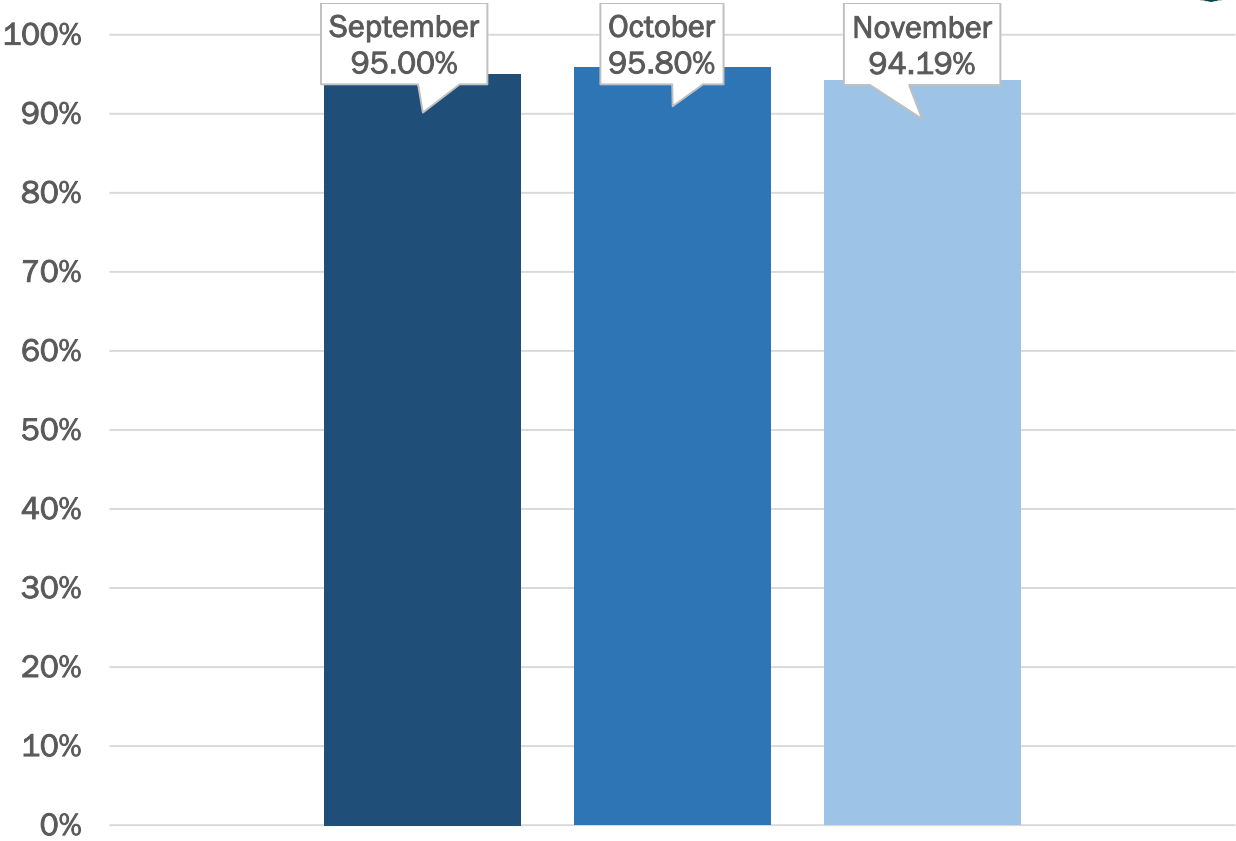
Field Services: Catch Basins



DATA WILL BE PROVIDED TO BOARD AT THE MEETING

Finance

Finance: Collection Rate



Every percentage increase in the collection rate above 80 percent is an additional \$7 million which can be applied to the maintenance and rehabilitation of the water and sewer infrastructure.

Finance: Cash Balance



\$87,073,377

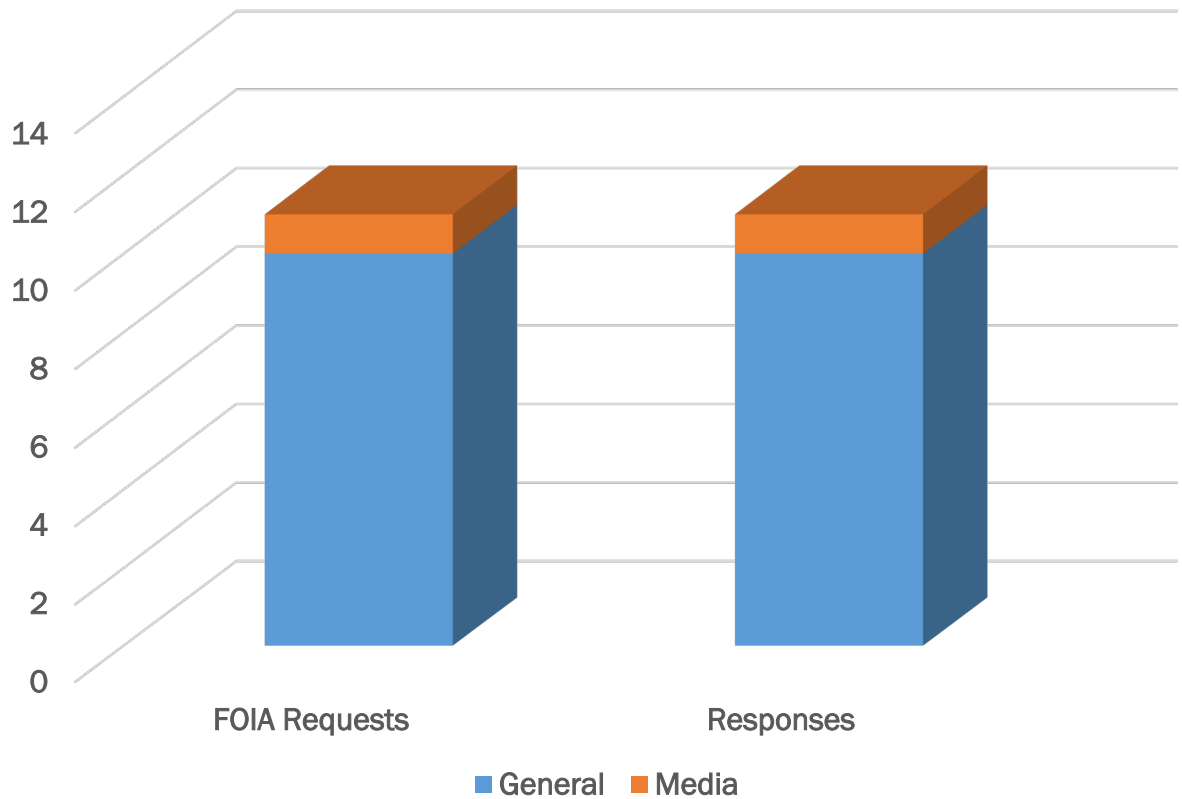
Water budget as of
December 31, 2017

\$50,114,397

Sewer budget as of
December 31, 2017

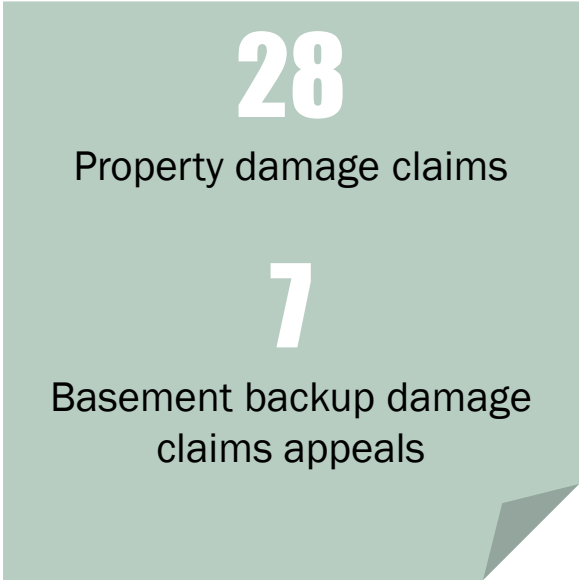
As of December 31, 2017, DWSD had 90.59 days of cash on hand. The target is 100 days.

Legal Services



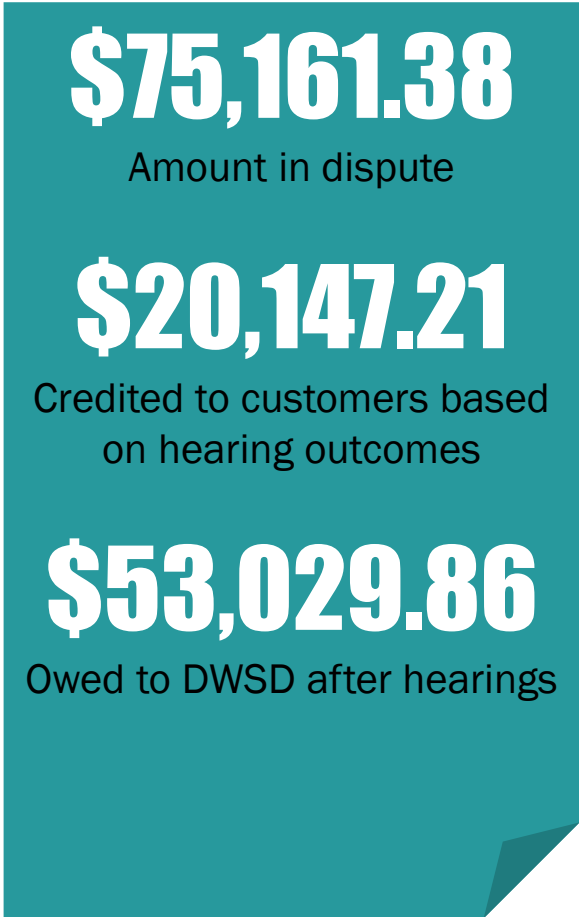
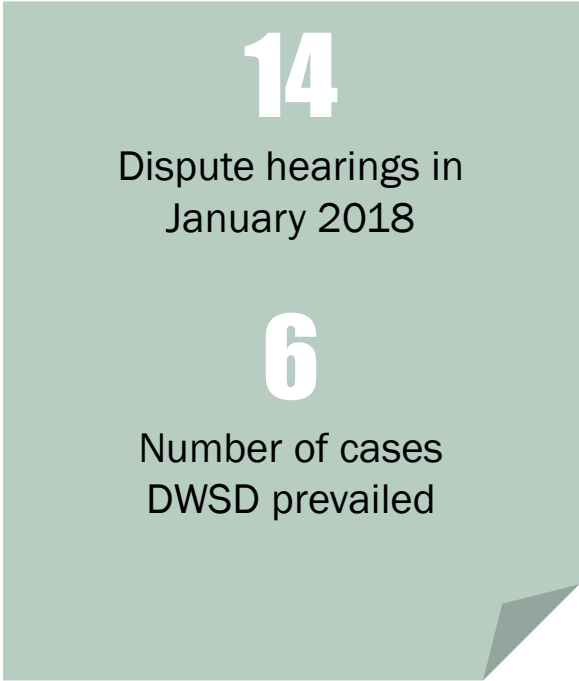
DWSD receives Freedom of Information Act (FOIA) requests from prospective property buyers, schools and universities, research institutions, and the news media.

Legal: Damage Claims



There were no personal injury claims filed with DWSD in January 2018.

Legal: Customer Dispute Hearings

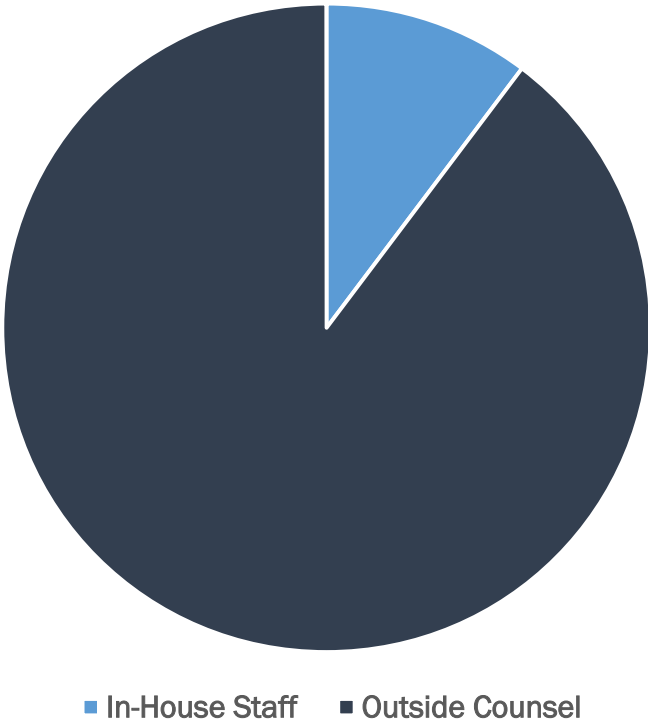


Customers who have disputes for their bill or a claim can request a hearing at the City of Detroit Department of Administrative Hearings. The cases are heard by an independent judge.

Legal: Cost for January 2018



Cost of Legal Representation



DWSD uses a mix of in-house and contracted legal counsel to handle damage claims, civil action for commercial delinquencies and lawsuits filed against the department.

Investigations

Investigations: Results

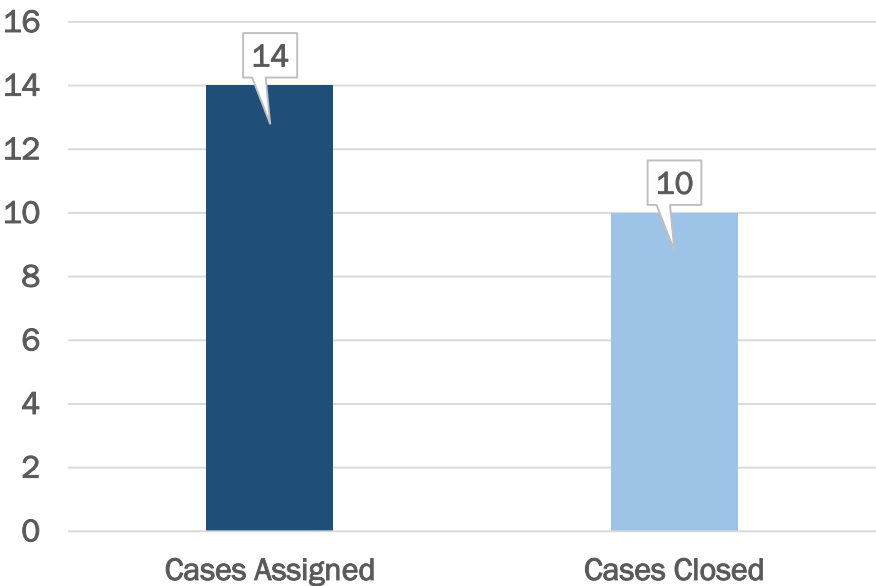


388

Property addresses investigated for delinquency, possible meter tampering and no meter.

\$3,019,136

Money owed to DWSD



In the first six months of existence, the DWSD Fraud Unit identified more than \$3 million in services owed by commercial customers that either were delinquent on their bills, had a non-working meter, tampered with the meter, or connected to the city’s water main without a meter or permit.

Human Resources



DATA WILL BE PROVIDED TO BOARD IN MARCH

Public Affairs

6,174

Followers on Facebook

958

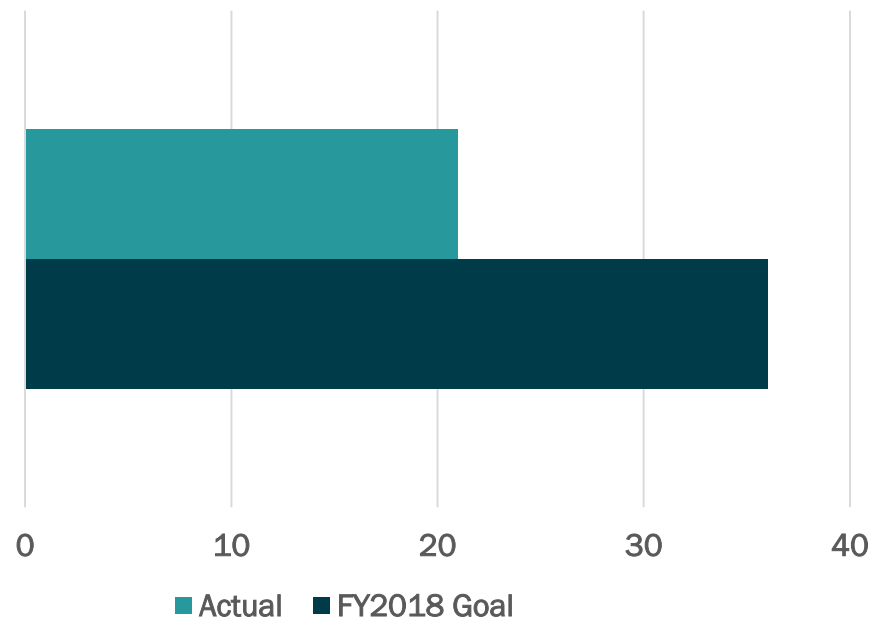
Followers on Instagram

1,242

Followers on Twitter

DWSD Good News Media Stories

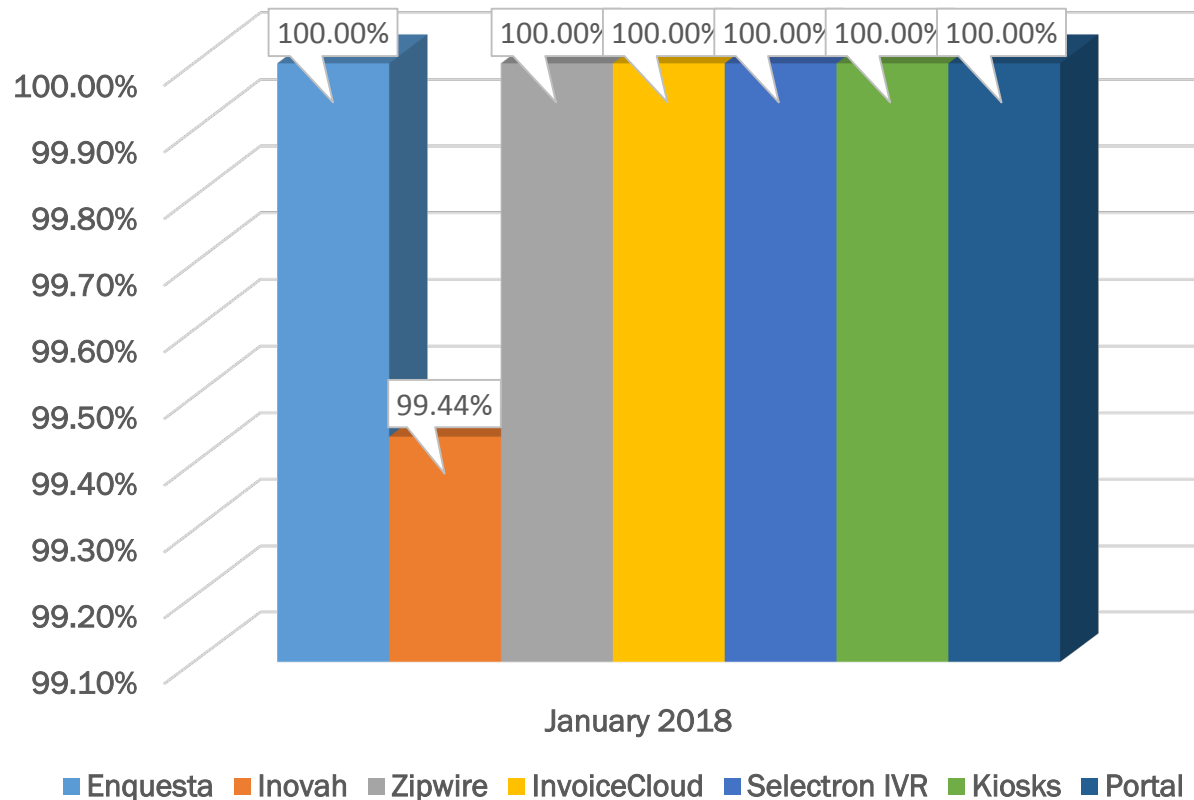
Positive Stories



The DWSD Public Affairs team has crafted a deliberate approach to telling the good news of the department, including customer service enhancements and water/sewer maintenance, through traditional and digital media. A new strategy greatly amplified by the public relations firm, MCCI, will further our efforts in a massive way.

Information Technology

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



During the month of January 2018, with the exception of a four-hour outage of Inovah, the software applications that make it possible to provide service to DWSD customers were 100 percent available.