



DETROIT
**Water & Sewerage
Department**

DIRECTOR'S REPORT

June 20, 2018



DETROIT WATER
WORKS

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DIRECTOR'S MESSAGE TO THE BOARD



- The Detroit Water and Sewerage Department (DWSD) is conducting **preventative maintenance pilots** in specific areas of the city.
 - The purpose is to identify potential water main breaks and blind leaks, including scheduling the repairs if an issue is uncovered in the pilot area.
 - Work is conducted during 12 a.m. to 6 a.m. to limit disruption to customers.
 - The first pilot area was Seven Mile to Eight Mile between Five Points and Lahser.
 - Residents and businesses were notified in advance with a flier placed on their front door.
- Several **construction projects** will occur this summer and are currently in progress to replace water mains and renew the sewer system.
 - Twenty-three projects scheduled this year, including on West Outer Drive.
 - Customers notified in advance with a mailed letter as well as a door hanger.
 - Residents are provided filtered water pitchers as a precautionary measure.
 - The WS-698 contract includes the opportunity for homes with lead service lines to have the full line replaced at DWSD's cost as part of a pilot program, with property owner permission.
 - The Capital Improvement Program Management Office will begin water and sewer assessments in July in Brightmoor, Miller Grove, Minock Park, Riverdale and Rosedale Park.
- DWSD continues to **partner with organizations in the community** to reach residents who face difficulty in maintaining their water service.
 - Since January, 2,756 residents have received one-on-one help during assistance fairs at places of worship and community centers.
- The **catch basin inspection and cleaning program** that launched last year, and is one of the ten points in Mayor Mike Duggan's neighborhood plan, is full steam ahead after a late spring launch due to weather conditions.
 - As of May 31, 9,454 catch basins have been inspected and cleaned since the launch last year.
 - This is a component of the sewer rehabilitation program.



CUSTOMER ASSISTANCE PROGRAMS (CAP)

DWSD is working to save residents money to ease utility costs and ensure access to services.



WRAP, THE WATER RESIDENTIAL ASSISTANCE PROGRAM

Program assists with bill payments and past due balances for low-income households as well as minor home plumbing repairs to save water and lower bills.



TOILET UPGRADE AND REPLACEMENT PROGRAM

Phase One will replace 3.5 gallon tank toilets with new, efficient 1.8 gallon versions, up to two per household. This is a pilot program for 500 households to see if residents will see a reduction in their water bill.



AUTOMATIC DRAINAGE CREDIT

Starting July 2018, a 25% automatic credit on your drainage charge for disconnected downspouts that flow onto grass or in a rain barrel and other stormwater benefits specific to residential parcels. Verify your impervious, hard surface area for your parcel(s) by visiting detroitmi.gov/DWSDparcelviewer.



10/30/50 PLAN

No income restrictions to apply. Payment plan starts with 10 percent deposit of past due balance. The remaining balance is spread over 5-24 months. If payment is missed, residents can re-enroll by paying 30 percent. If payment is missed again, residents pay 50 percent.

RESIDENTS WILL ALSO SAVE BY:

- 1 Making payments before the due date to reduce the amount of debt carrying over into the following year through the water, sewerage and drainage rates.
- 2 Reducing the amount of water used to lower energy and efficiency costs at the water and sewerage treatment plants will help keep rate increases low.
- 3 DWSD's use of the existing Combined Sewer Overflow facilities and installing more green stormwater infrastructure rather than building new wet weather treatment facilities will also reduce the impact on bills.

(313) 267-8000 • detroitmi.gov/DWSD

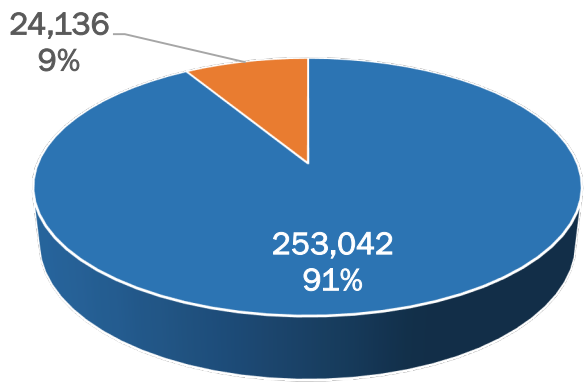


Customer Care

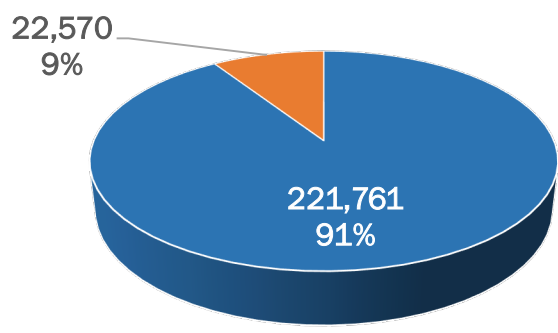
CUSTOMER CARE: Account Status



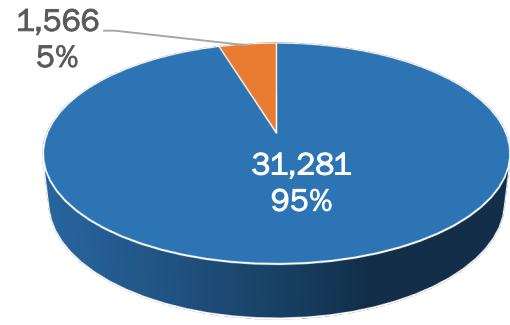
All Customers



Residential Only



Non-Residential Only



■ Active customer accounts in good standing ■ Delinquent accounts

DWSD has created an additional customer communication. Residential households that have their service interrupted for nonpayment – after receiving three previous notices including the seven-day door hanger – are now receiving a door hanger that lists programs available to help them restore their water service.

The advertising program to let residents know about the assistance available, through billboards and DDOT bus posters, that began in April will continue through August. The week of June 18, DWSD’s new radio commercial informs Detroiters about the change to the drainage charge and this summer’s construction projects to rehabilitate the water and sewer system.

Help is available to restore your water service

Today's date
Your service was interrupted for nonpayment on:

The Detroit Water and Sewerage Department, 000000 has options to restore your service.

■ If your combined household income is less than the below amounts, you may qualify for financial assistance. To apply, call (800) 486-0464 the Older & Elderly Assistance Program, at 313-186-9777.

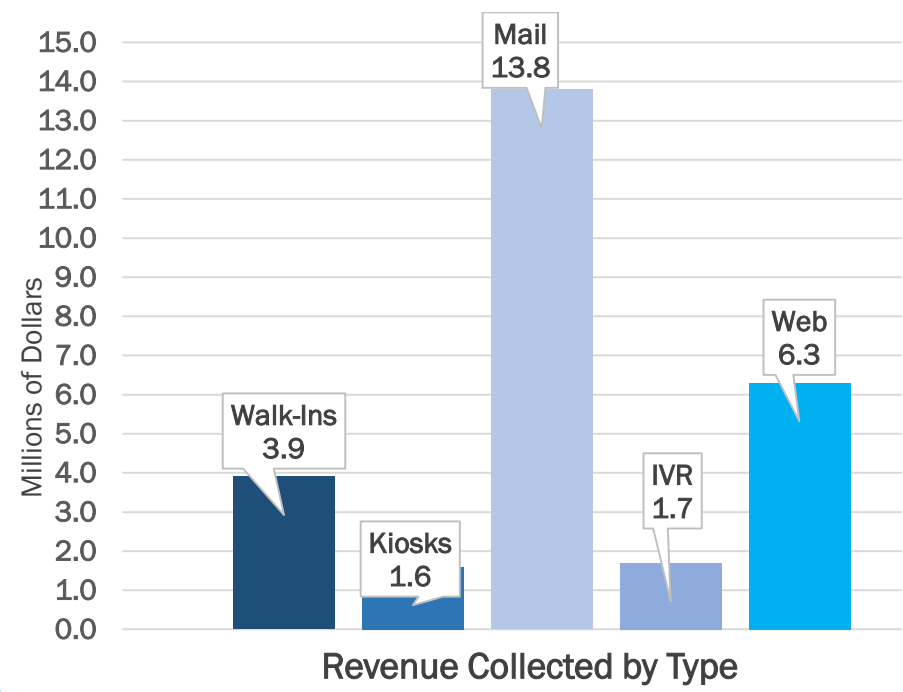
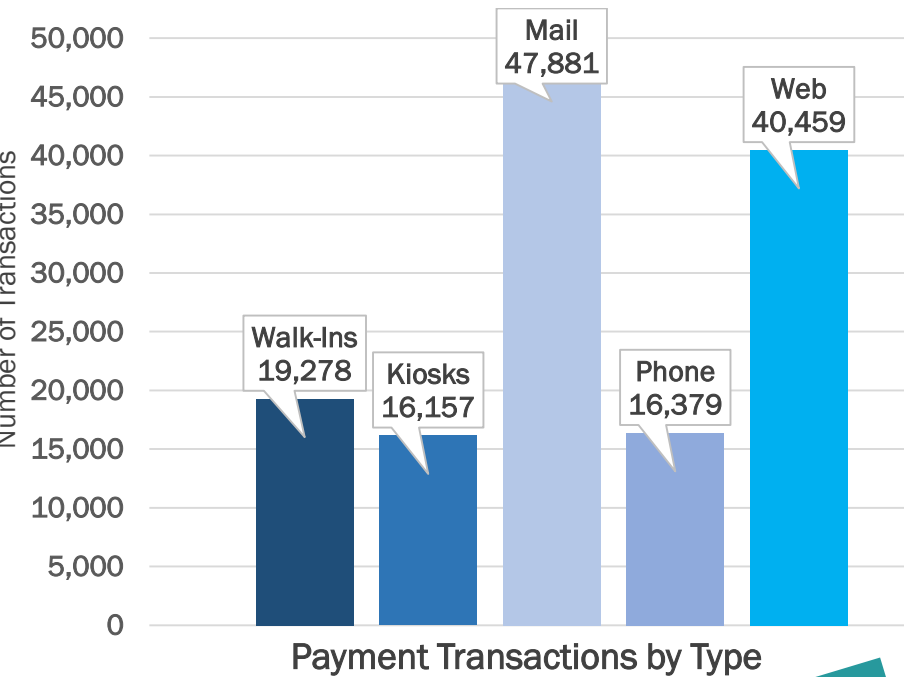
Household size	Household Income
1 person	\$16,210
2 persons	\$24,960
3 persons	\$31,170
4 persons	\$37,000
5 persons	\$44,130
6 persons	\$50,610

■ Pay your past due balance at a nearby kiosk with cash, personal check or credit/debit card, by phone at 313-267-8000, or online at detroitmi.gov/PAY.

■ Enroll in a payment plan in person at a DWSD Customer Care Center or online at detroitmi.gov/PAY.

Phone: 313-267-8000
Web: detroitmi.gov/dwsd
Social: [@DetroitMI](#) #DWSDDetroit
In person: 313-267-8000
40000 15000 15000 15000
(over) 15000 Grand River

CUSTOMER CARE: Transactions



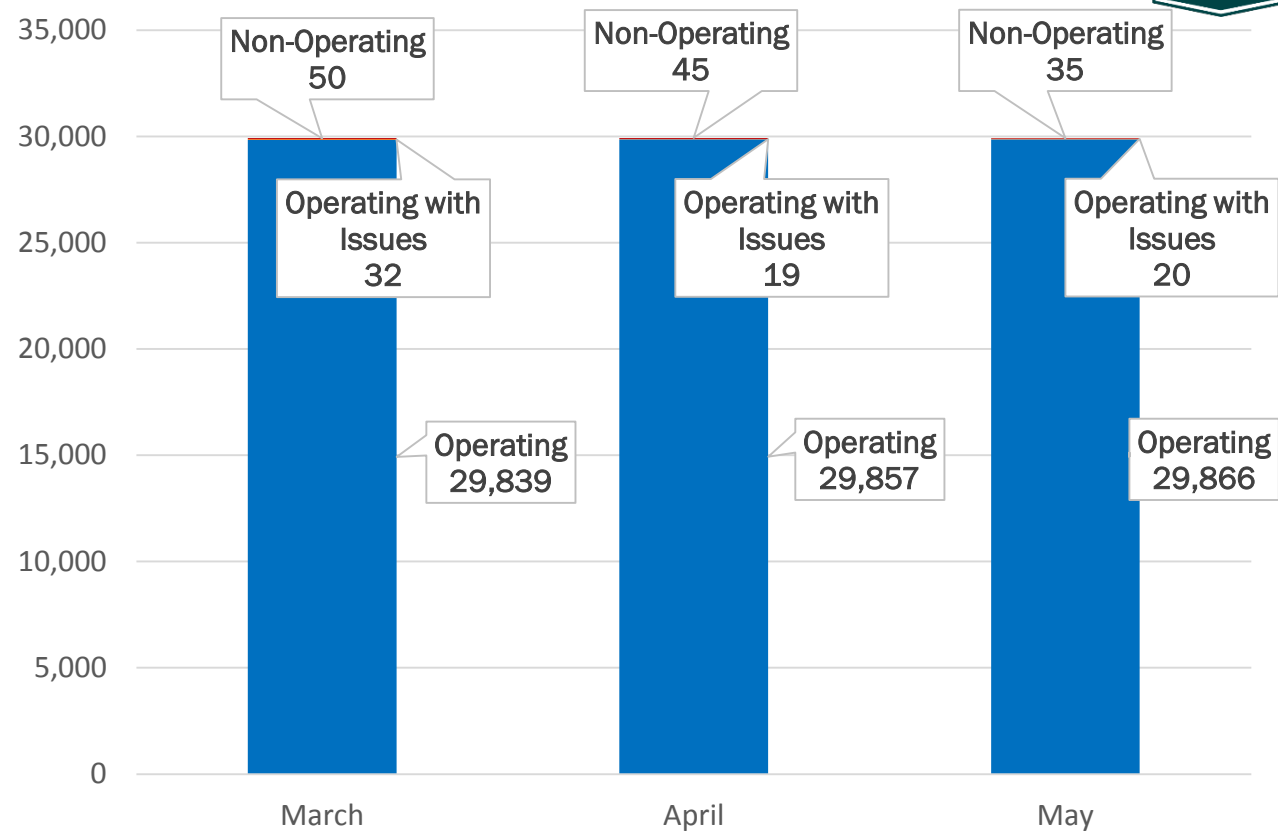
Total Customer Visits
for May 2018
4,370
Main Office
4,721
Eastside
10,289
Westside



DETROIT
Water & Sewerage
Department

Field Services

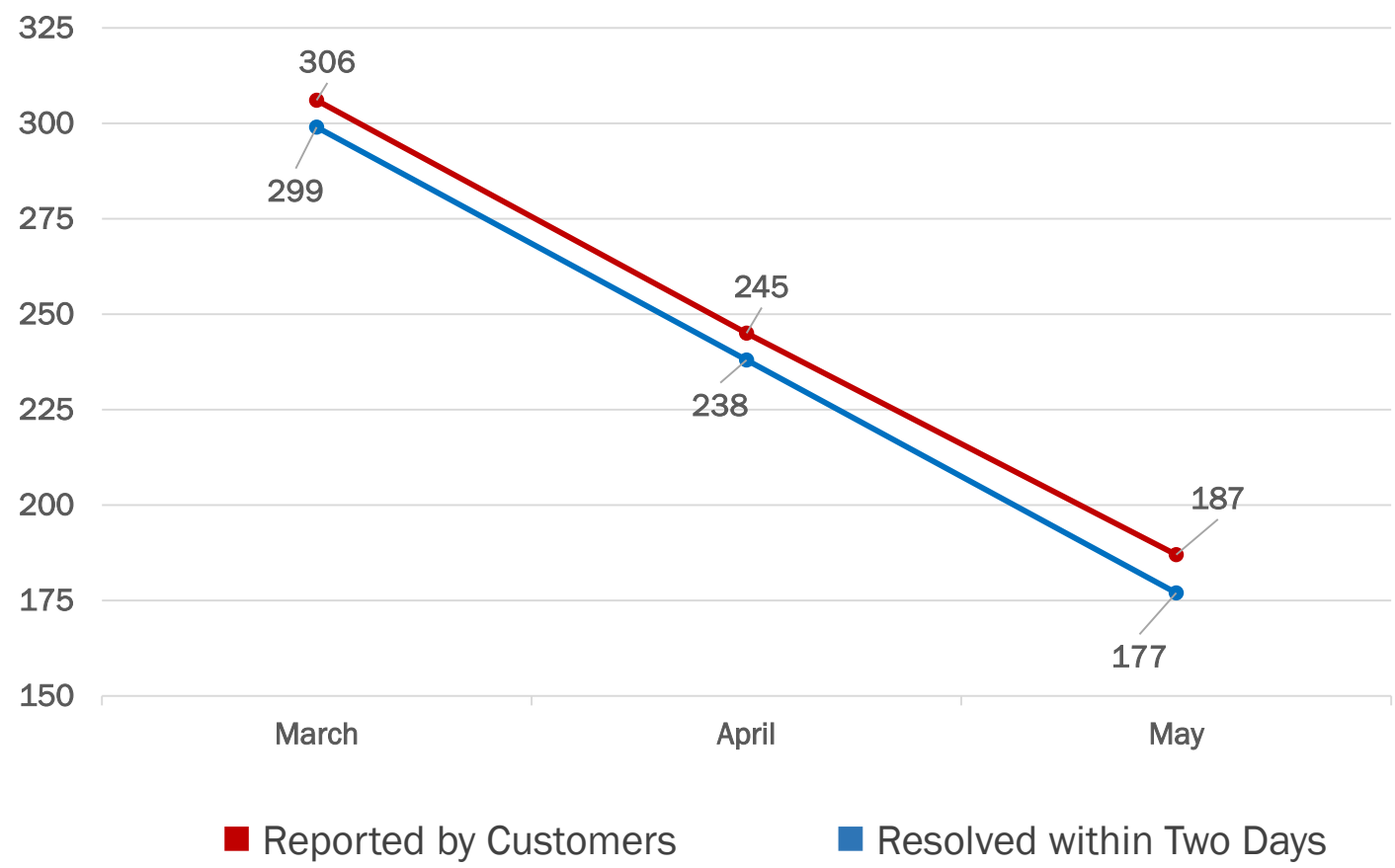
FIELD SERVICES: Fire Hydrant Maintenance



■ Operating Fire Hydrants ■ Operating Hydrants with Issues ■ Non-Operating Hydrants

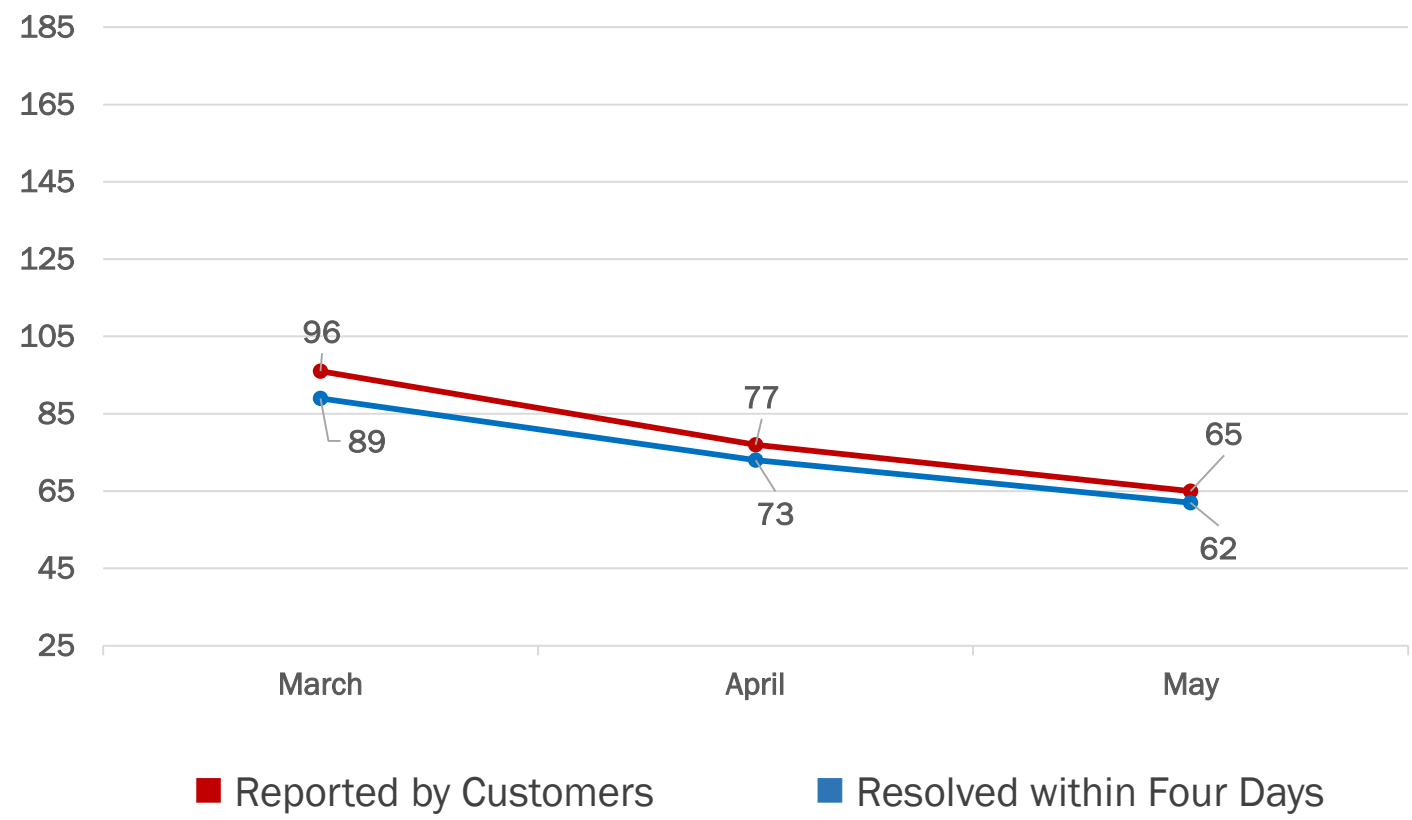
The Detroit Fire Department uses a mobile collector app whereby firefighters report on the status of each hydrant. This data integrates into DWSD’s work order system.

FIELD SERVICES: Running Water



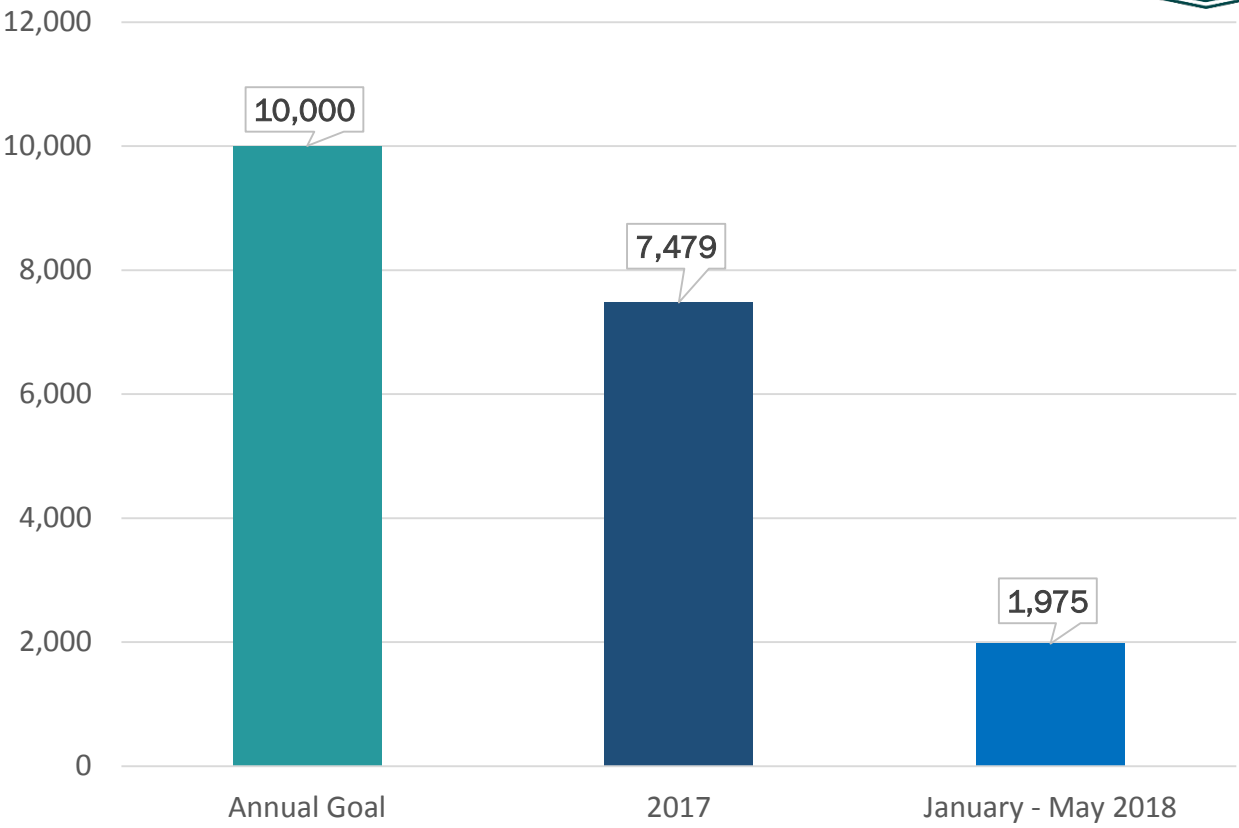
Running water reports include water flowing on a street, issues at vacant properties and calls by residents who see gushing or flowing water that is out of the ordinary.

FIELD SERVICES: Water Main Breaks



DWSD has a service level agreement with contractors to have reported water main breaks repaired within four days.

FIELD SERVICES: Catch Basin Inspection & Cleaning

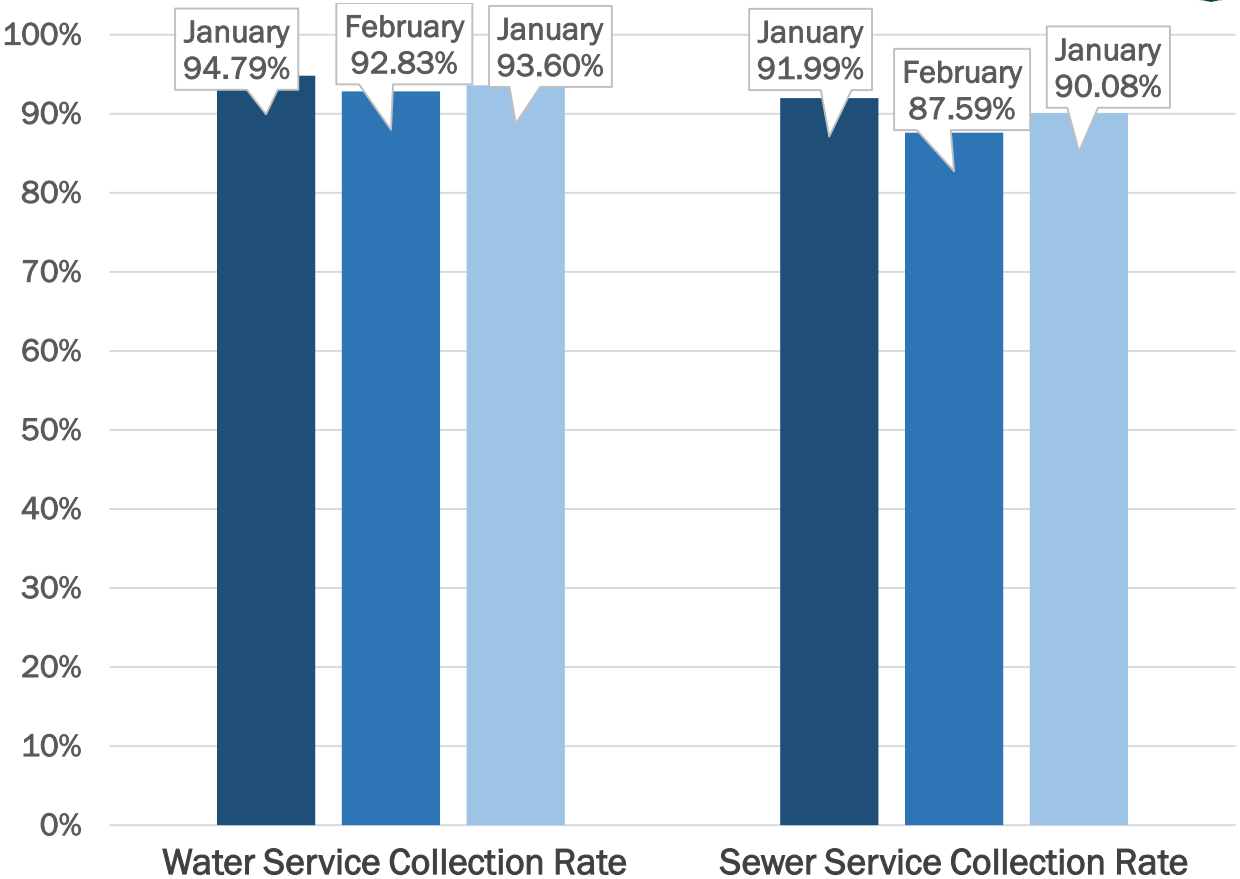


The catch basin inspections and cleaning had a late start in 2018 due to weather, equipment maintenance and two large rainstorms which had DWSD crews re-assigned to water-in-the-basement complaints for two weeks at a time.



Finance

FINANCE: Bill Collection Rate



Every percentage increase in the collection rate above 80 percent is an additional \$4 million which can be applied to the maintenance and rehabilitation of the water and sewer infrastructure.

The data in the chart is based upon the 330-360 day collection rate.



\$99,676,554

Water cash balance as of
April 30, 2018

\$59,900,548

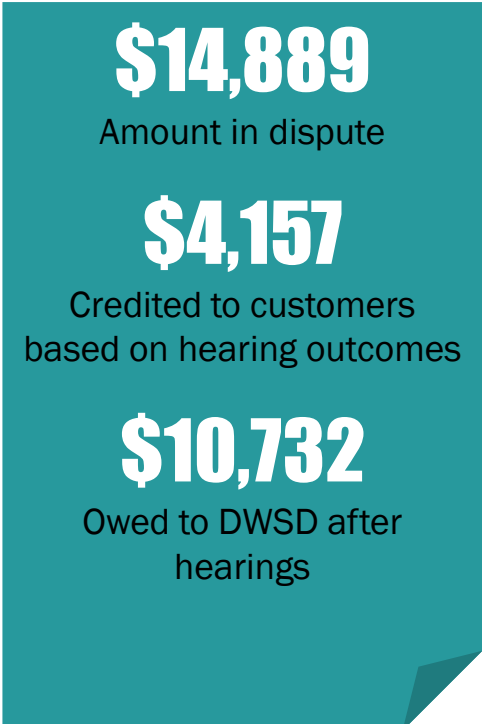
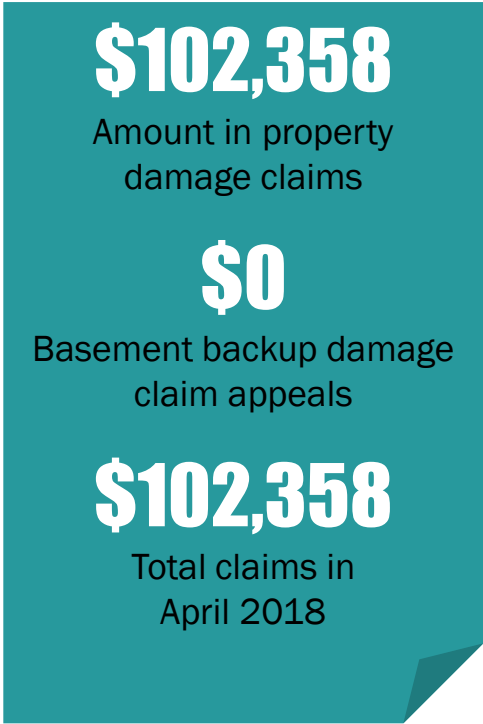
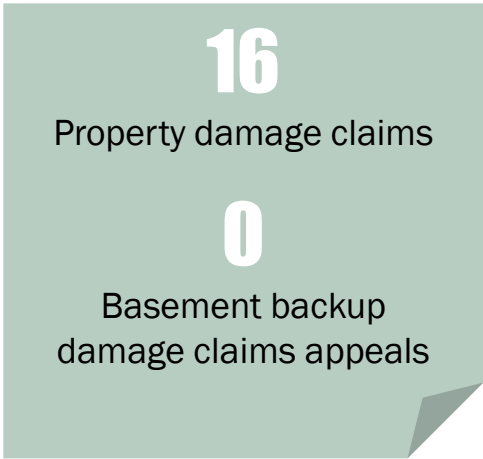
Sewer cash balance as of
April 30, 2018

As of April 30, 2018, DWSD had 134.23 days of cash on hand. The target is 100 days.



Legal Services

LEGAL: Claims, Hearings and Cases



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.

Customers who have disputes for their bill may request a hearing at the City of Detroit Department of Appeals and Hearings. The cases are heard by an administrative hearing officer.



Investigations



737

(74 per month, on average)

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

\$4,077,430

Money owed to DWSD



Water theft



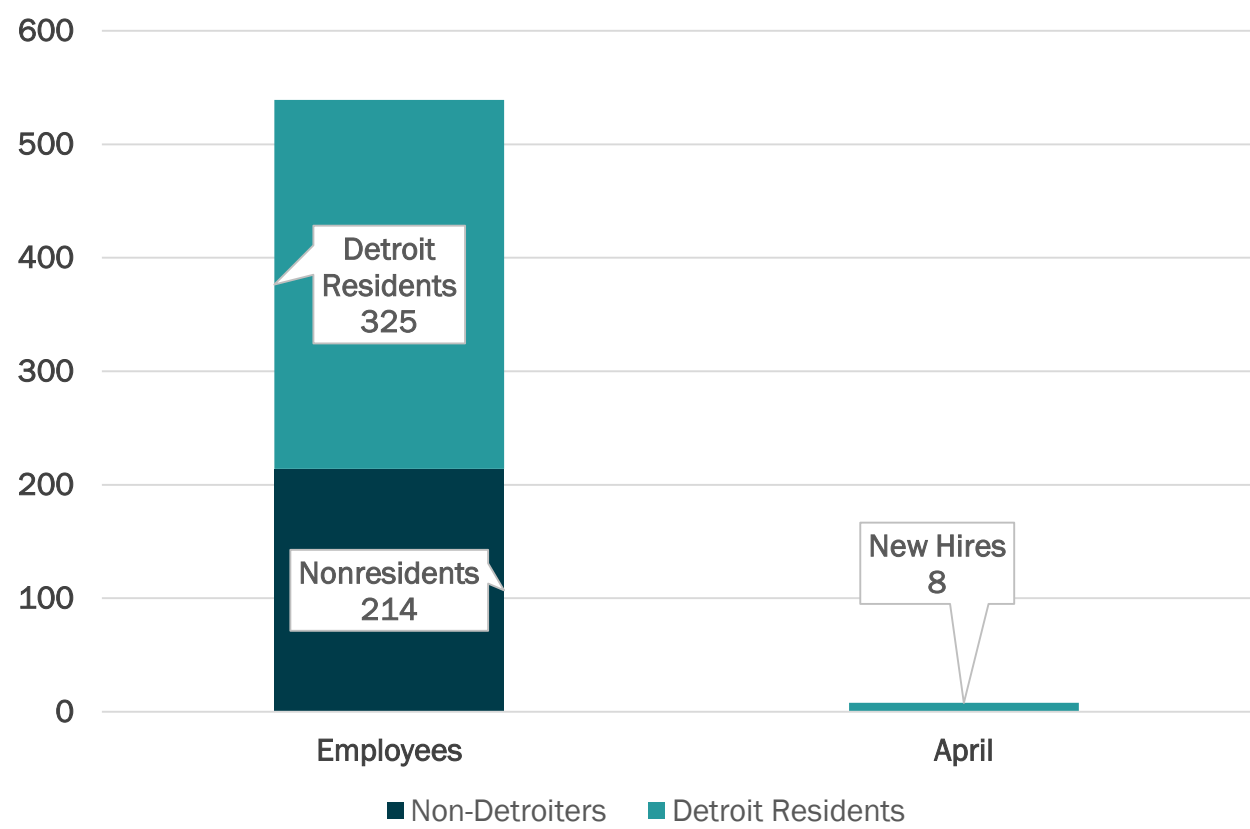
Unauthorized fire hydrant usage

The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified more than \$4 million in services owed by primarily commercial customers. They uncovered severe delinquencies, non-working meters, unauthorized use of fire hydrants, tampering with the meters, or connected to the city’s water main without a meter or permit. The team works closely with the DWSD collections and legal staff.



Human Resources

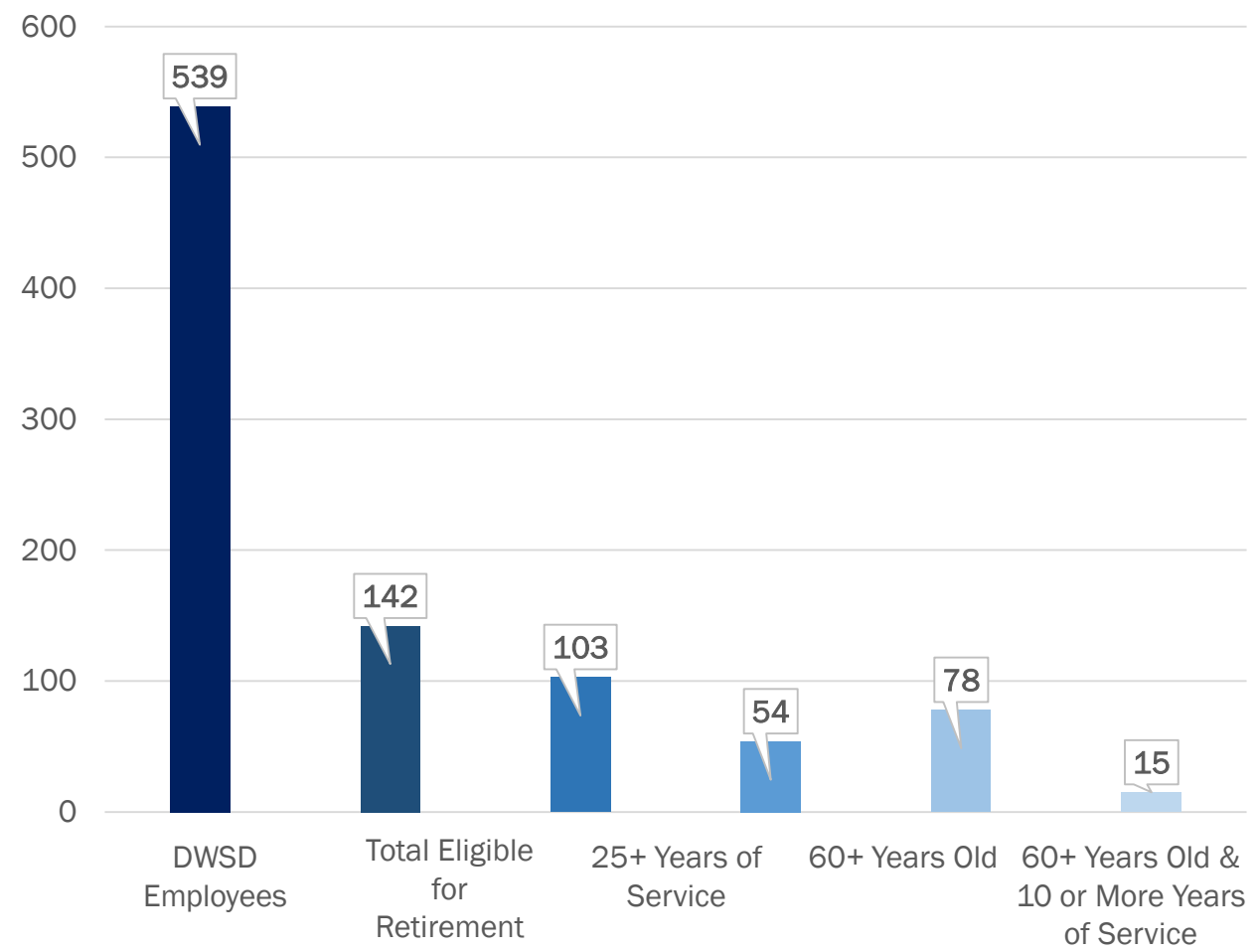
HUMAN RESOURCES: Detroit Residents and Hiring



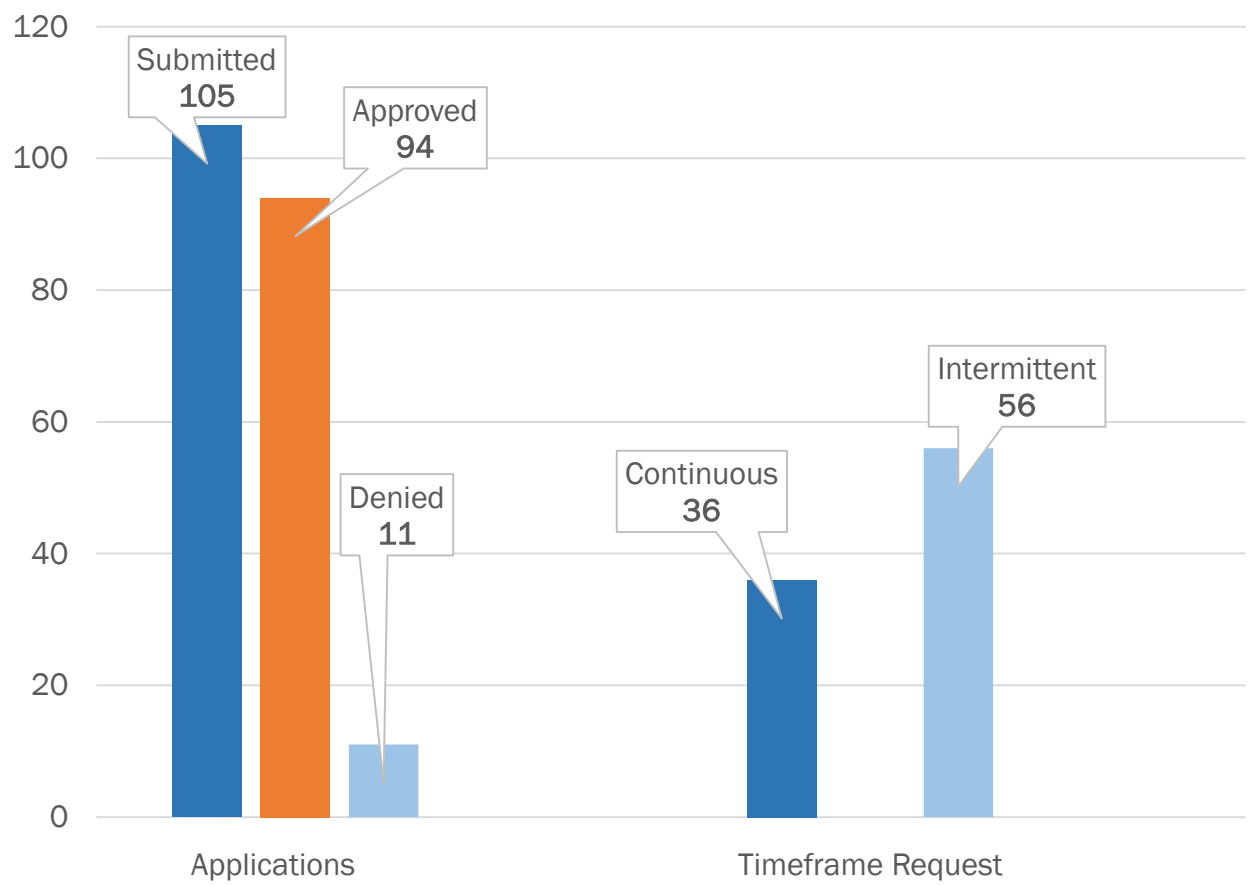
Fifty-eight percent of the total DWSD workforce lives in Detroit. Eight new hires in May 2018.

Leadership development training was conducted for all managers and supervisors. There were a total of 39 participants in new training courses that included workplace sensitivity.

HUMAN RESOURCES: Retirement Eligible



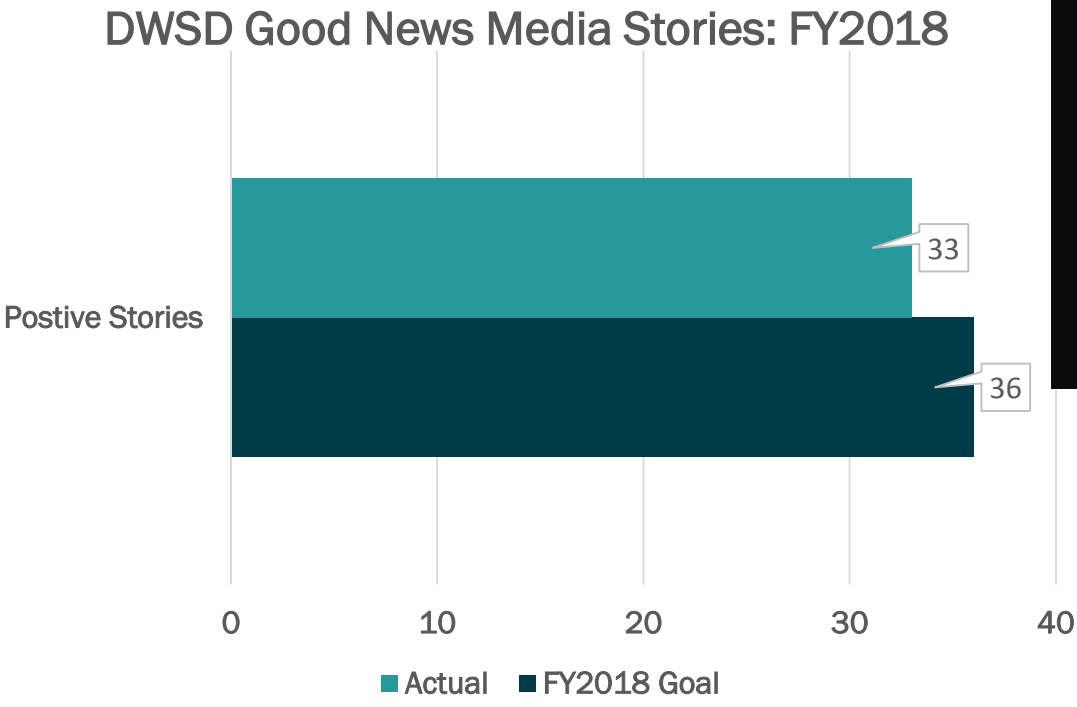
HUMAN RESOURCES: Family Medical Leave Act





Public Affairs

PUBLIC AFFAIRS: Good News



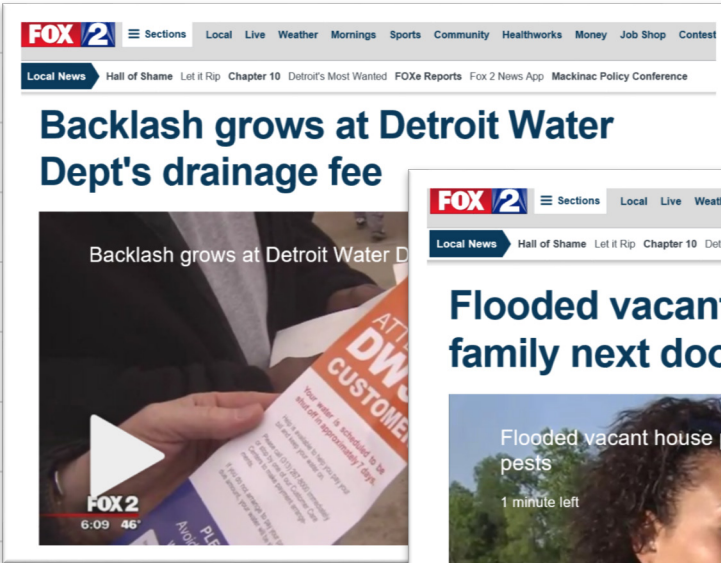
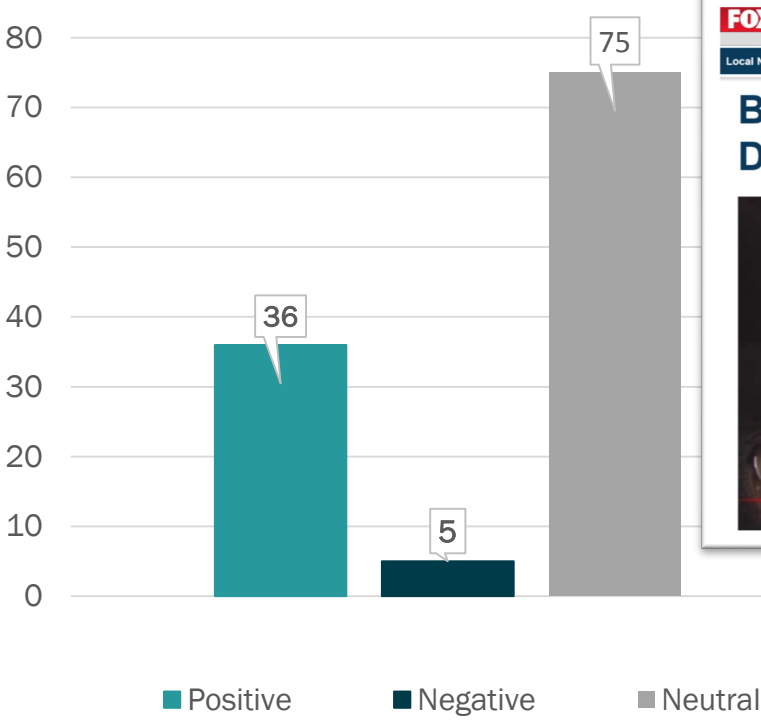
This month, the team garnered **4** positive news stories. The stories included DWSD tips to reduce street flooding and basement backups, DWSD’s toilet upgrade program, the first phase of East Jefferson redesign project and DWSD lead pipe replacements.

PLEASE NOTE: For this metric, news stories are only counted once per topic, not by the number of media outlets picking up the story.

PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: May 1 – May 31, 2018



This month the DWSD Public Affairs team saw a total of 116 media stories. The majority of the coverage were neutral stories on Michigan finalizing stricter lead rules for water, where DWSD was mentioned as being among the opponents. With the large amount of rain in the month of May, the negative stories focused on street flooding and basement backups. Of the 116 stories, 9 were broadcast, 84 were print/online and 23 were radio.



PLEASE NOTE: For this metric, each story/interview published or aired is counted.

PUBLIC AFFAIRS: Social Media Activity



370

New Facebook Followers

6,665

Total Followers on Facebook

4,915

Engagement on Facebook



11

New Twitter Followers

1,289

Total Followers on Twitter

333

Engagement on Twitter



2

New Instagram Followers

983

Total Followers on Instagram

51

Engagement on Instagram

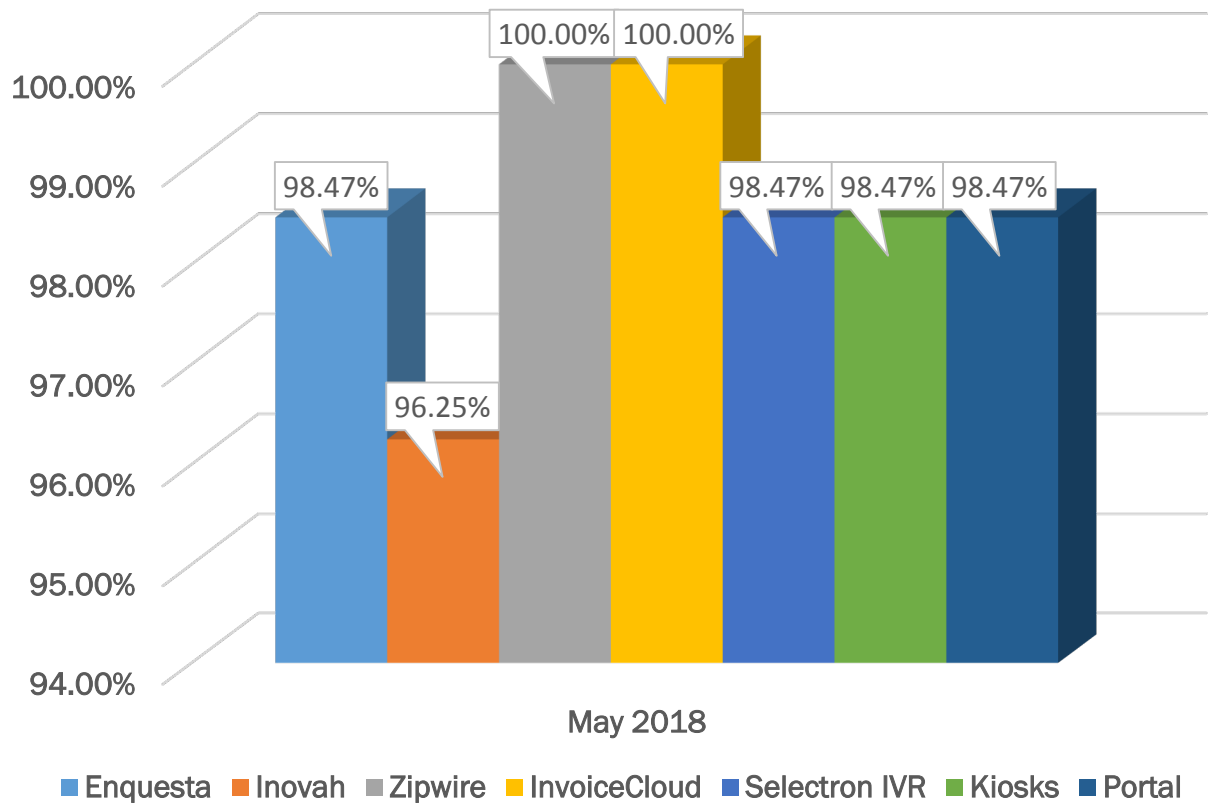


The DWSD Public Affairs team gained **383** followers on social media in May 2018 (Facebook saw a 725% increase alone), bringing the total number of followers to **8,937**. In addition to the metrics above, Facebook saw a total of 647,800 impressions, 5,850 link clicks and 61,900 video views. The top performing post on Facebook was the Toilet Upgrade Program article and video (reposted from Detroit Free Press). The top performing post on Twitter and Instagram was the breakdown of the drainage charges and DWSD’s payment kiosks, respectively.



Information Technology

IT: Customer Service, Field Services and Finance Software Availability



In May, outages temporarily for a short period of time impacted access to customer data. This did not affect billing, and customer transactions attempted during the outage were able to be processed by the customer shortly thereafter.