



# **BILLINGS & COLLECTIONS**

## **FINANCE COMMITTEE**

**August 1, 2018**

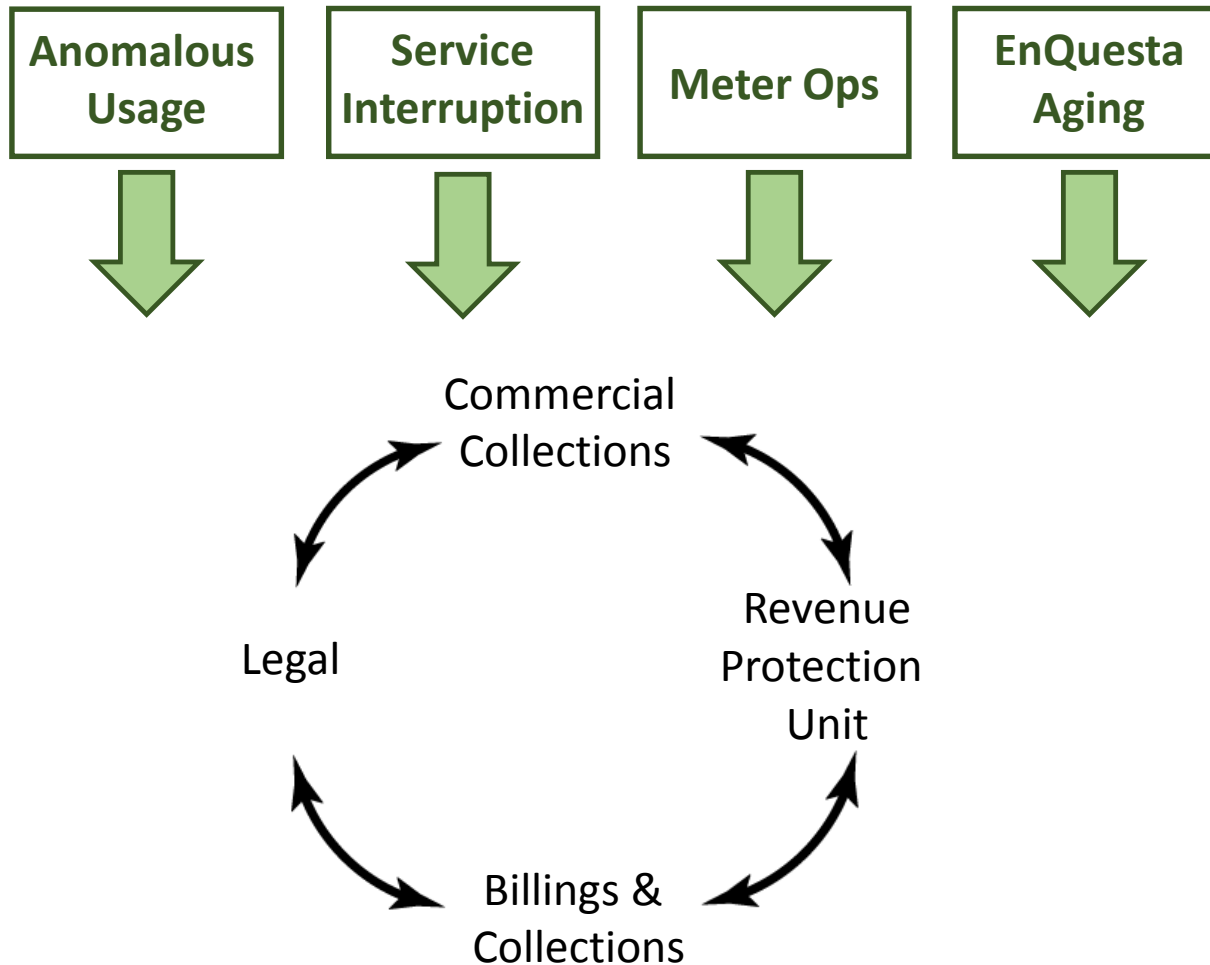
# Disruption of the DWSD Process

- DWSD / GLWA / Shared Services
- EFM / FRC / Bankruptcy
- Drainage Charges / B.I.A.
- Staff & Turnover
- EnQuesta

# The Effects

- Reporting
- Coordination
- Follow-Through
- Outcomes
- Data Analytics
- Silos

# The Response: Methodical B&C Plan



- Identify Debt
- Timely Processing
- Secure Hand-offs
- Process to outcome

# Recent Outcomes



- FCA \$1.6 M
- Marathon \$1.2 M
- Detroit Thermal \$300 K
- CoD \$5 M

**Since April 2018 \$4.5 M**

- Multi-Unit Apts. \$150 K
  - Meter Reading 0 Usage
  - Occupancy Confirmed
  - Straight Piping Suspected
  - Meter Operation Restored
  - Account Back-billed

# Thank You



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