



**Water & Sewerage
Department**

DIRECTOR'S REPORT

January 16, 2019



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DIRECTOR'S MESSAGE TO THE BOARD



The January 2019 report includes the calendar year 2018 accomplishments by the Detroit Water and Sewerage Department (DWSD) – the first time the department has provided this type of update since the bifurcation with the Great Lakes Water Authority (GLWA).





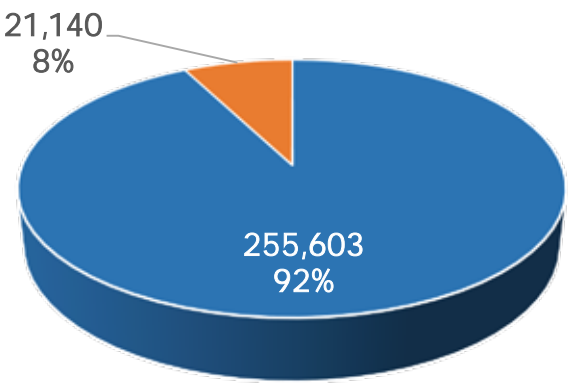
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Customer Care

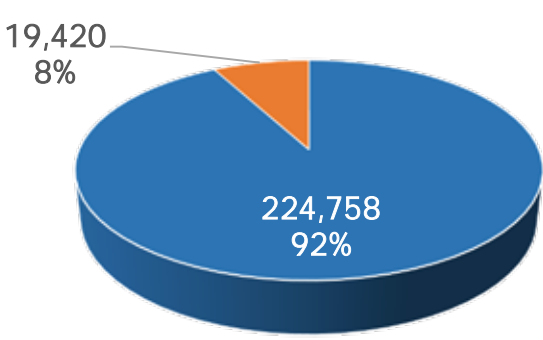
CUSTOMER CARE: Account Status



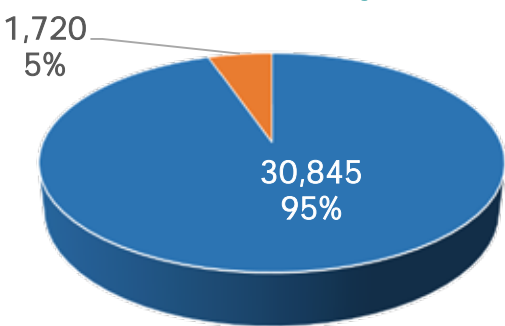
All Customers



Residential Only

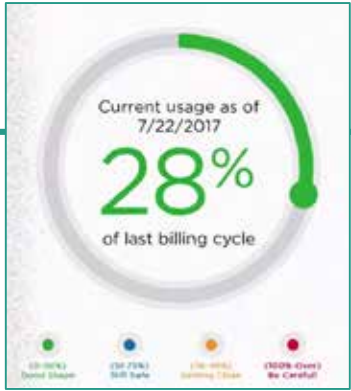


Non-Residential Only



■ Active customer accounts in good standing ■ Delinquent accounts

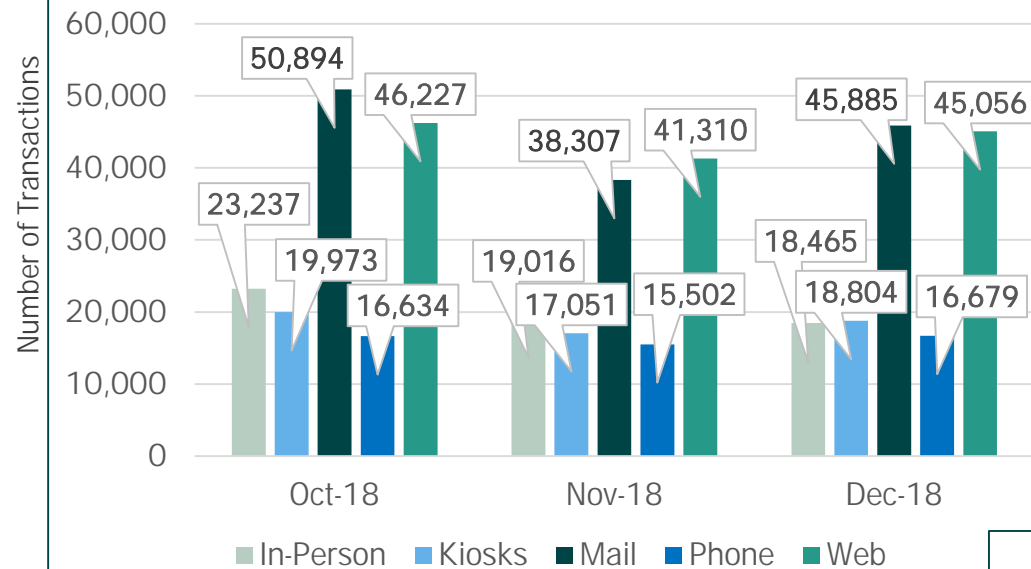
DWSD offers customers five convenient platforms to access and pay their accounts including the Customer Care Web Portal at www.detroitmi.gov/paymywaterbill, which provides enhanced features including auto-pay, schedule a payment, enroll in a payment plan and track real-time water usage.



CUSTOMER CARE: Transactions

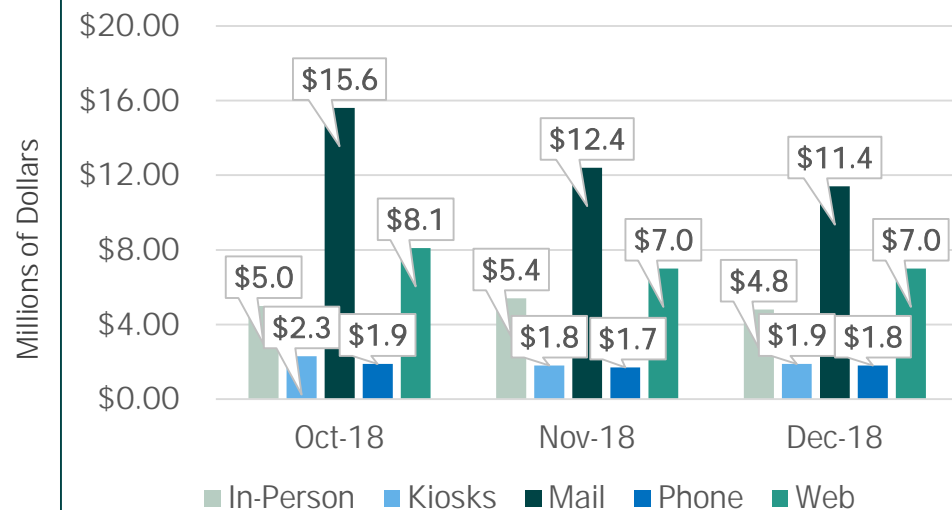


Payment Transactions by Platform Type



DWSD is now presenting this payment transaction data in a three-month series to show trends, rather than one month at a time.

Revenue Collected by Platform Type

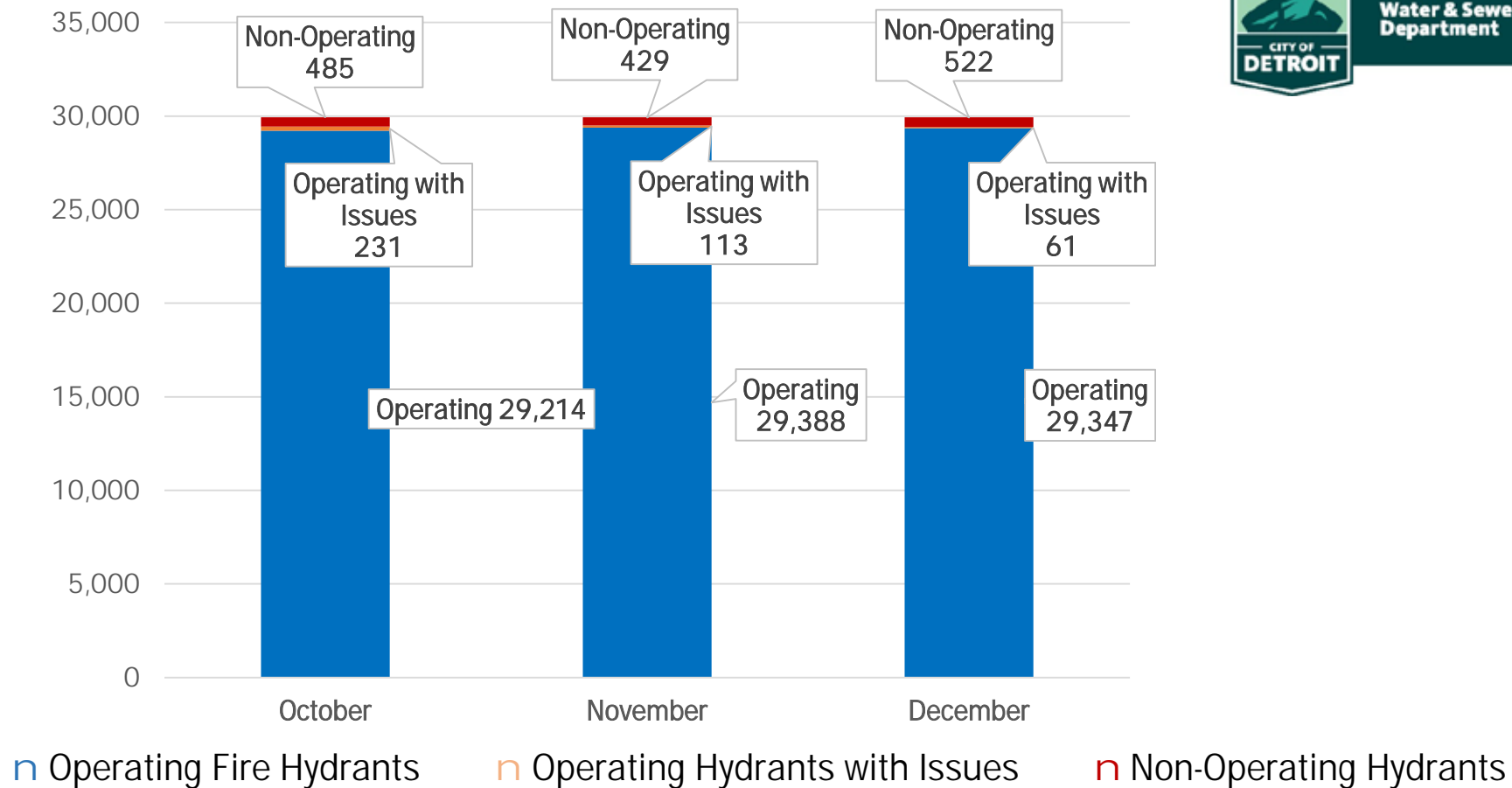




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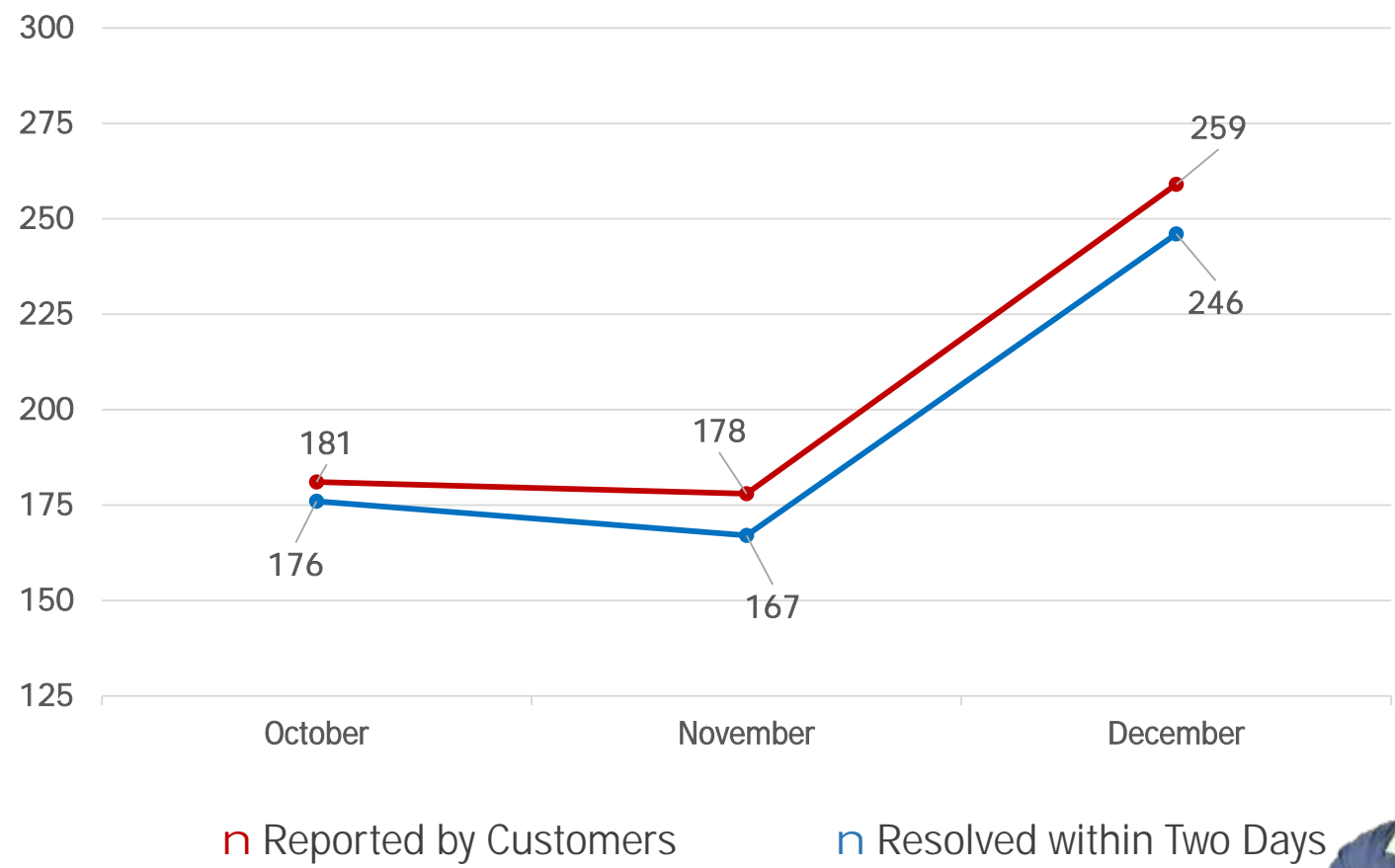
Field Services

FIELD SERVICES: Fire Hydrant Maintenance



During the winter months, the Detroit Fire Department uses a mobile collector app to inspect the hydrants. As a result there is typically a change in hydrant maintenance status during the winter months. For instance, during the summer approximately 1% of the hydrants need some level of repair, while during this winter the figure is 1.9%.

FIELD SERVICES: Running Water



Running water reports include water flowing on a street, issues at vacant properties, and calls by residents who see gushing/flowing water that is out of the ordinary. This can increase during the fall/winter months due to clogged basins from leaves and dramatic temperature changes.

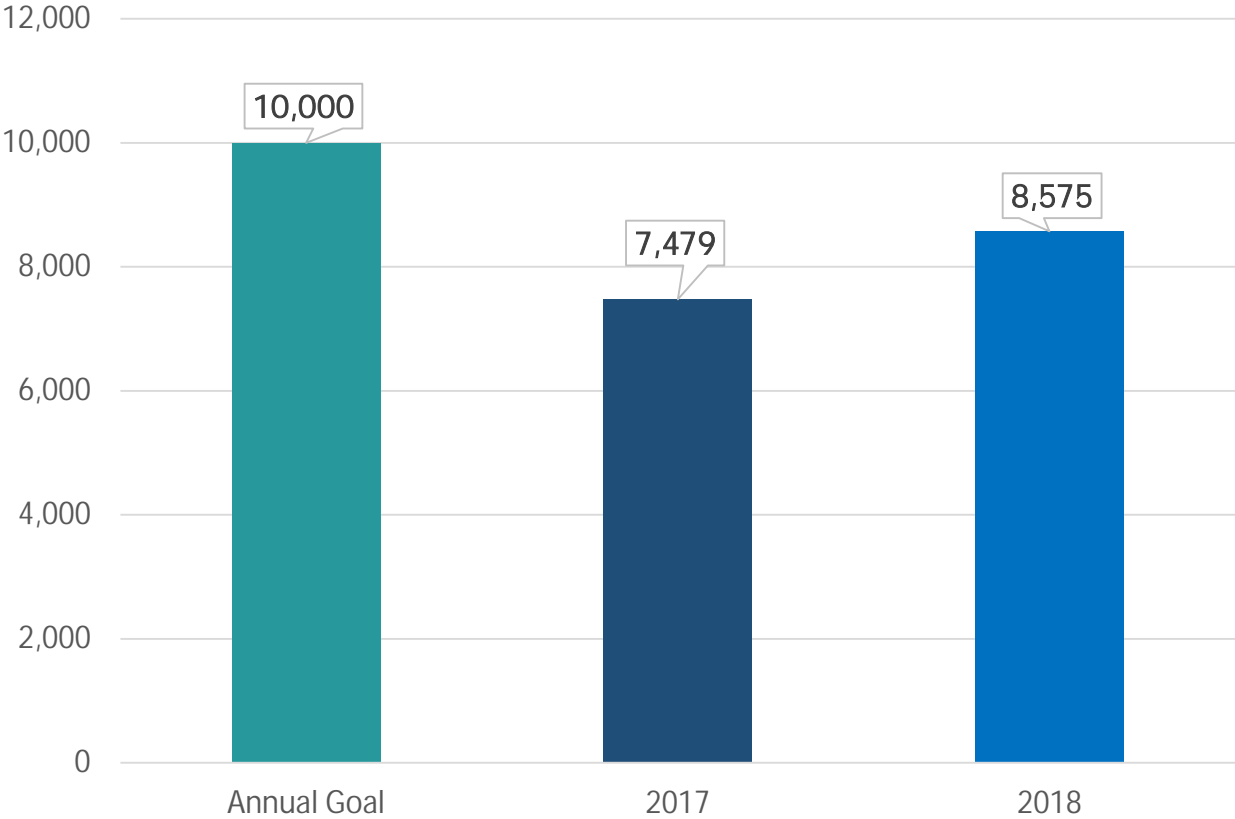


FIELD SERVICES: Water Main Breaks



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

FIELD SERVICES: Catch Basin Inspection & Cleaning



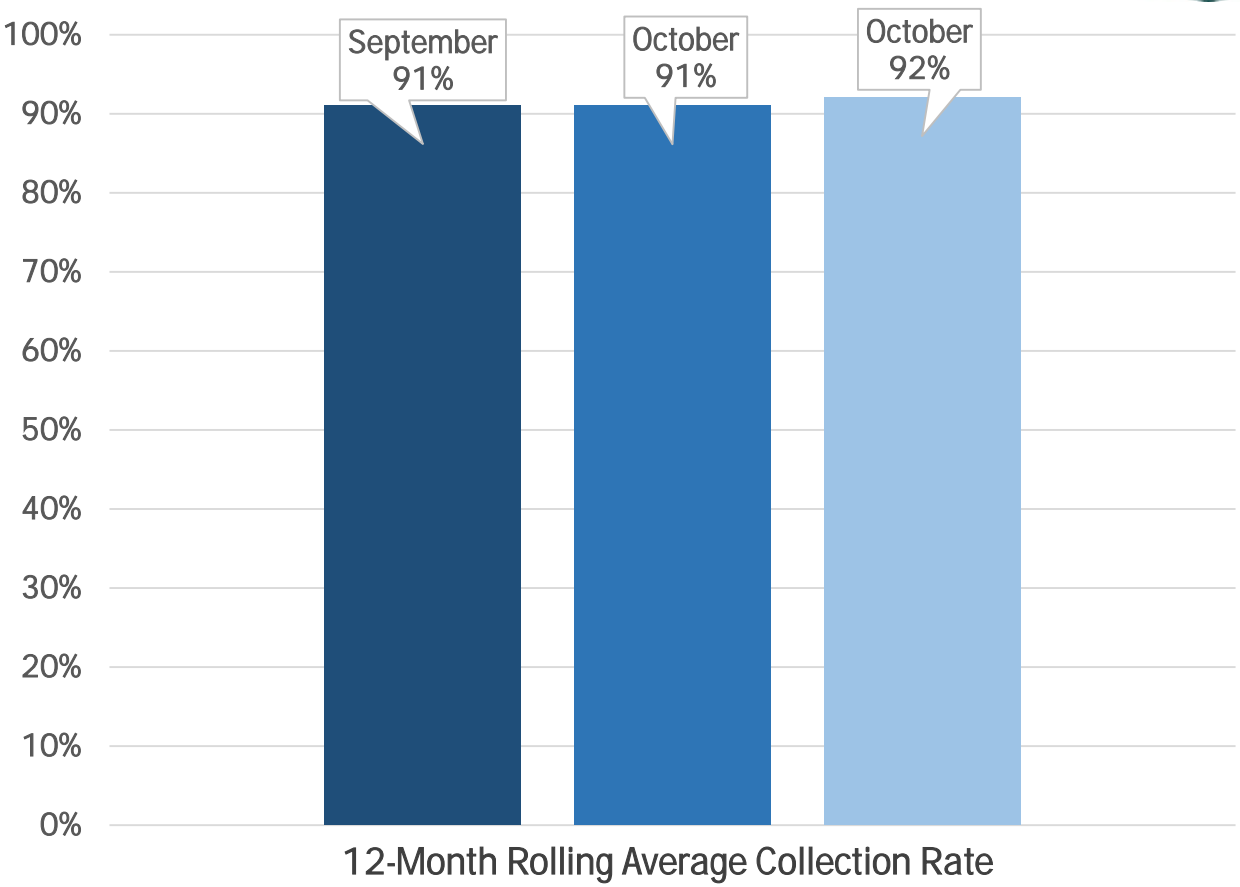
The catch basin inspection and cleaning program is on target to reach it's 30,000 basin goal within three years (launched August 2017). Due to the efforts of the crews, DWSD is seeing a decrease in the volume of catch basin complaints.



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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.



\$101,858,123

Water cash balance as of
November 30, 2018

\$176,149,616

Sewer cash balance as of
November 30, 2018

As of November 30, 2018, DWSD had 229 days of cash on hand. The target is 120 days.



Legal Services

LEGAL: Claims, Hearings and Cases



28

Property damage claims

0

Basement backup
damage claims appeals

12

Dispute hearings

5

Number of cases
DWSD prevailed

18

Cases handled by
in-house staff

9

Cases handled by
outside counsel

\$171,875

Amount in property
damage claims

D/N/A

Basement backup damage
claim appeals

\$20,792

Total claims recommended
to be paid

\$6,007

Amount in dispute

\$2,601

Credited to customers
based on hearing outcomes

\$3,406

Owed to DWSD after
hearings

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 bill disputes may request a hearing at the City of Detroit Department of Appeals and Hearings. The cases are heard by an administrative hearing officer, which will restart in October after a recently vacated position is filled.



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Investigations

INVESTIGATIONS: Results



748

[125 per month, on average]

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2018

\$3,023,140

Money owed to DWSD identified since July 1, 2018



Water theft



Unauthorized fire hydrant usage

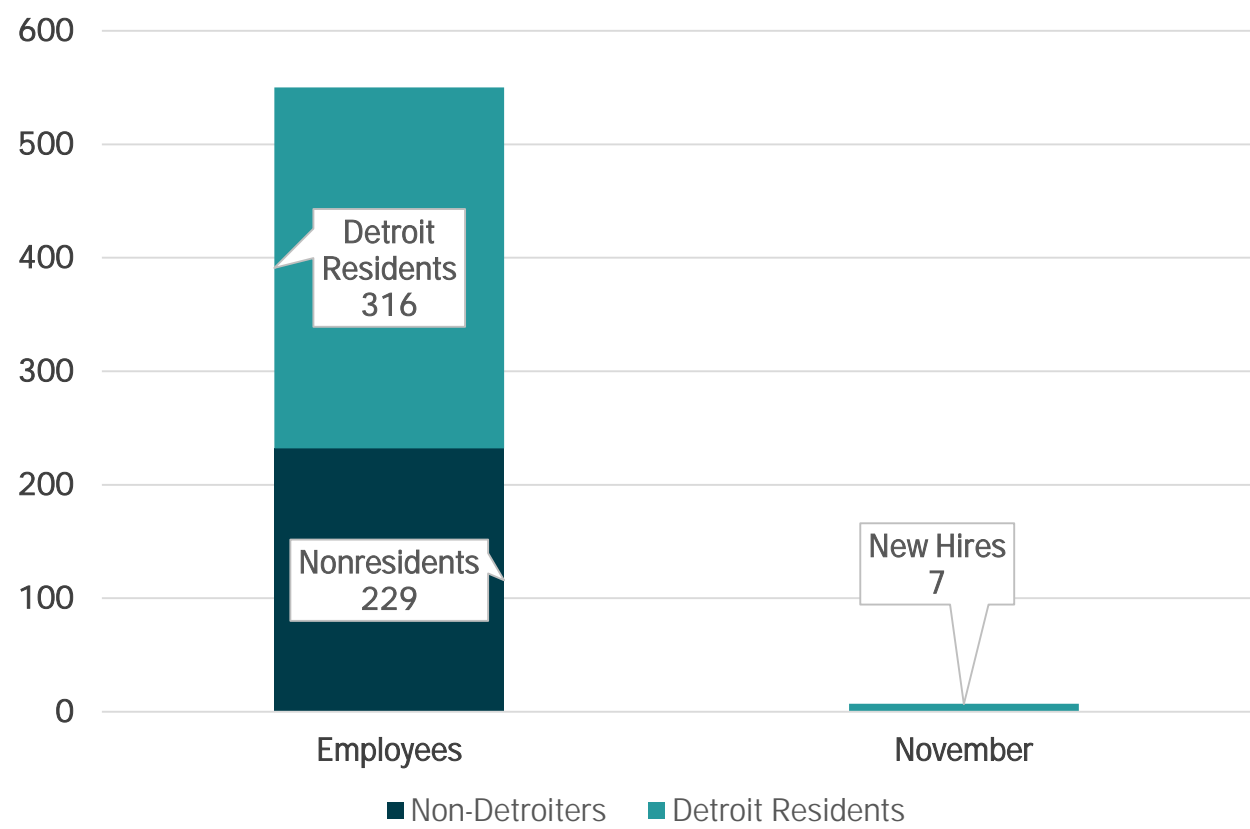
The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified nearly \$6 million in services owed by primarily commercial customers. They uncovered severe delinquencies, non-working meters, unauthorized use of fire hydrants, tampering with the meters, or connected to the city's water main without a meter and/or permit. The team works closely with the DWSD collections and legal staff.



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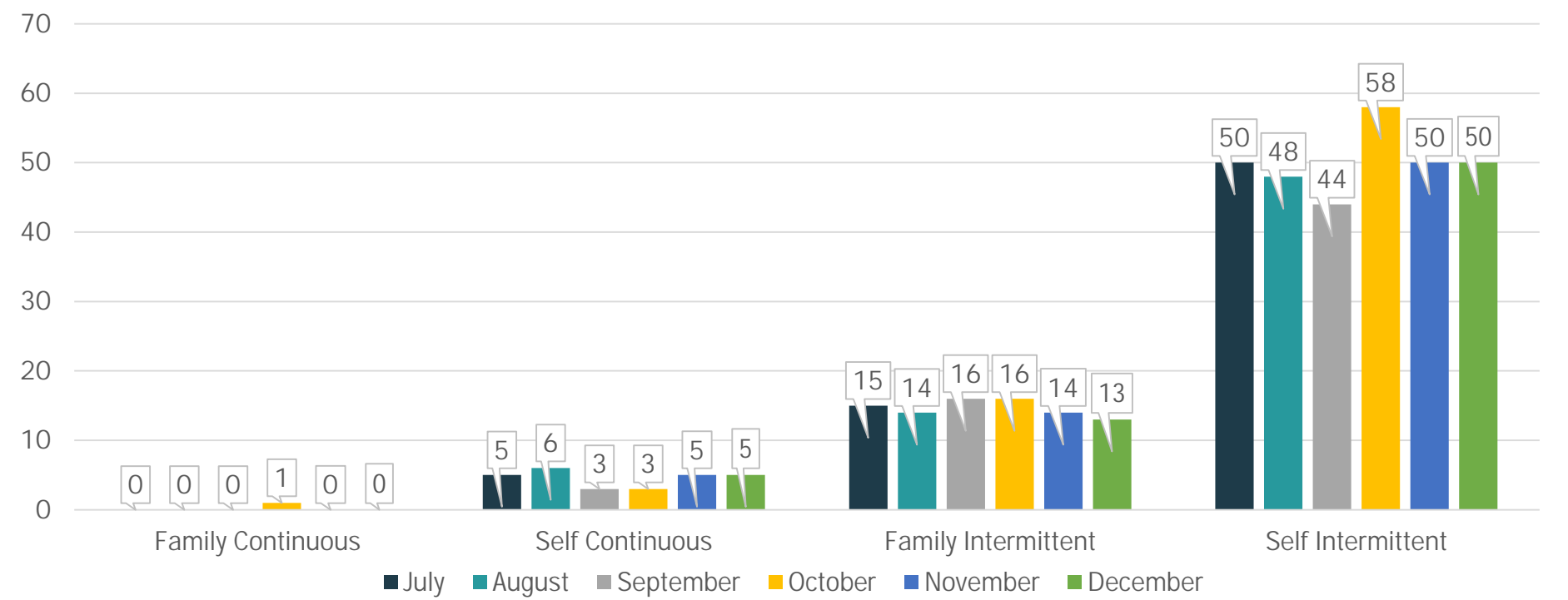
Human Resources

HUMAN RESOURCES: Detroit Residents and Hiring



Fifty-eight percent of the DWSD workforce lives in Detroit. Seven new hires in December 2018 (24 in October).
Forty-three contract employees to augment staffing.

HUMAN RESOURCES: Family Medical Leave Act





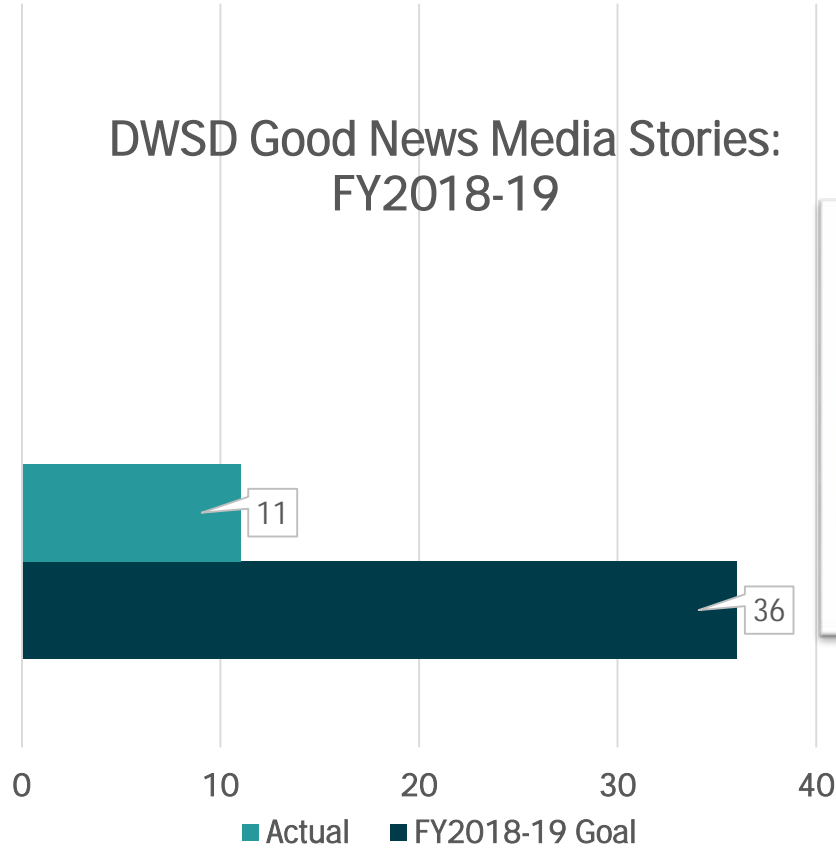
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Public Affairs

PUBLIC AFFAIRS: Good News



DWSD Good News Media Stories: FY2018-19



Detroit Free Press

Why we're suing the state for its stricter Lead and Copper Rule

Jim Nash, Gary Brown, Don Rohraff, Sue McCormick Published 6:00 a.m. ET Dec. 27, 2018

On Dec. 11, a coalition of four public water suppliers from southeast Michigan filed a legal challenge to the Michigan Department of Environmental Quality's (MDEQ) revisions to the Lead and Copper Rule, which accelerates the work of replacing lead service lines without providing financial resources to achieve its goal.

Offer ends on 1/27

xfinity mobile

Get \$100 back when you buy an LG or Moto.

In December, the team garnered 2 positive news stories. One about an apartment building owner who finally paid for several years of water usage (\$177,000) and an op-ed by Director Brown and other Coalition members regarding the lawsuit against MDEQ for the revised Lead & Copper Rule.

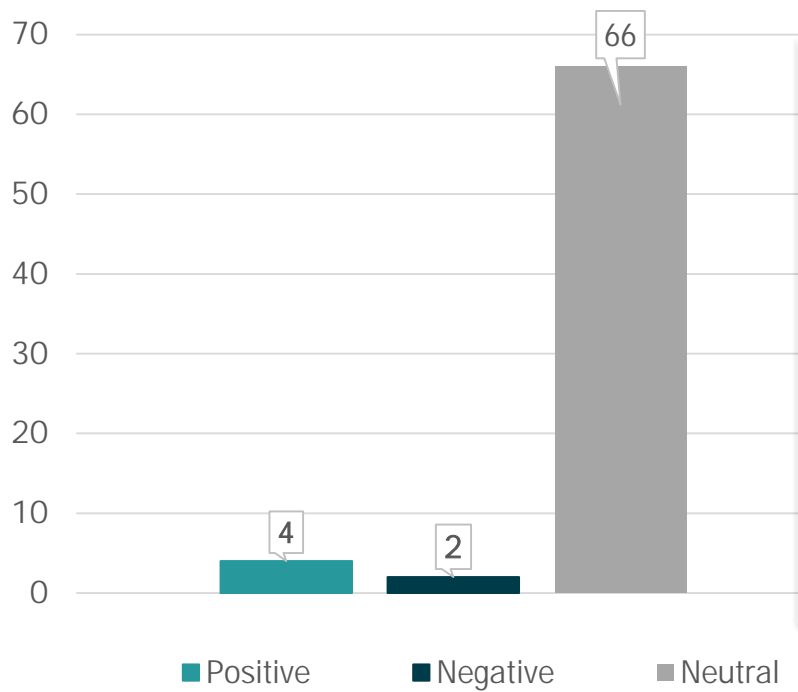
PLEASE NOTE: This metric tracks one news story per topic, not by the number of media outlets picking up the same story.



PUBLIC AFFAIRS: Positive vs. Negative News Stories

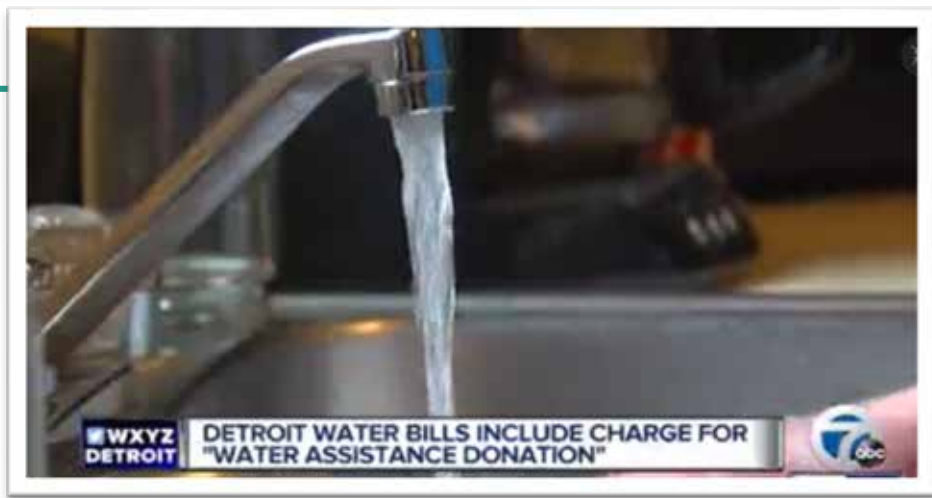


DWSD News Coverage: December 1 – December 31, 2018



In December, the DWSD Public Affairs team tracked a total of **72** media stories. The majority of the neutral coverage was regarding the lawsuit against MDEQ for the revised Lead and Copper Rule. Another neutral story was on the Water Assistance Donation and how customers can opt-out. Of the 72 stories, 6 were broadcast, 58 were print/online and 8 were radio.

PLEASE NOTE: This metric tracks each story/interview published or aired is counted.



PUBLIC AFFAIRS: Social Media Activity



48
New Facebook Followers

7,568
Total Followers on Facebook

2,250
Engagement on Facebook



8
New Twitter Followers

1,380
Total Followers on Twitter

351
Engagement on Twitter



21
New Instagram Followers

1,058
Total Followers on Instagram

23
Engagement on Instagram



The DWSD Public Affairs team gained **77** new followers on social media in December 2018, bringing the total number of followers to **9,984**. In addition to the metrics above, Facebook saw a total of 1.1M impressions and 6,126 link clicks. The top performing post on Facebook was on December 12 about the lead service line replacement program. On this post alone, there were 27,015 impressions, 28 comments and 138 reactions. The post informing customers how to report a water/sewer maintenance issue was the top performing Twitter post on December 23 (43,531 impressions, 26 responses and 25 retweets).

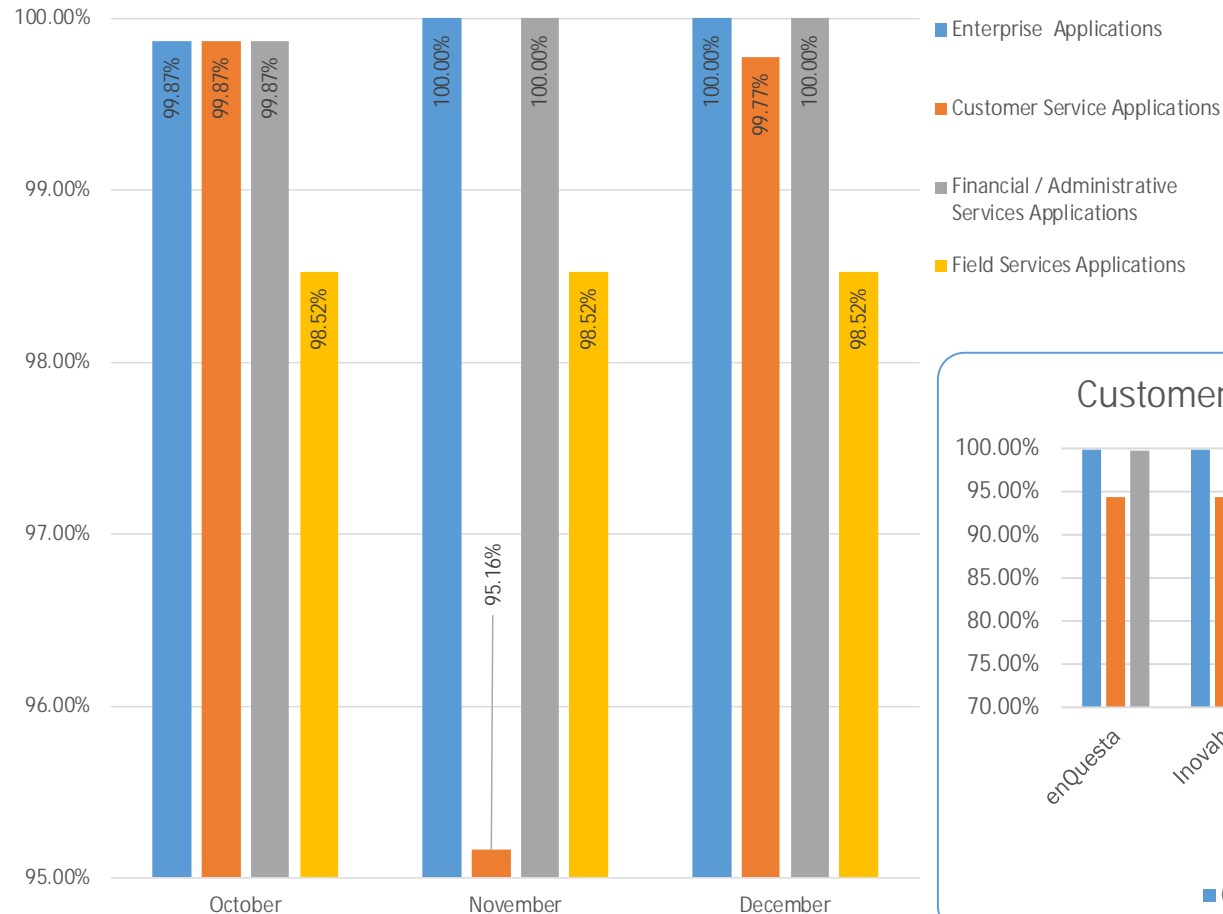


Information Technology

Technology: Application Availability



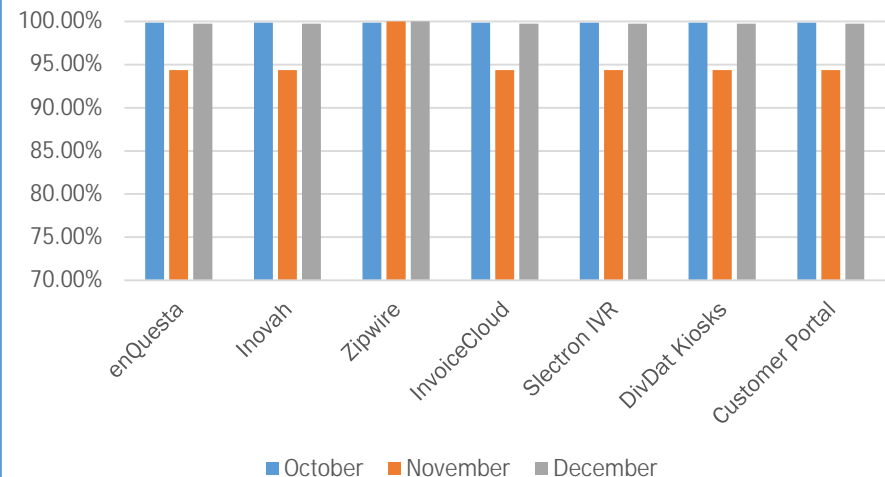
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99.70%

MONTHLY AVAILABILITY
99.9% = TARGET

Customer Service Application Availability



In the Informational Technology (IT) Group, the major projects underway are the transition from Great Lakes Water Authority (GLWA) IT shared services which includes new network, active director, BOX.com, print/fax services, IVR upgrade to the cloud, and GIS (Geographic Information System) to City of Detroit migration; launch of fleet management programs AssetWorks, FleetFocus and FuelFocus; CityWorks to replace WAM work order system; and Customer Care Web Portal phase two.