



SERVICE INTERRUPTION **CUSTOMER SERVICE COMMITTEE**

February 6, 2018

Service Interruption Summary



DETROIT
Water & Sewerage
Department

As of January 24, 2019

Service Interruption Notification					Service Interruptions Approved					Service Restorations				
Scheduled Service Interruption Date	Original Door Hangers Posted	Customers Responding to Door Hangers	Wrap Cancellations	Response Percent	Customers Eligible for Interruption	Unable Interruptions Completed	to Verified Vacant Complete Properties	Approved Service Restorations	2nd Assistance Filers Posted	Percent of Eligible Restored	Service Currently Interrupted	Occupied Properties Currently Interrupted	Percentage of Accounts that Remain Interrupted	
May-18	4,078	1,742	157	42.9%	2,336	1,905	421	1,663	1,308	68.5%	242	168	31.5%	
June-18	6,090	2,531	303	41.0%	3,559	2,881	678	2,539	1,682	88.9%	342	149	11.1%	
July-18	5,032	2,189	272	43.4%	2,843	2,540	304	2,192	605	87.7%	348	226	12.3%	
August-18	4,424	1,716	201	38.6%	2,708	2,329	333	2,146	500	93.1%	183	-	6.9%	
September-18	3,640	1,545	56	42.1%	2,095	1,894	199	1,584	751	62.2%	310	-	37.8%	
October-18	4,798	1,801	202	37.5%	2,997	2,491	505	2,057	973	82.6%	434	345	17.4%	
November-18	3045	1180	85		1865	1508	357	1214	294	80.5%	294	227	19.5%	
12/10/2018	314	113	5	36.0%	201	160	39	131	29	81.9%	29	14	18.1%	
12/11/2018	145	63	4	43.4%	82	68	14	53	15	77.9%	15	11	22.1%	
12/12/2018	233	100	4	42.9%	133	105	28	90	15	85.7%	15	8	14.3%	
12/13/2018	385	142	8	36.9%	243	223	20	162	61	72.6%	61	56	27.4%	
12/17/2018	462	175	16	37.9%	287	264	23	248	16	93.9%	16	6	6.1%	
December-18	1539	593	37	38.5%	946	820	124	684	136	83.4%	136	95	16.6%	
January-19	0	0	0		0	0	0	431	0	0.0%	0	-	0.0%	
Totals	32,646	13,297	1,313	40.7%	19,349	16,368	2,921	14,079	6,249	86.0%	2,289	1,210	14.0%	

Service Interruption Trends

