



# **SERVICE INTERRUPTION**

## **CUSTOMER SERVICE COMMITTEE**

August 1 , 2019



# Service Interruption Summary

## SERVICE INTERRUPTION SUMMARY Detroit Water and Sewerage Department As of August 1, 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	Interruptions Completed	Unable to Complete	Interruption Pending completion	Verified Vacant Properties	Approved Service Restorations	2nd Assistance Fliers Posted	Percent of Eligible Restored	Service Currently Interrupted	Occupied Properties Potentially Currently Interrupted	Percentage of Accounts that Remain Interrupted
<b>April 2019</b>															
<b>Totals</b>	<b>6514</b>	<b>2011</b>	<b>165</b>	<b>30.9%</b>	<b>4503</b>	<b>4125</b>	<b>378</b>	<b>0</b>	<b>40</b>	<b>3220</b>	<b>905</b>	<b>78.1%</b>	<b>905</b>	<b>728</b>	<b>21.9%</b>
<b>May 2019</b>															
<b>Totals</b>	<b>905</b>	<b>181</b>	<b>8</b>	<b>20.0%</b>	<b>724</b>	<b>583</b>	<b>124</b>	<b>17</b>	<b>100</b>	<b>184</b>	<b>399</b>	<b>31.6%</b>	<b>399</b>	<b>299</b>	<b>75.60%</b>
<b>June 2019</b>															
<b>Totals</b>	<b>5212</b>	<b>1260</b>	<b>123</b>	<b>24.2%</b>	<b>3952</b>	<b>3594</b>	<b>358</b>	<b>0</b>	<b>197</b>	<b>1318</b>	<b>2276</b>	<b>36.7%</b>	<b>2276</b>	<b>2079</b>	<b>63.3%</b>
July 1, 2019	506	119	7	23.5%	387	362	25	0	21	117	245	32.3%	245	224	67.7%
July 2, 2019	558	194	15	34.8%	364	345	19	0	27	130	215	37.7%	215	188	62.3%
July 8, 2019	444	68	7	15.3%	376	323	53	0	39	63	260	19.5%	260	221	80.5%
July 9, 2019	503	145	7	28.8%	358	316	42	0	52	69	247	21.8%	247	195	78.2%
July 10, 2019	575	174	16	30.3%	401	366	35	0	25	102	264	27.9%	264	239	72.1%
July 11, 2019	264	119	24	45.1%	145	122	23	0	0	41	81	33.6%	81	81	66.4%
July 17, 2019	398	175	8	44.0%	223	193	29	1	30	39	154	20.2%	154	124	79.8%
July 18, 2019	344	145	9	42.2%	199	174	25	0	10	40	134	23.0%	134	124	77.0%
July 22, 2019	644	225	15	34.9%	419	358	45	16	49	73	285	20.4%	285	236	79.6%
July 23, 2019	363	70	8	19.3%	293	274	19	0	19	43	231	15.7%	231	212	84.3%
July 24, 2019	612	164	10	26.8%	448	416	31	1	36	129	287	31.0%	287	251	69.0%
July 29, 2019	489	214	21	43.8%	275	250	25	0	3	94	156	37.6%	156	153	62.4%
<b>July 2019</b>															
<b>Totals</b>	<b>5700</b>	<b>1812</b>	<b>147</b>	<b>31.79%</b>	<b>3888</b>	<b>3499</b>	<b>371</b>	<b>18</b>	<b>311</b>	<b>940</b>	<b>2559</b>	<b>26.86%</b>	<b>2559</b>	<b>2248</b>	<b>73.1%</b>
<b>Totals</b>	<b>18,331</b>	<b>5,264</b>	<b>443</b>	<b>28.7%</b>	<b>13,067</b>	<b>11,801</b>	<b>1,231</b>	<b>35</b>	<b>648</b>	<b>5,662</b>	<b>6,139</b>	<b>48.0%</b>	<b>7,370</b>	<b>5,354</b>	<b>54.7%</b>



# Service Interruption Trends

