



Water & Sewerage
Department

Maintenance & Repair

Capital Improvement Planning & Operations Committee

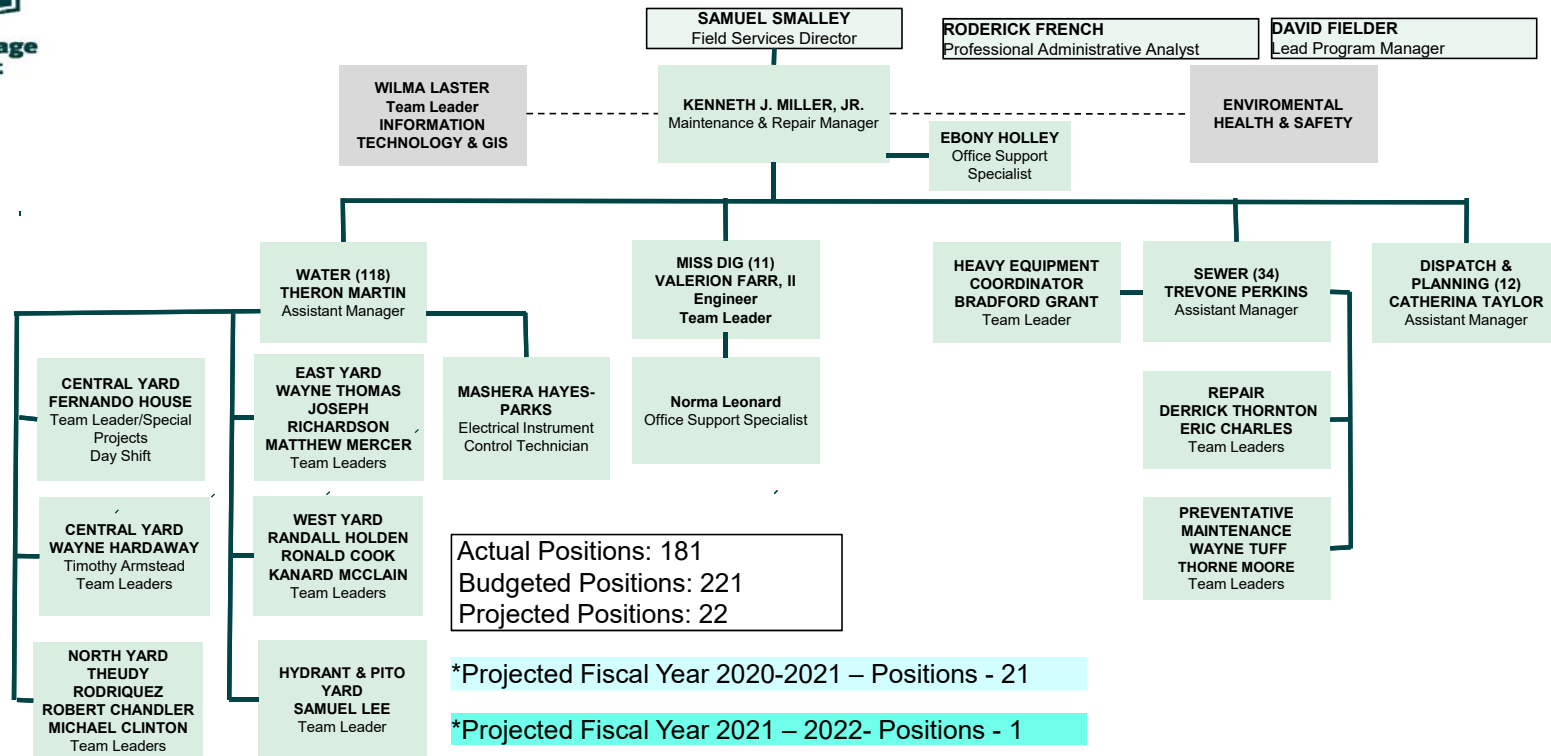
Maintenance & Repair Overview

- **City divided into four geographic areas**
 - Central (Downtown and Southwest Detroit), East (far east and northeast side), and North all dispatched from Central Services Facility
 - West Yard –located in Rouge Park at 13401 W. Outer Drive
- **Water Division**
 - Main Breaks, Service Leaks, Valve Repairs, Fire Hydrants, Pitotmeter (Flow testing), Leak Detection etc.
- **Sewer Division**
 - Catch basin cleaning and inspection, structure repairs, investigate water in basement complaints, sewer rodding/cleaning, and sewer inspection (CCTV)
- **Dispatch/Maintenance Planning and Scheduling**
 - Dispatch routes crews to investigate complaints and handles emergencies
 - Planner/Schedulers analyzes investigator report to develop the work plan and schedule the repair (i.e. tree removal, DTE pole relocations, Alley clearing, car towing, etc.)
- **Miss Dig**
 - Locates all DWSD and GLWA assets in the City of Detroit as requested by other utilities or contractors performing work





Organizational Chart - Maintenance and Repair Water and Sewer



Water Main Leak/ Break

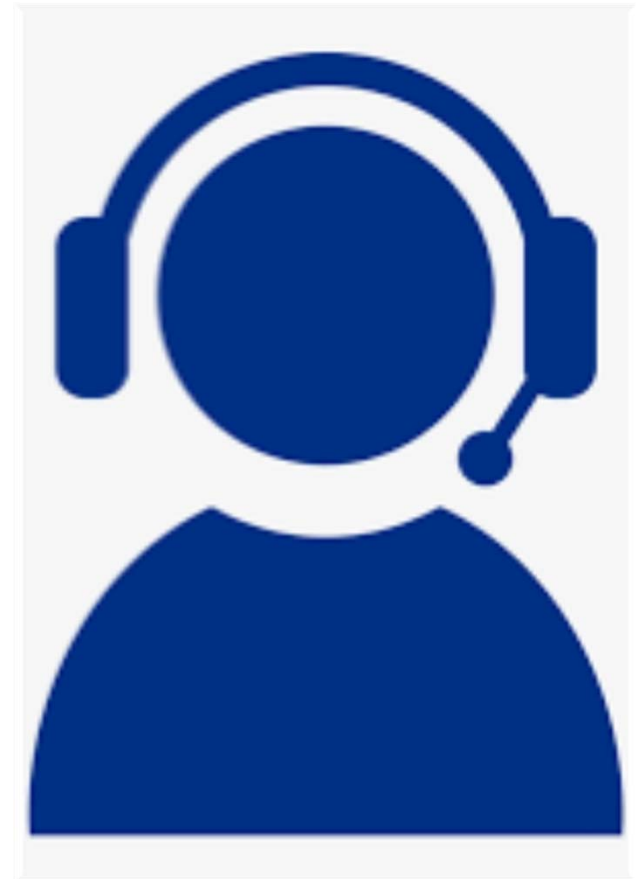
- Water bubbling in the street or yard
- Water in the basement or Damp drywall
- Unexplained high water bills
- Low water pressure etc.



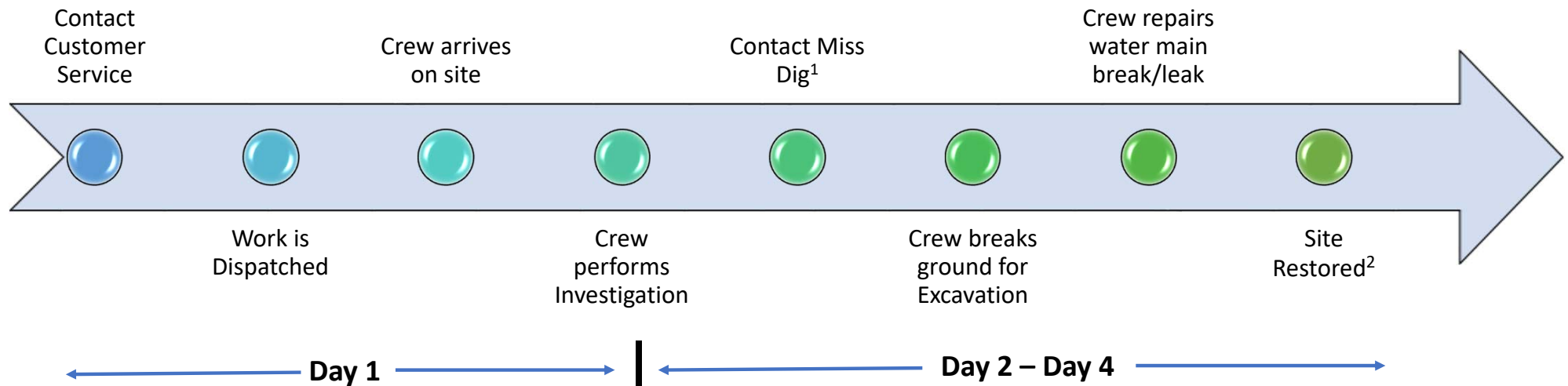


How does DWSD receive work orders?

- **There are two ways to report an issue such as a water main break:**
 - Call customer service line at 313-267-8000
 - Internet via Improve Detroit (See Click Fix)
- **Or Sometimes your local reporter or the Mayor calls you**



Water Main Repair Process



Note 1:

- Emergency 24 hour to locate
- Non emergency 3 days to locate

Note 2:

Final restoration will occur during construction season beginning in the 2020 calendar year. All winter work will have final restoration during the next construction season





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Closed Circuit Television (CCTV)

Closed Circuit Television (CCTV)

- Used to investigate public sewer, helps determine:
 - Cause of water in the basement
 - Cause of cave-in or sinkholes
 - Identifies defects or obstructions in the public sewer system
 - Informs Asset Management plan for condition and capital prioritization

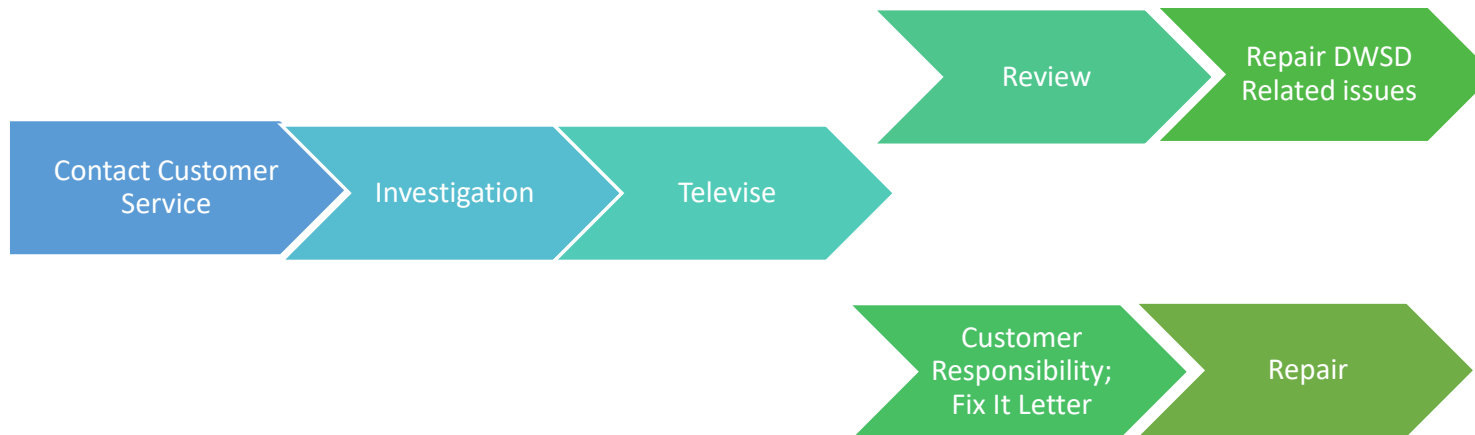


CCTV Truck

- New CCTV camera fits in lines that are 10" in diameter or greater
- Pictures can be printed in the field
- Will have 3 active trucks, up from 1



Cave In/ Water In Basement Process



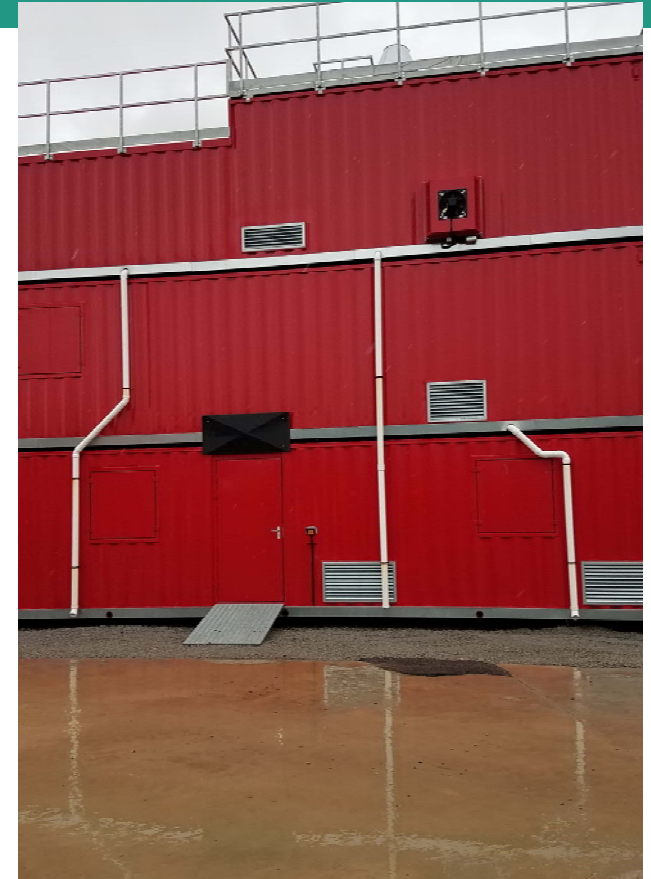


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Erwin Training Facility

New Fire Training Facility

- Installed 430 LF of 12-inch watermain and appurtenances
- Installed 3 fire hydrants
- Installed a manhole, drainage piping and associated structures
- Cleaned catch basin structures on property
- Remaining sewer work will be completed next year.
- **All work was completed by new DWSD employees and invoiced to DFD**



Now the Fire Department is able to perform successful training on site.

Water Department to the Rescue!





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Questions?