



**Water & Sewerage
Department**

DIRECTOR'S REPORT

January 15, 2020



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Metrics by Function:

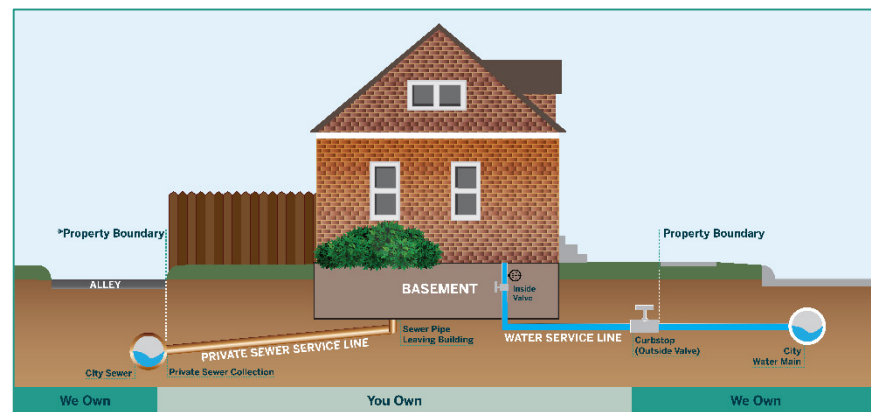
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DIRECTOR'S MESSAGE TO THE BOARD



Water & Sewerage
Department

- Detroit Water and Sewerage Department (DWSD) staff, including Deputy Director & Chief Engineer Palencia Mobley, P.E. and Asset Manager Sam Smalley, P.E. supported the Durfee Elementary Robotic Bulldogs in their quest to build a worm bot to help identify lead service lines.
 - The fourth grade robotics team won second place at the statewide FIRST Robotics competition in December, after earning first place in the regionals.
 - Mayor Mike Duggan, Deputy Director Mobley and water quality expert Elin Betanzo attended a presentation by the students on January 7 that was filmed and aired by FOX 2 News.
 - The students are expected to receive additional honors from the City of Detroit in the near future.
 - DWSD is studying the students' concept.
- Customer Care is supporting Wayne County Treasurer's Office "Show Cause Hearings" by providing onsite DWSD account assistance, setting-up payment plan arrangements and making referrals to WRAP, the Water Residential Assistance Program.
 - This is the third consecutive year DWSD has participated.
 - The Customer Assurance Specialist Team (CAST) assists more than 1,000 customers during the six-day event.
- DWSD is doing more education to remind the public of their responsible portions of the water and sewer infrastructure.
 - This image, as well as two others, have been created.





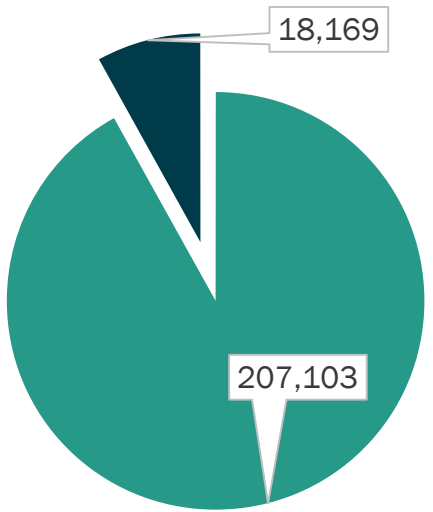
**Water & Sewerage
Department**

Customer Care

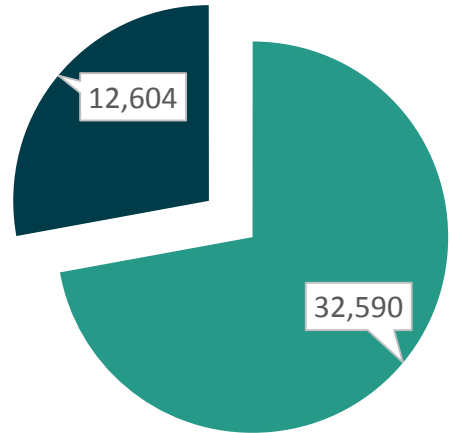
CUSTOMER CARE: Number of Active Accounts



Active Residential Accounts



Active Non-Residential Accounts



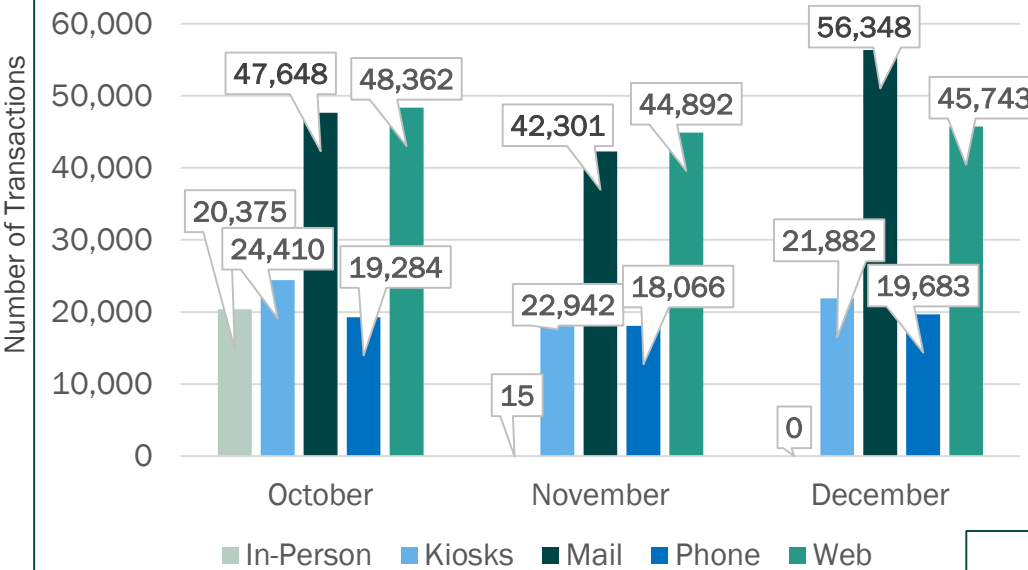
■ Water/Sewerage/Drainage ■ Drainage Only (no water service) ■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

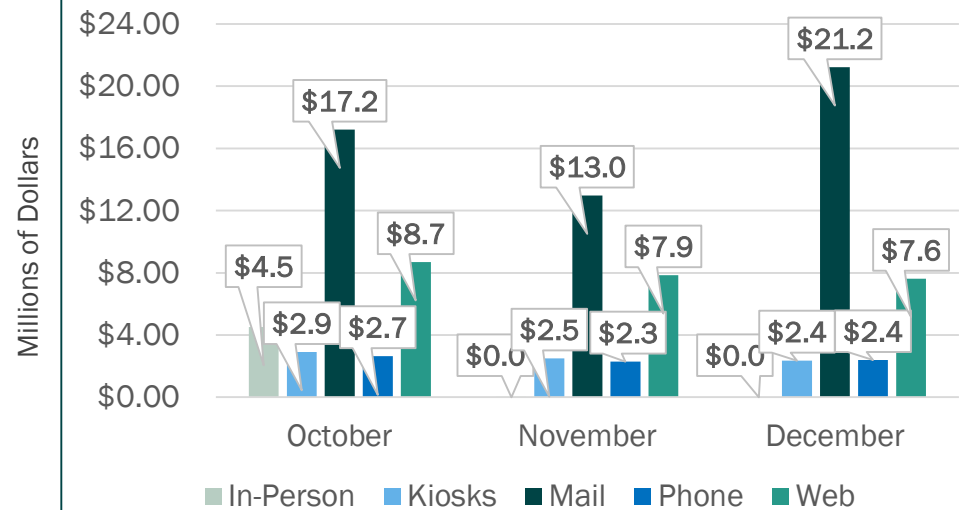
CUSTOMER CARE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



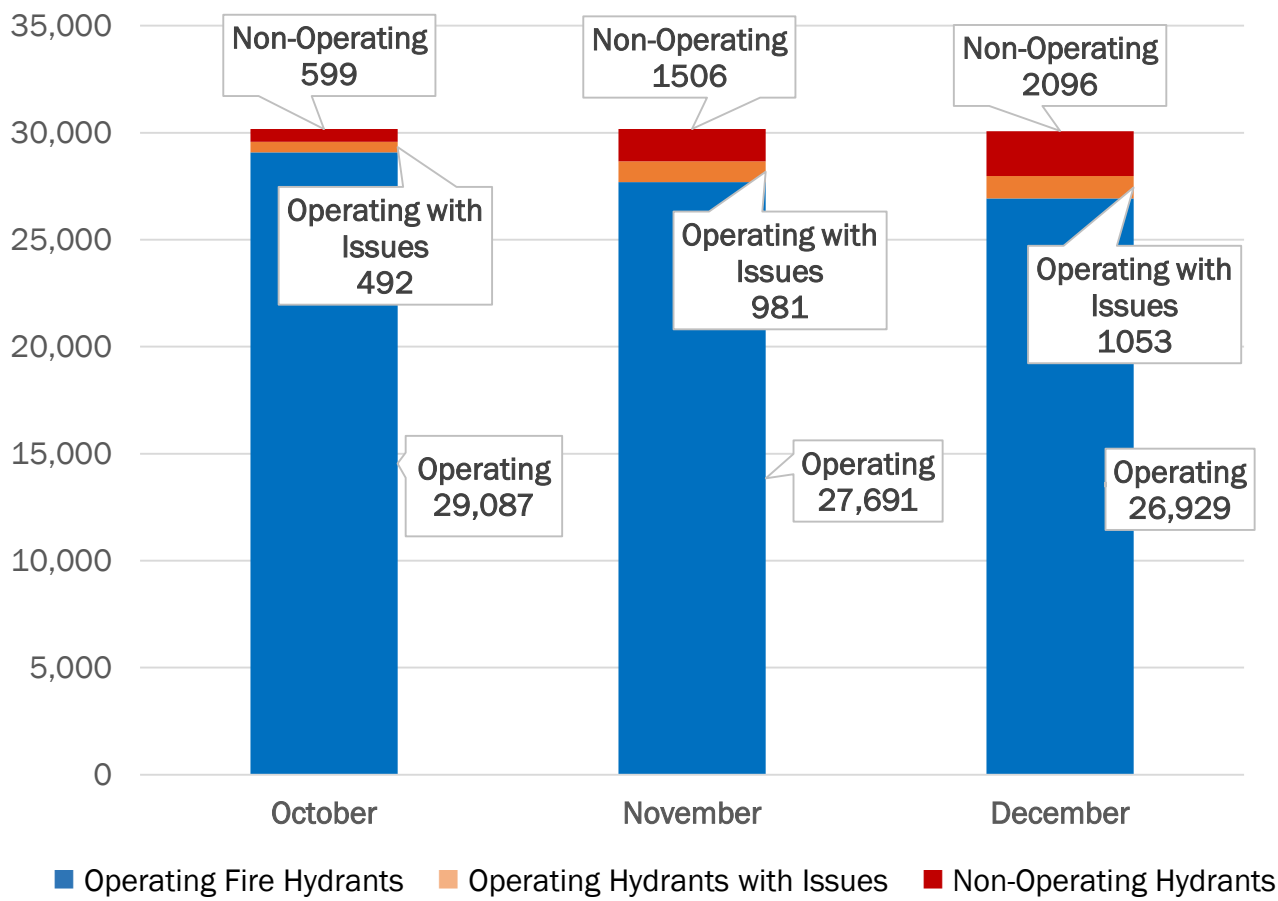
DWSD changed back-end processing to further improve business practices long term. As a result, the short-term impact reduced in-person transactions during the month of November and December. We expect an increase in transactions in January to catch up to the shortfall.



**Water & Sewerage
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Field Services

FIELD SERVICES: Fire Hydrant Maintenance

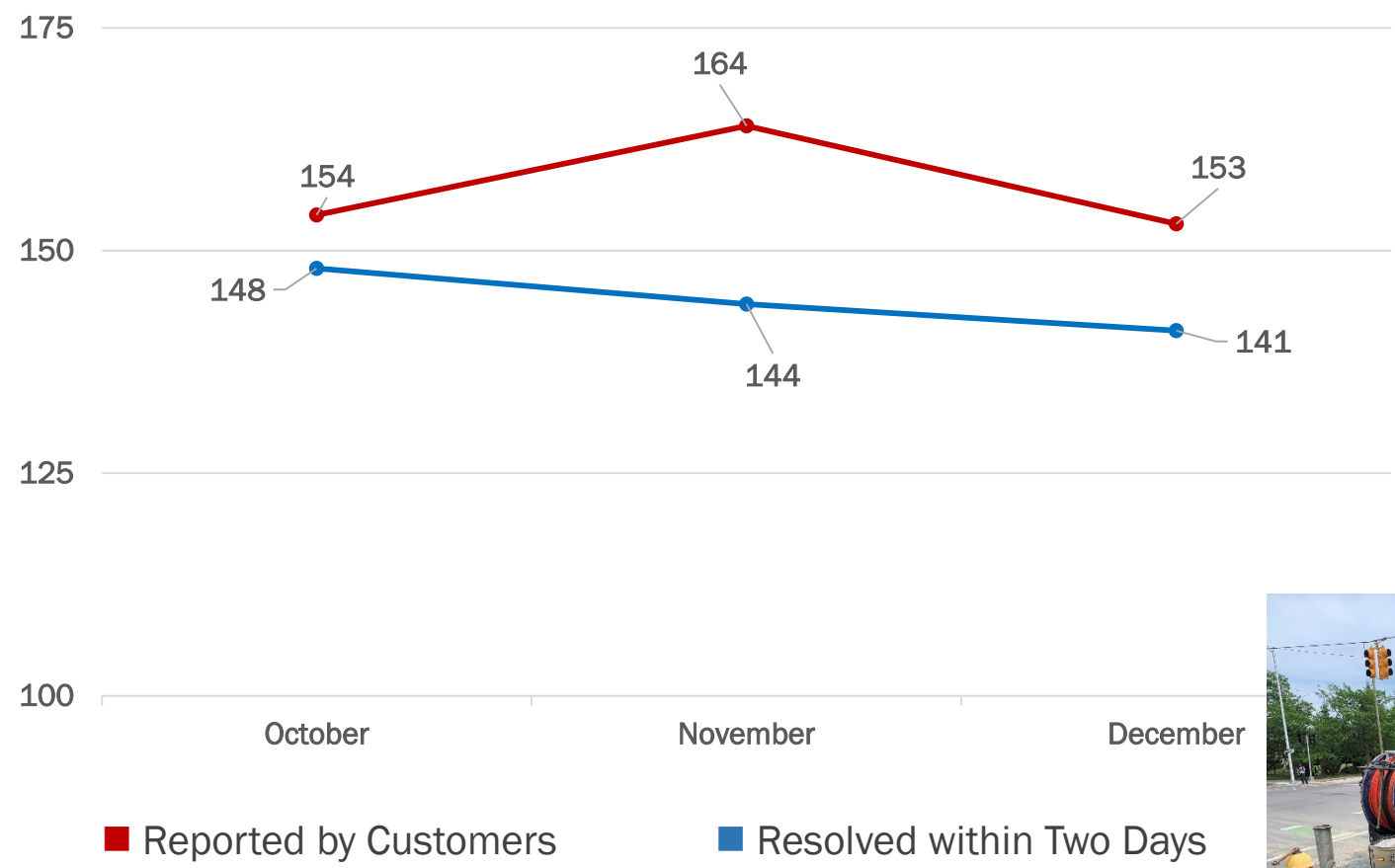


Firefighters are inspecting hydrants, which they do annually during the fall and early winter months. The data transfers to DWSD in order to create work orders, when necessary, to repair or replace hydrants. These inspections result in an increase in work orders for the next few months while firefighters are inspecting and DWSD crews are making repairs.



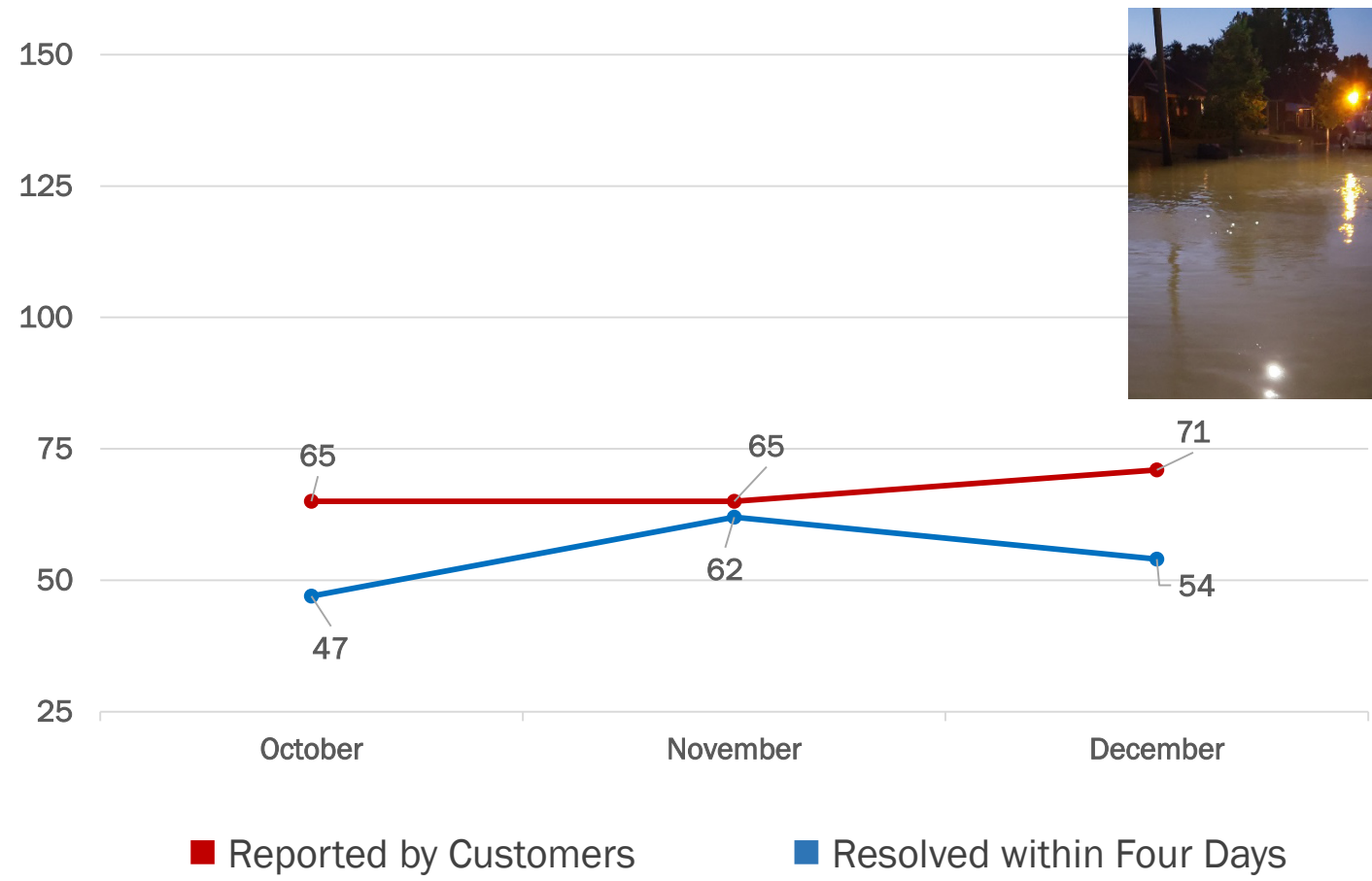
*Due to a data update, there is a change in the three categories in October versus previous months which is shown here.

FIELD SERVICES: Running Water



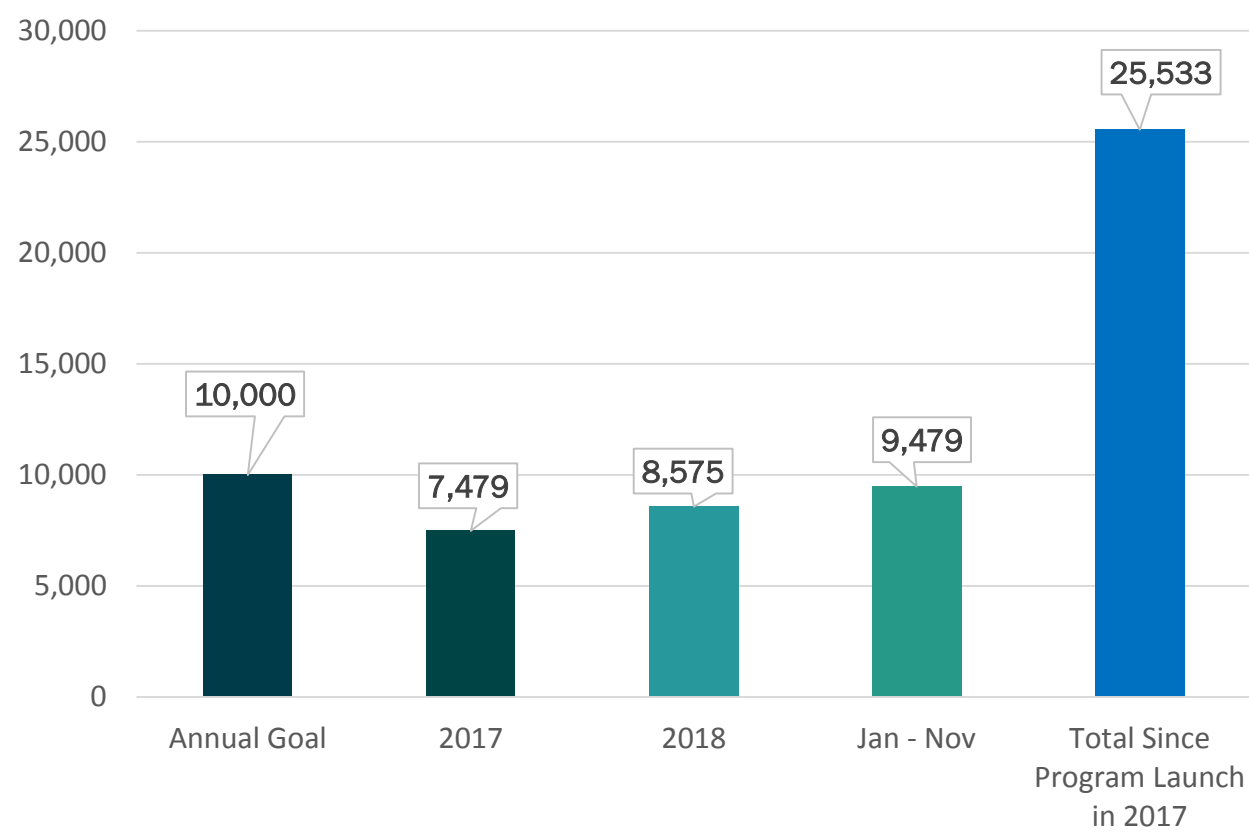
The running water reports remain comparable to the same period last year.

FIELD SERVICES: Water Main Breaks



When there is dramatic change in temperature --- hot or cold --- the ground can shift and cause tension on the pipes potentially resulting in water main breaks.

FIELD SERVICES: Catch Basin Inspection & Cleaning



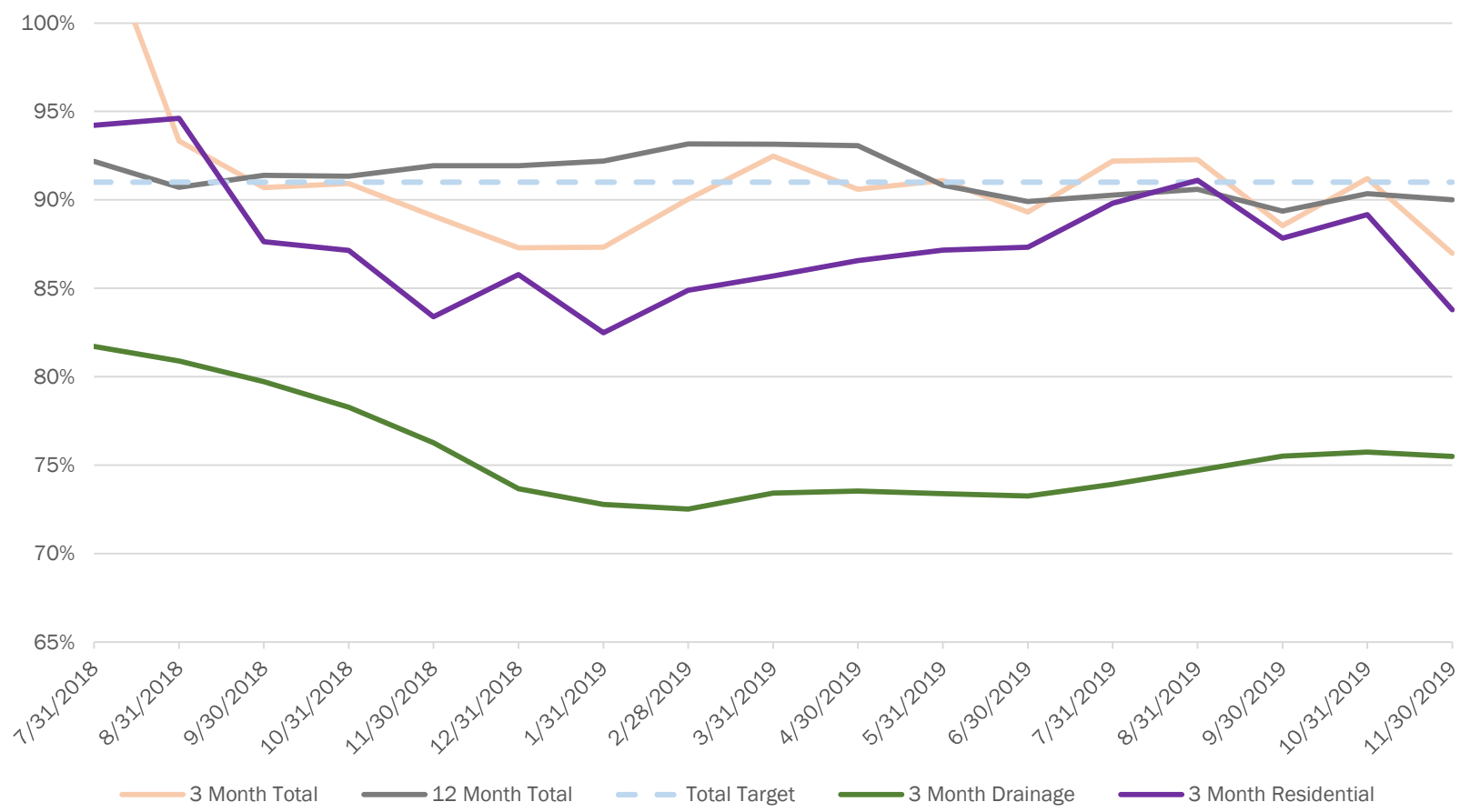
Since the catch basin inspection and cleaning program launched in 2017, crews have touched more than 25,000 of the estimated 90,000 catch basins. The goal is 30,000 by August 2020 and DWSD is expected to exceed this objective.



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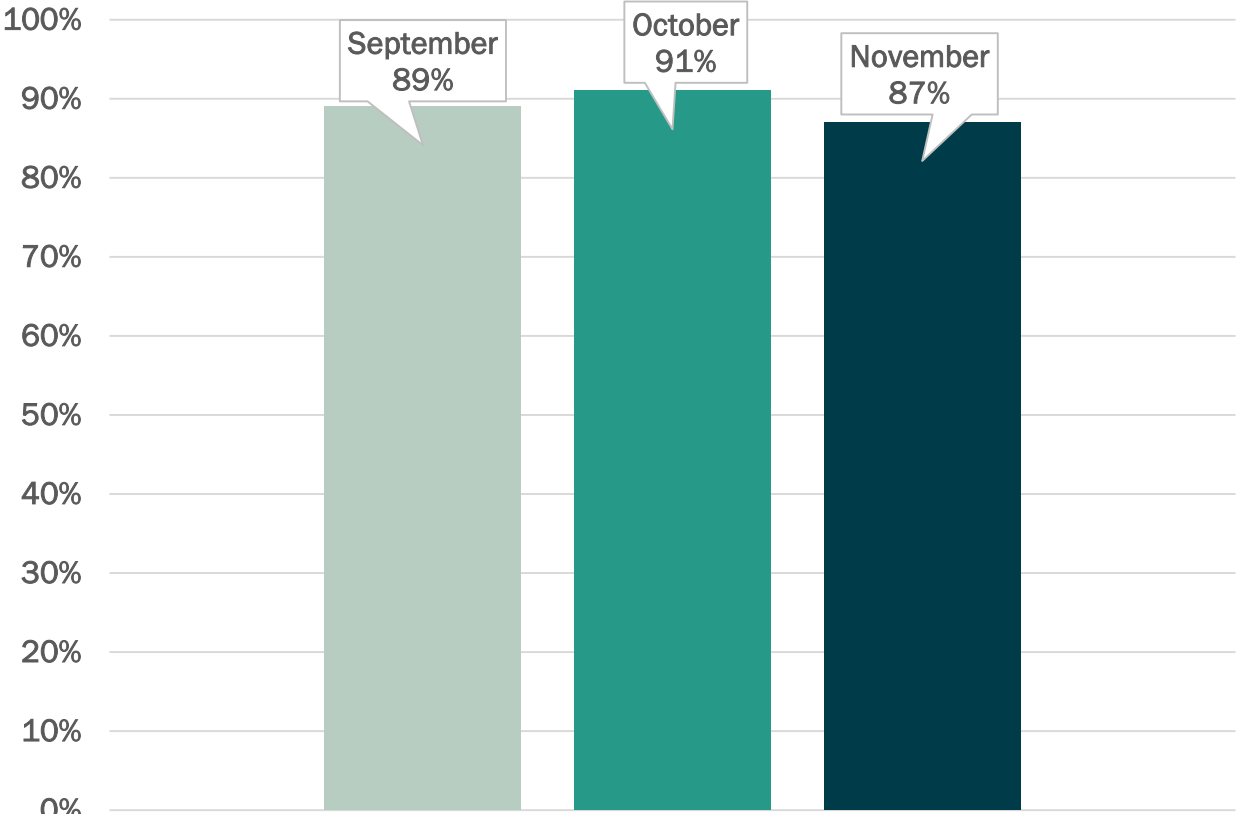
Finance

FINANCE: Bill Collection Rate



During the winter months, the collection rate historically decreases as households choose to pay their heating bills and catch up later with water bills in the spring, even moreso this past winter due to the temperatures falling well below zero for several days. Every percentage increase in the collection rate above 80 percent is an additional \$3.5 million which can be applied to the maintenance of and upgrades to the water and sewer systems.

FINANCE: Bill Collection Rate



3-Month Rolling Average Collection Rate for All Accounts

Prior to 2016 and the bifurcation with the Great Lakes Water Authority, the bill collection rate was 77 percent. Since the current leadership began at DWSD – changing the business practices, improving technology, customer service and outreach – the collection rate has remained above 90 percent the last three years.



\$66,557,119

Water cash balance as of
November 30, 2019

\$147,977,345

Sewer cash balance as of
November 30, 2019

The operating cash days-on-hand as of November 30, 2019 is 132.75 days. The target is 120 days.

Due to when the books close after each month and following the reconciliation, the Finance Group data in this section is from two months prior to this report.



Legal Services

LEGAL: Claims, Hearings and Cases



20

Cases handled by
in-house staff

10

Cases handled by
outside counsel

1

Lawsuits dismissed

9

Lawsuits dismissed in
FY2020

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.

18

Dispute hearings

8

Number of cases
DWSD prevailed

\$31,299

Amount in dispute

\$7,203

Credited to customers
based on hearing outcomes

\$24,096

Owed to DWSD after
hearings

5

Property damage claims

\$50,507

Amount in property
damage claims

\$33,250

Amount of total claims
recommended to be paid

Customers who have bill disputes may request a hearing at the City of Detroit Department of Appeals and Hearings.



**Water & Sewerage
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Investigations

INVESTIGATIONS: Results

519

[86 per month, on average]
Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2019



Money Owed to DWSD identified by Investigators

\$3,441,143

Total since July 1, 2019

\$761,604

Back billed

\$2,508,191

Future owed in 12 months

\$171,348

Water loss



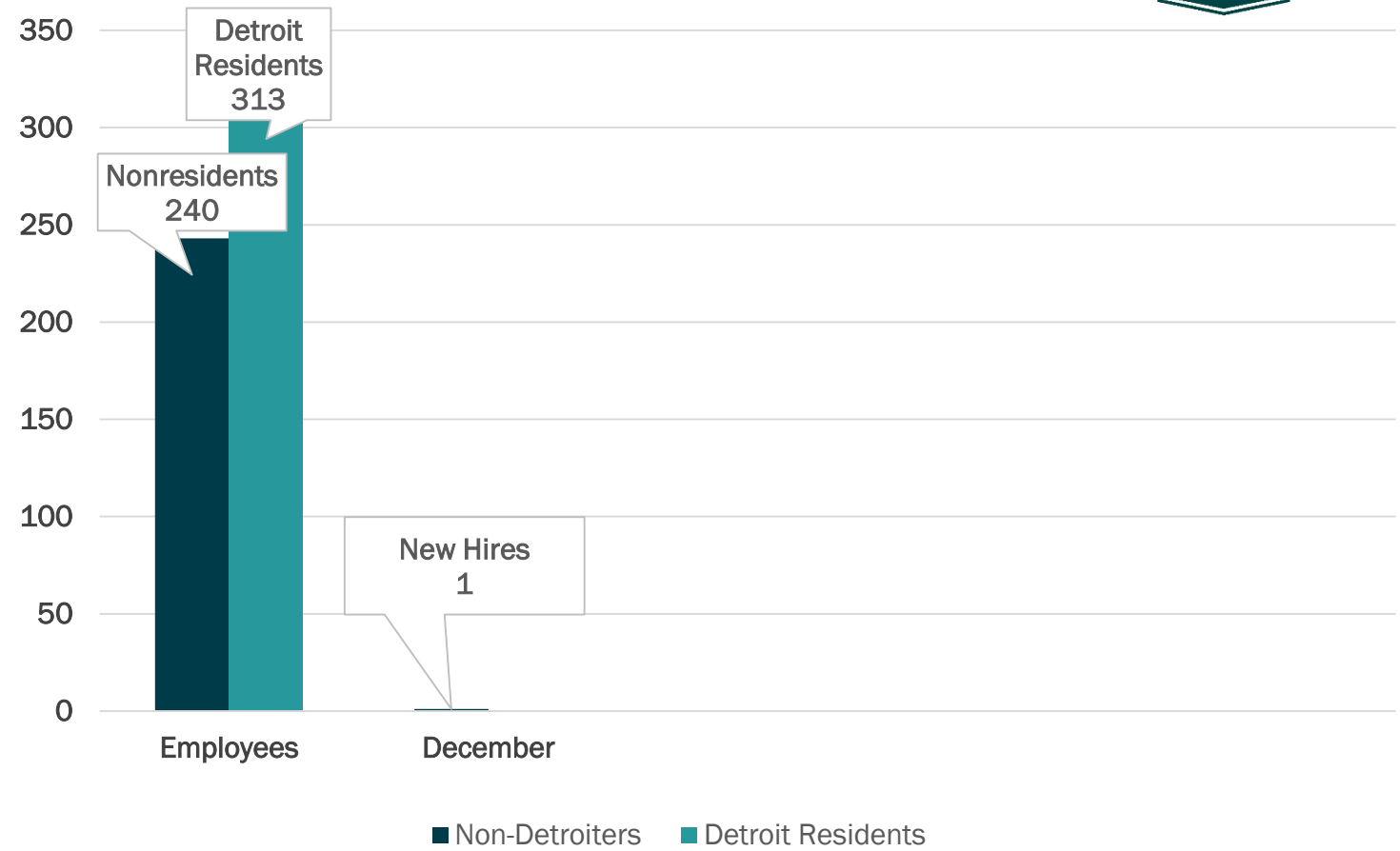
The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified more than \$12 million in services owed by primarily commercial customers since its creation in August 2017. They uncovered severe delinquencies, non-working meters, unauthorized use of fire hydrants, tampering 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

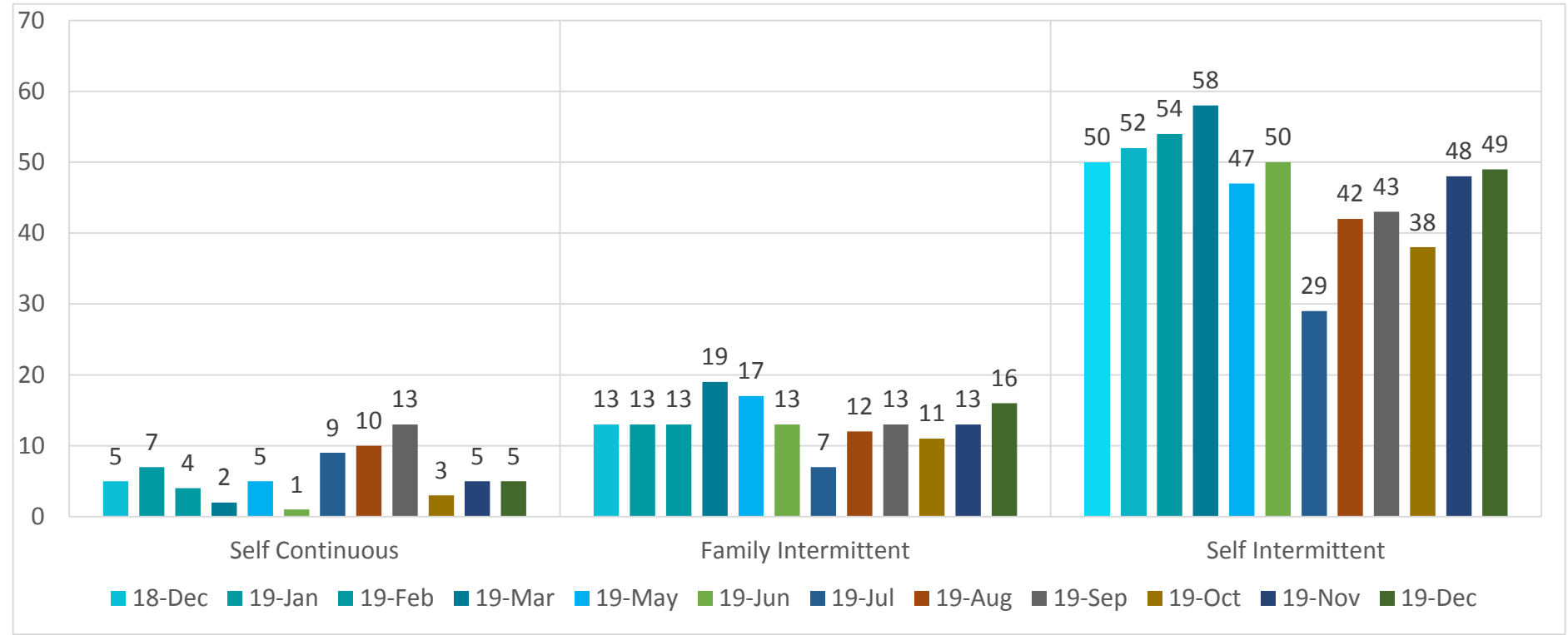
HUMAN RESOURCES: Detroit Residents and Hiring



Fifty-six percent of the DWSD workforce lives in Detroit.*

*DWSD and the City of Detroit do not require residency to be employed, per Michigan law.

HUMAN RESOURCES: Family Medical Leave Act

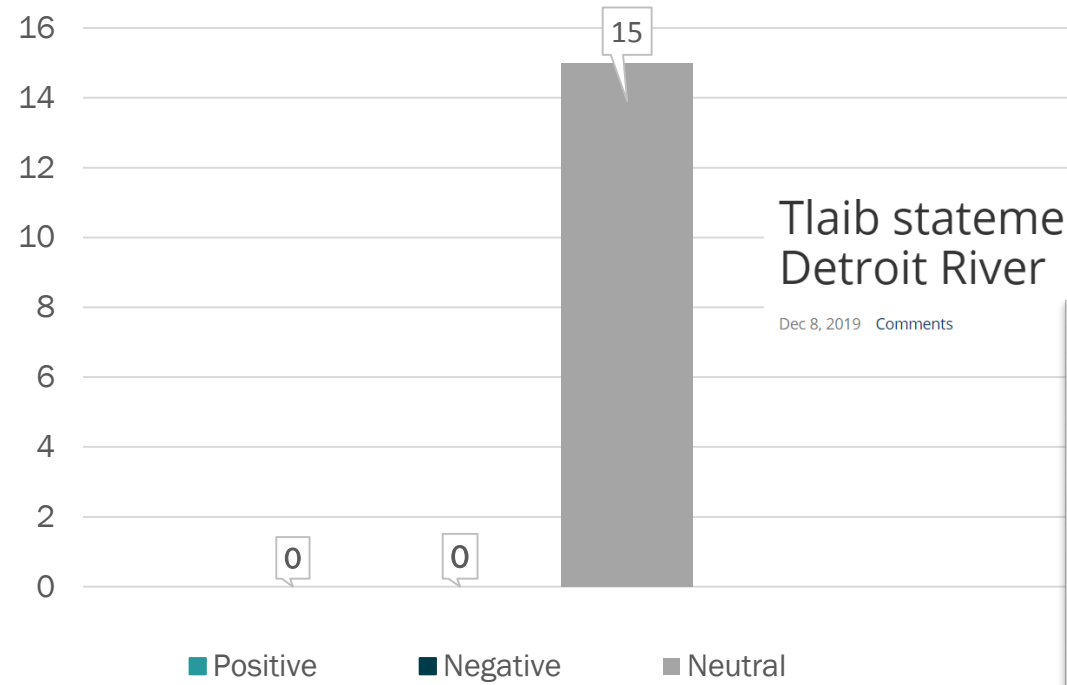




Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: December 1 – December 31, 2019



PRESS & GUIDE

Tlaib statement on Revere Copper site collapse into Detroit River

Dec 8, 2019 Comments



In December, the DWSD Public Affairs team saw a total of **15** media stories. The majority of the neutral stories were about the Revere Copper site collapse into the Detroit River. The water intakes, treatment plants and water quality testing are managed and operated by the Great Lakes Water Authority (GLWA) and all media inquiries were referred to them. Of the stories, none were broadcast, 11 were print/online and 4 were radio.

PLEASE NOTE: For this metric, each story/interview published or aired is counted.

PUBLIC AFFAIRS: Social Media Activity



24
New Facebook Followers

7,952
Total Followers on Facebook

8,145
Engagement on Facebook



12
New Twitter Followers

1,644
Total Followers on Twitter

150
Engagement on Twitter



12
New Instagram Followers

1,360
Total Followers on Instagram

22
Engagement on Instagram



The DWSD Public Affairs team gained **37** new followers on social media in December 2019, bringing the total number of followers to **10,956**. In addition to the metrics above, Facebook saw a total of 382,951 impressions and 2,697 link clicks for the month. The top performing post on Facebook was on December 2 when DWSD featured a post about understanding your household pipes and tips on reducing lead in water, with 58 reactions, 8 comments and 54 shares. The top performing post on Twitter was on December 9 about what to do if customers experience basement flooding and the top performing post on Instagram was a post on the convenient ways to pay a water bill on December 5.

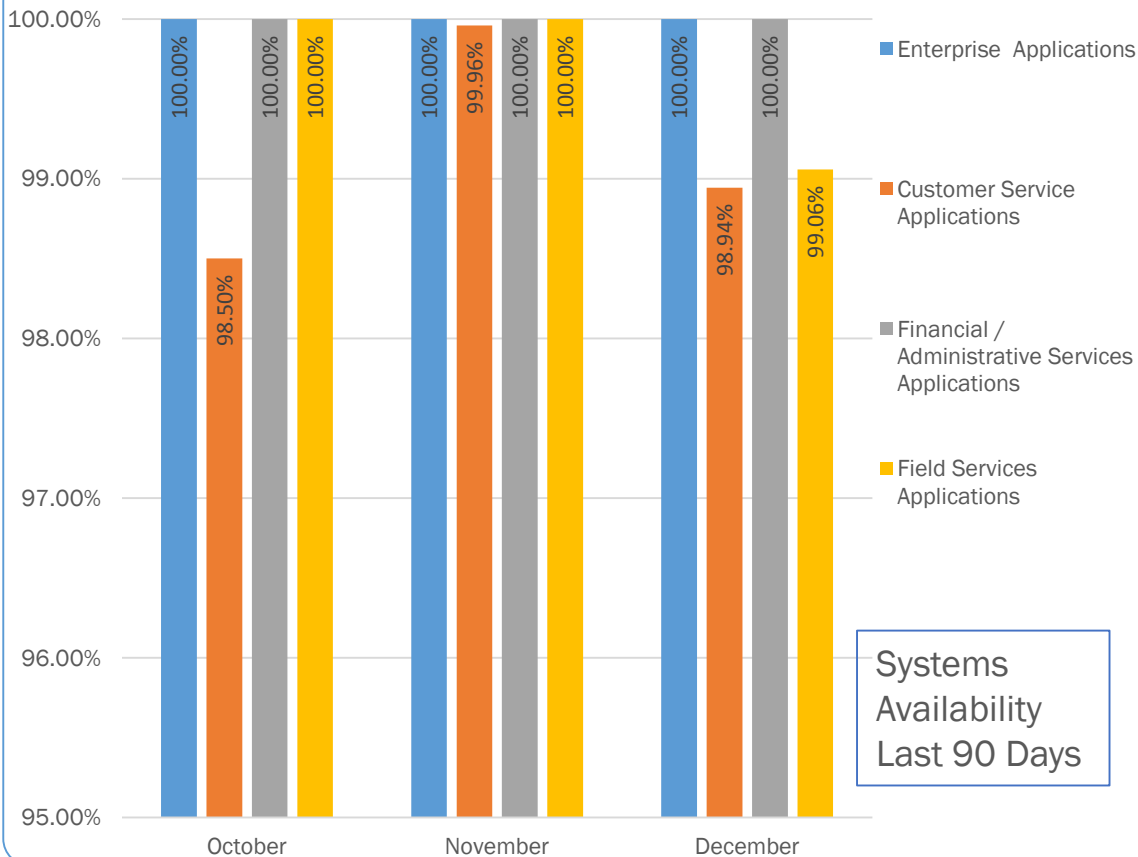


Information Technology

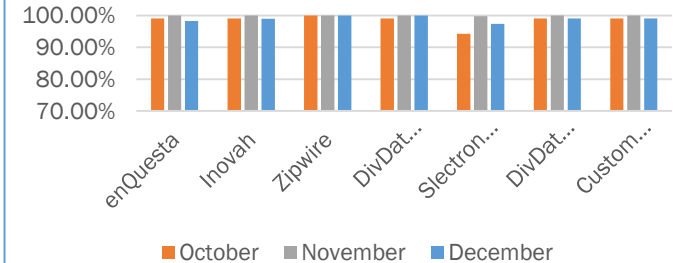
Technology: Application Availability



Water & Sewerage
Department



Customer Service Application Availability



99.47%

MONTHLY AVAILABILITY
99.9% = TARGET

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.