



DIRECTOR'S REPORT

January 18, 2017

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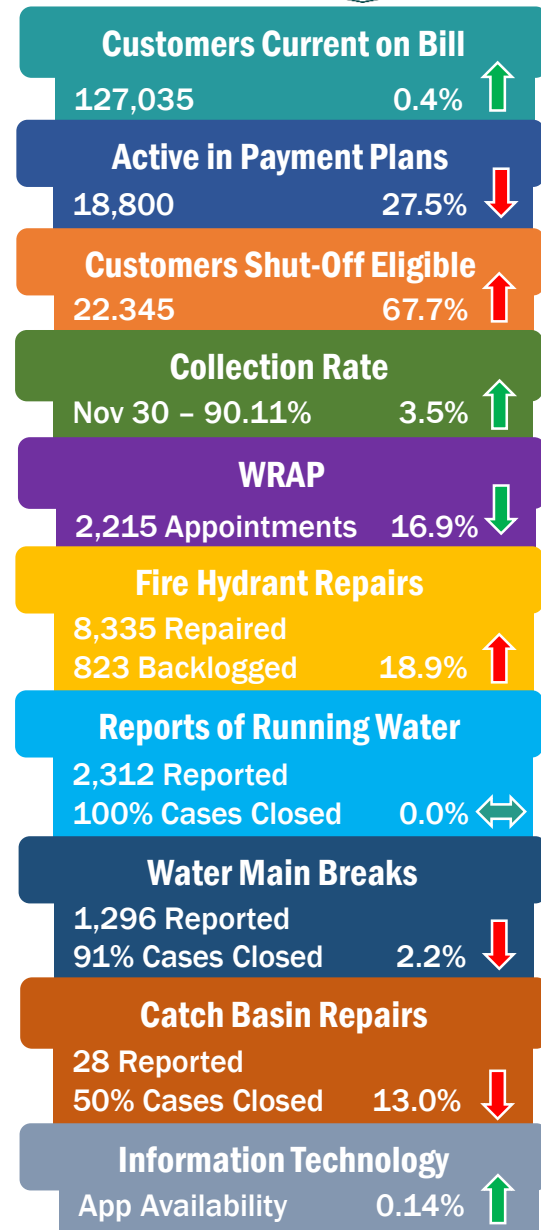
Director's Update

Recent Actions and Events:

- The DWSD Legal Services team has made contact with every customer who filed a claim following the July 8, 2016 and/or August 16, 2016 rainstorms.
- Beginning the week of January 17, Customer Service will have a soft launch of DWSD bill payment on 30 kiosks located across the city and Wayne County – mostly at Rite Aid stores – along with seven total kiosks at the three DWSD Customer Care Centers.
- DWSD Field Services and Public Affairs are in the process of evaluating the customer notifications for water main breaks and other repairs that affect customers' water and sewer service.
 - The team is researching best practices by other water utilities.
- The department is engaging with residents on the Nextdoor social media site to solve their customer issues and educate them on DWSD services.

Upcoming Actions and Events (Jan - Feb):

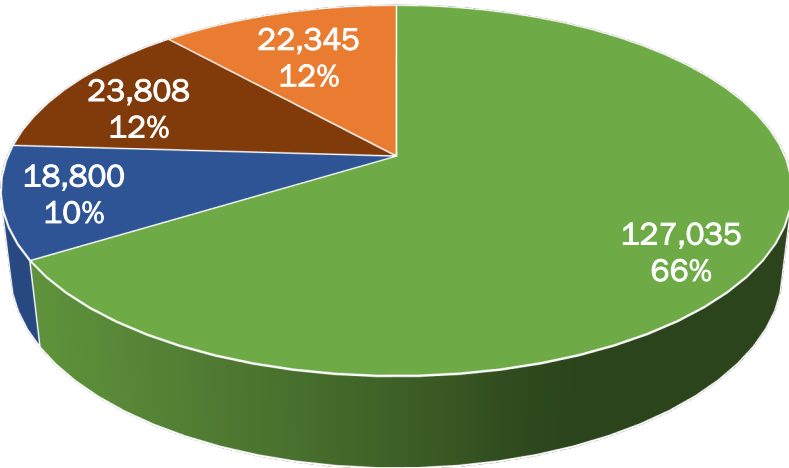
- The Drainage Charge and Credit Program will phase-in impervious acreage rate for the industrial customers in February and send notifications to commercial customers for their phase-in which will take place in April.
- The department will have a significant marketing and media push, launching in February, to inform customers about the 37 payment kiosks.
- Customer notifications for water and sewer repairs, along with information on reducing lead in drinking water at customers' taps who have lead service lines or copper with lead solder plumbing, is targeted to be implemented.
- Customer Service and the Information Technology staff, along with a TechTown-based startup, are continuing work on a mobile customer portal.





Customer Care

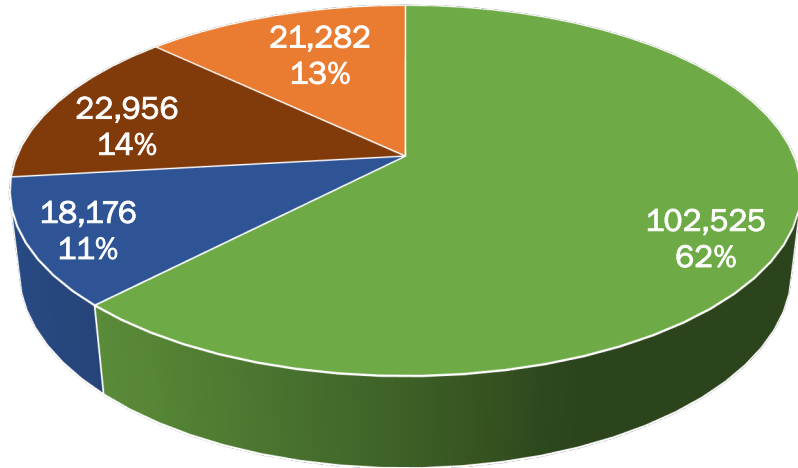
Customer Care: Account Status*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

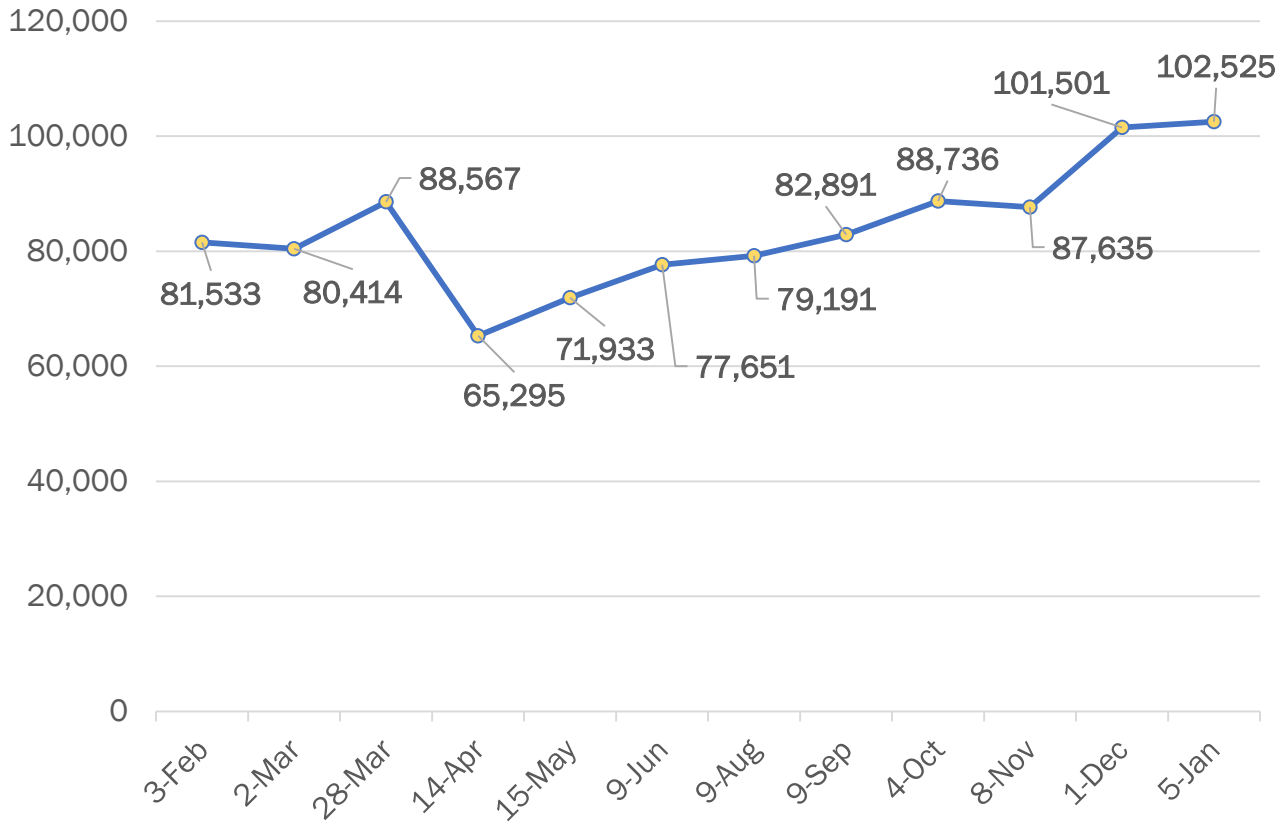
Customer Care: Residential Account Status*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

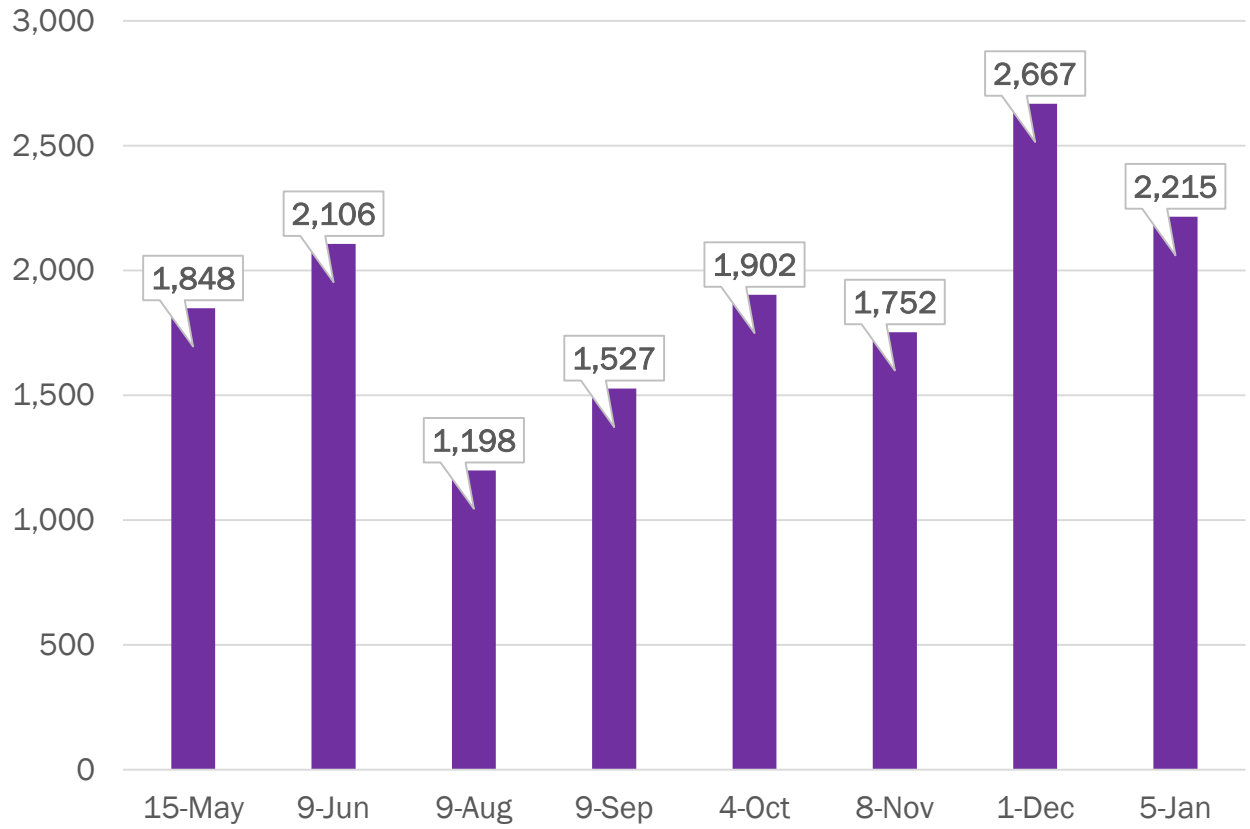
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Customer Care: Residential Current on Bill*

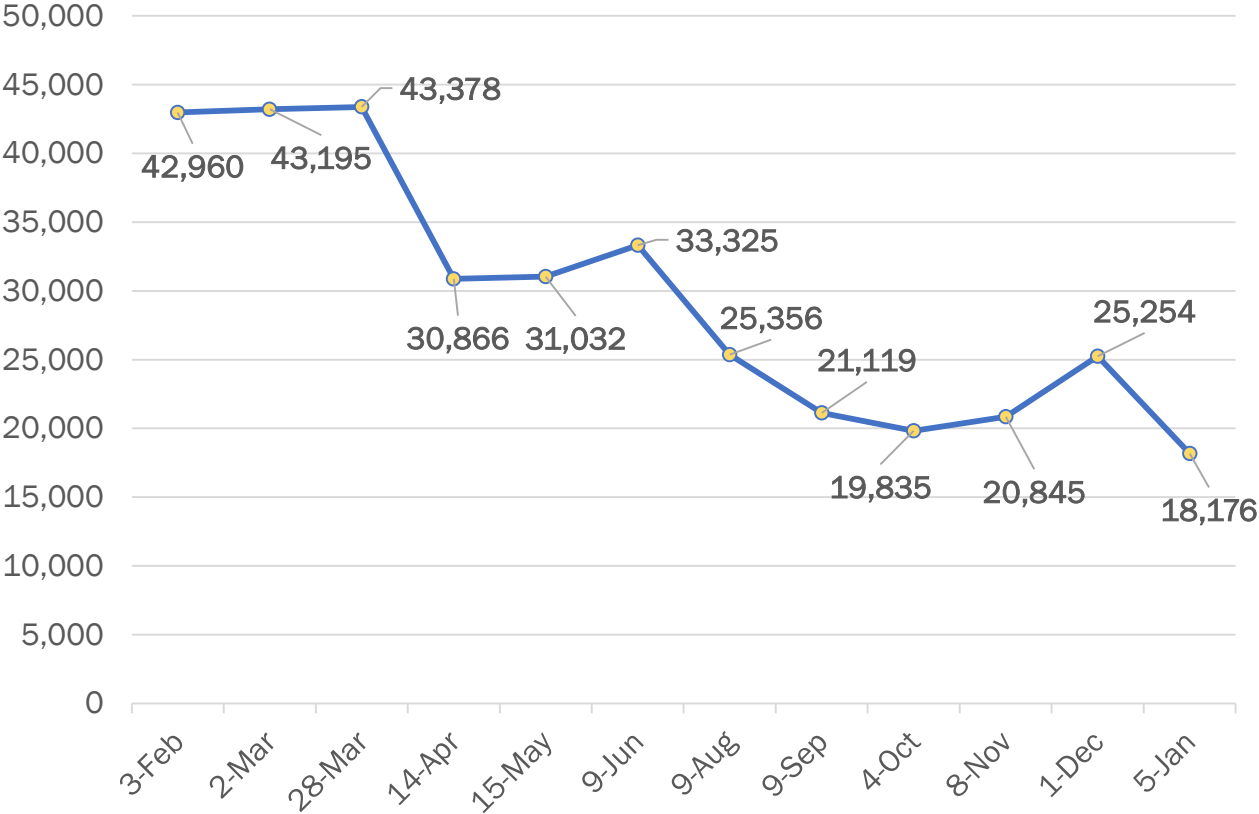


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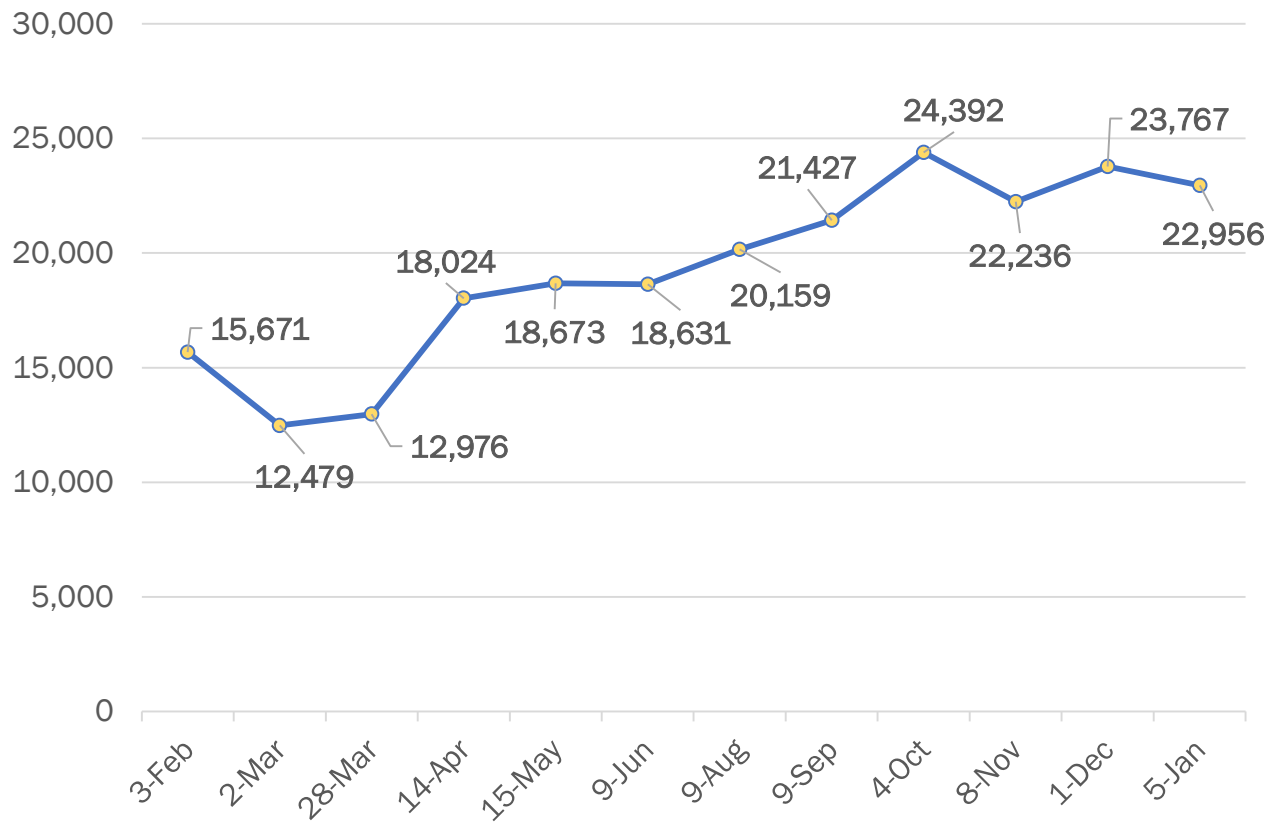
Customer Care: Appointments for Water Residential Assistance Program (WRAP)



Customer Care: Residential Payment Plans

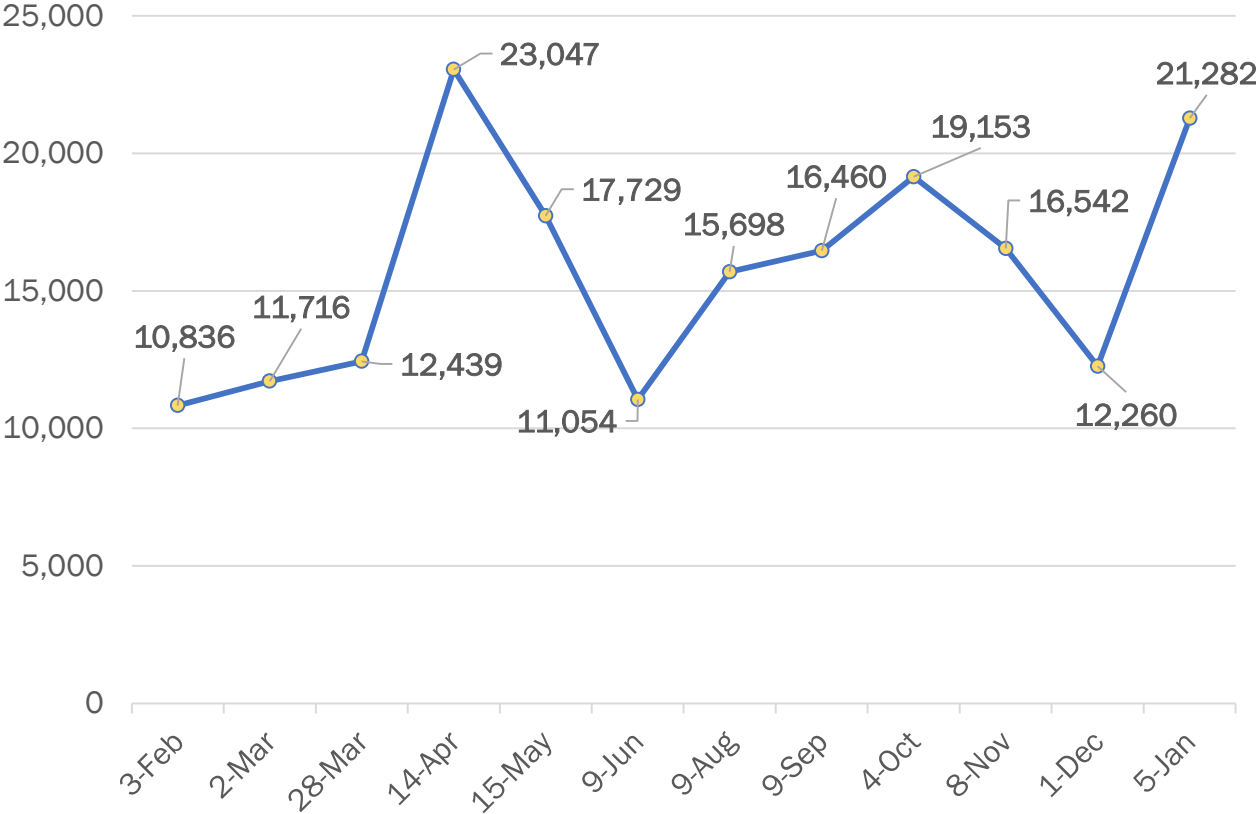


Customer Care: Residential On the Bubble*

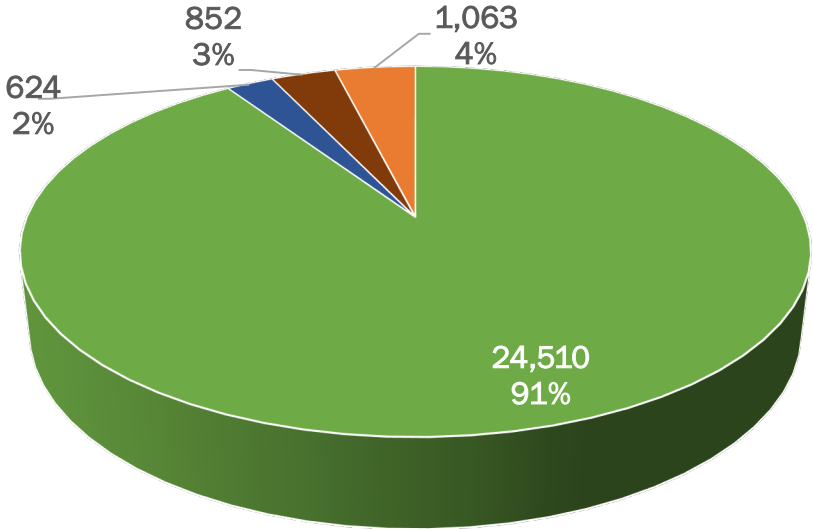


*Past due more than 60 days and less than \$150.

Customer Care: Residential Shut-Off Eligible



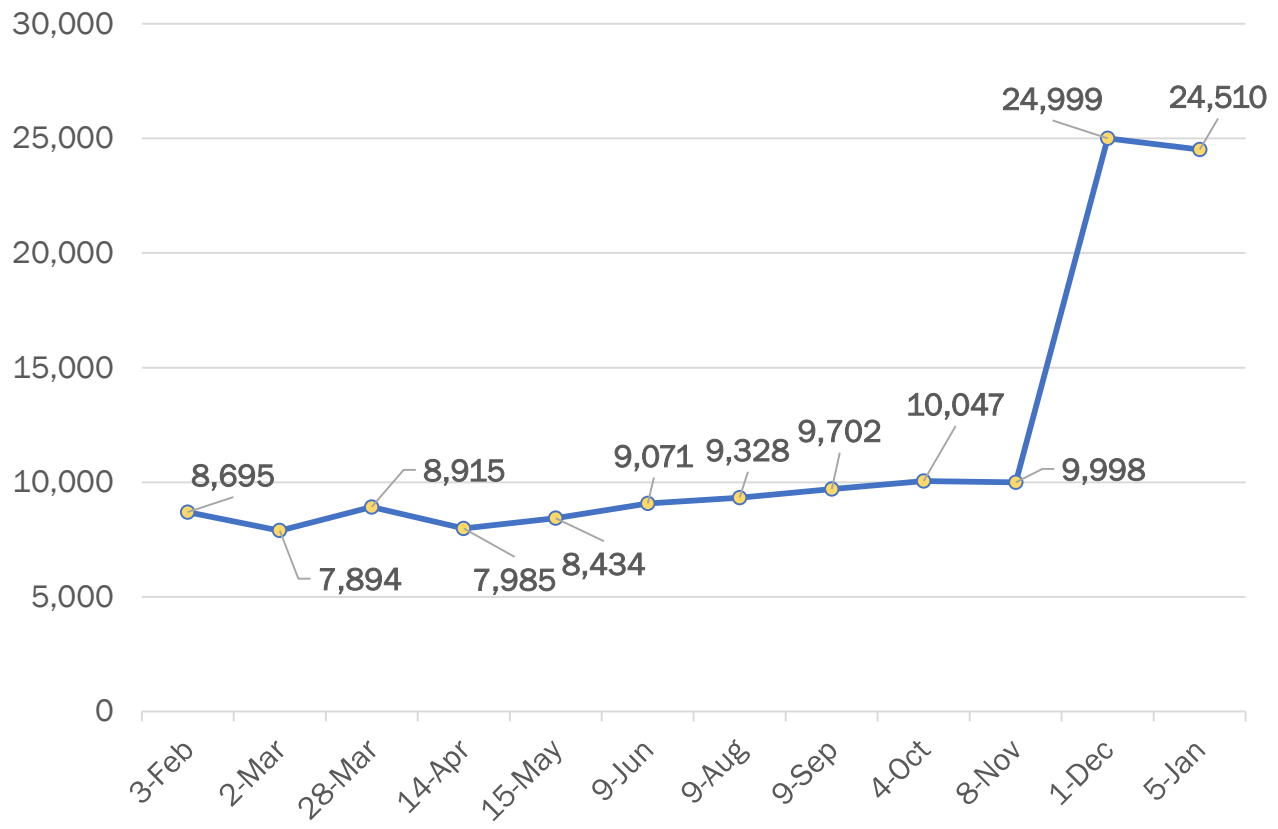
Customer Care: Commercial Account Status*



- Current
- Active in Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

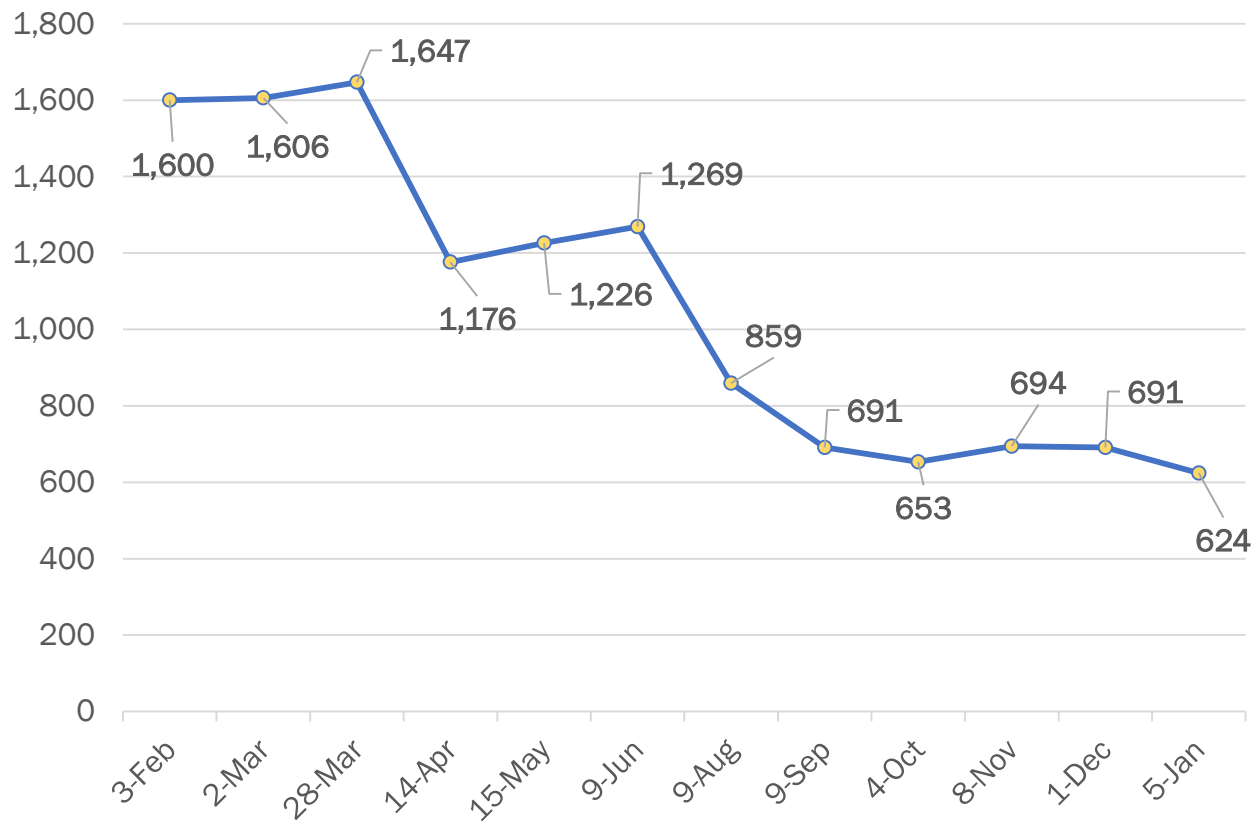
*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

Customer Care: Commercial Current on Bill*

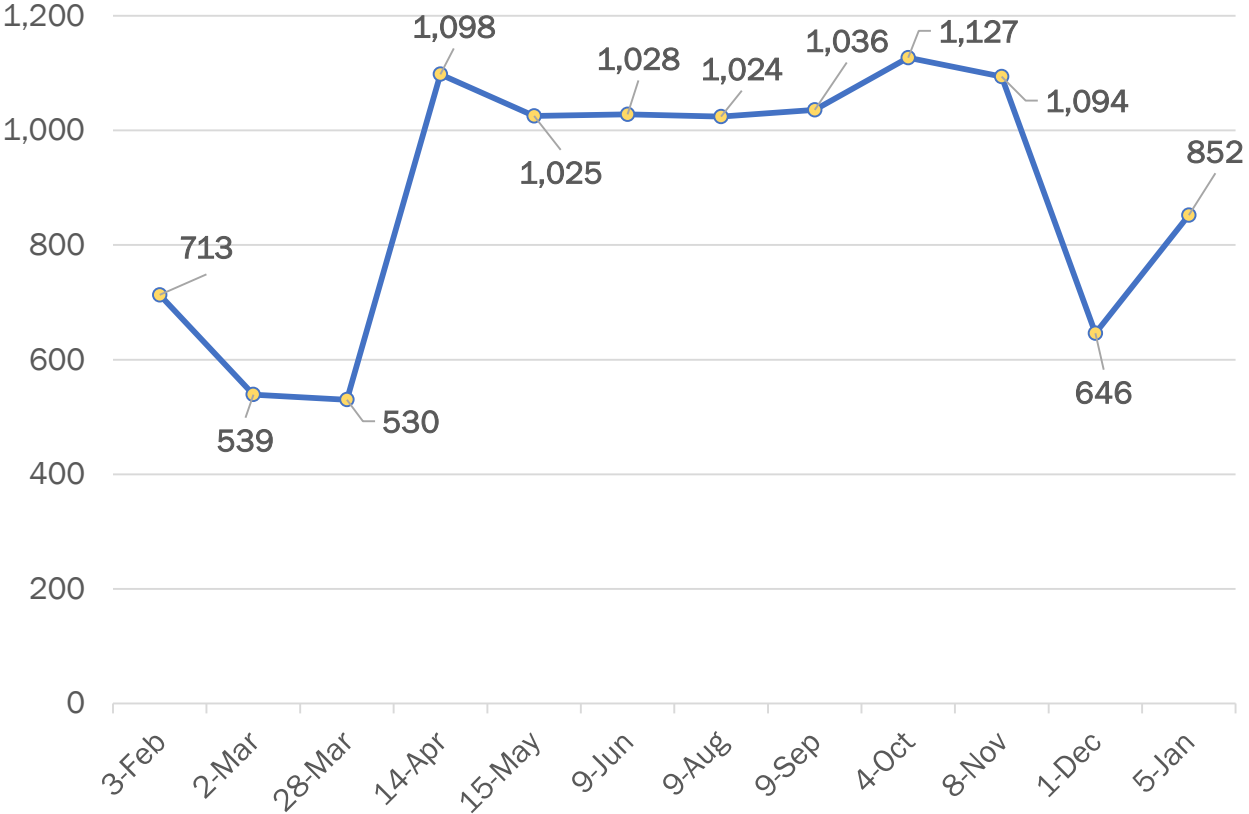


*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

Customer Care: Commercial Payment Plans

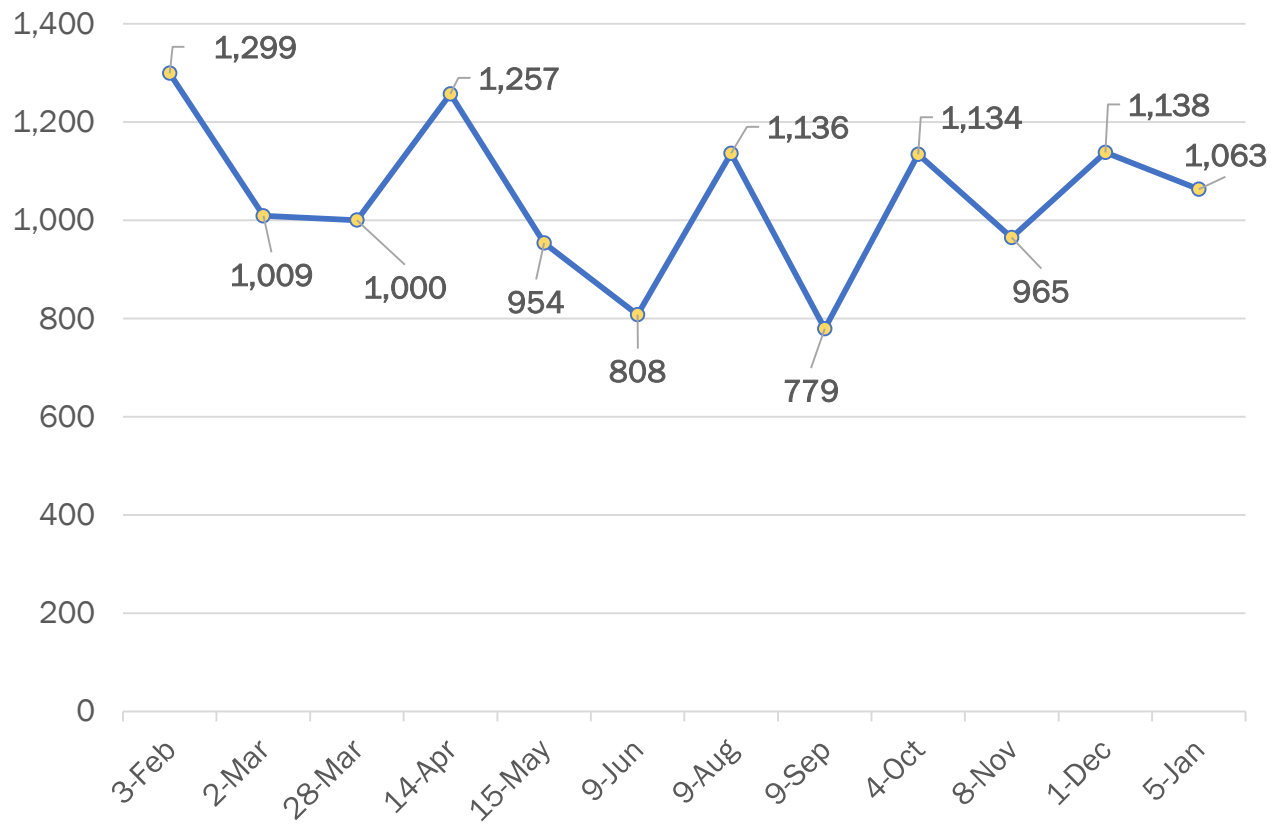


Customer Care: Commercial On the Bubble*

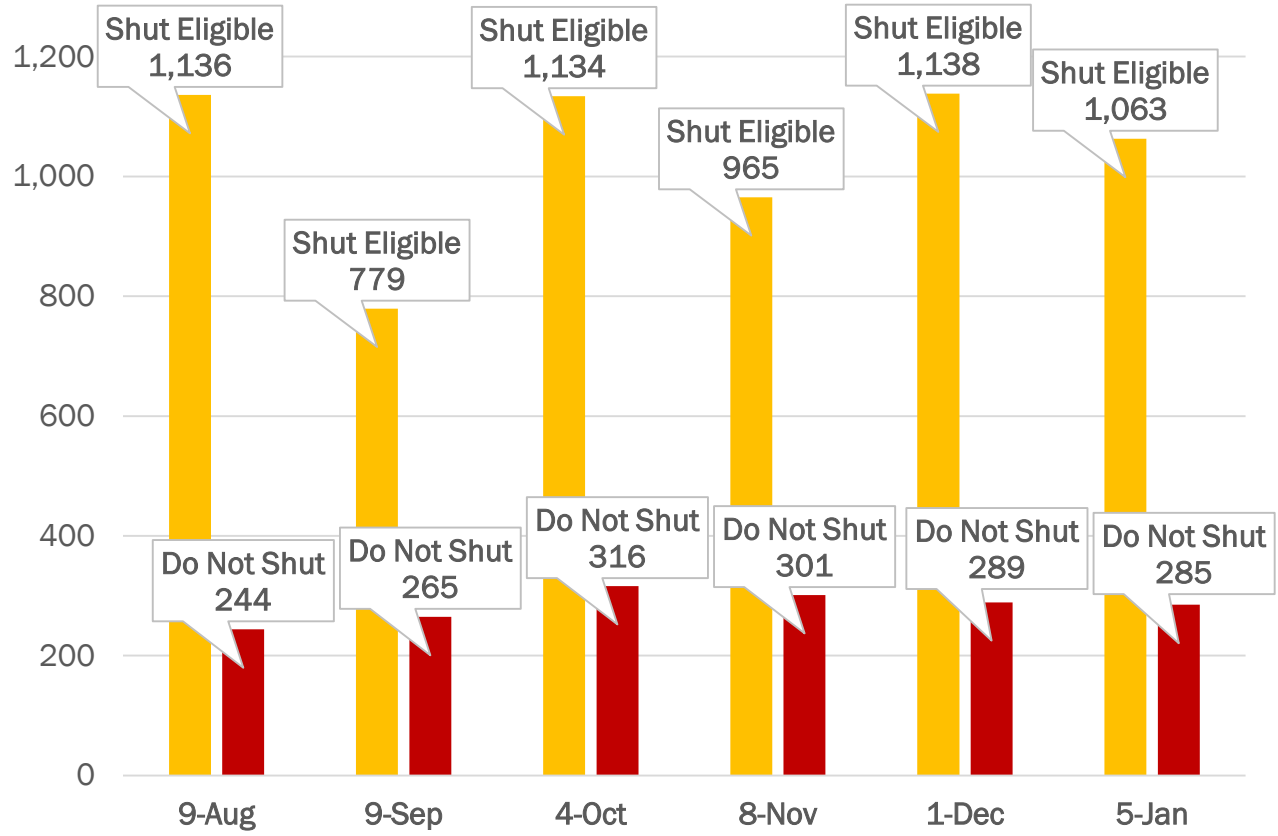


*Past due more than 60 days and less than \$150.

Customer Care: Commercial Shut-Off Eligible



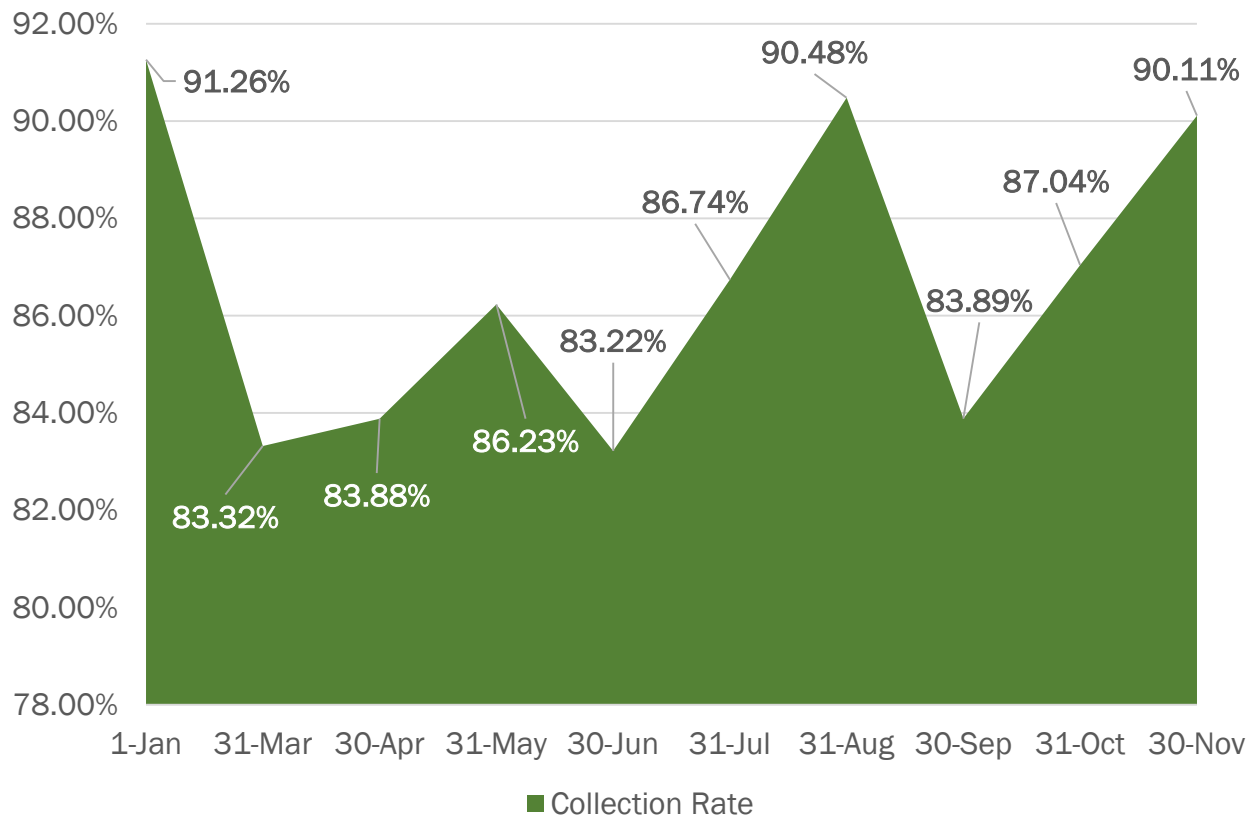
Customer Care: Commercial Shut-Off Status*



*Customers in the “do not shut” category include nursing homes and apartment buildings.

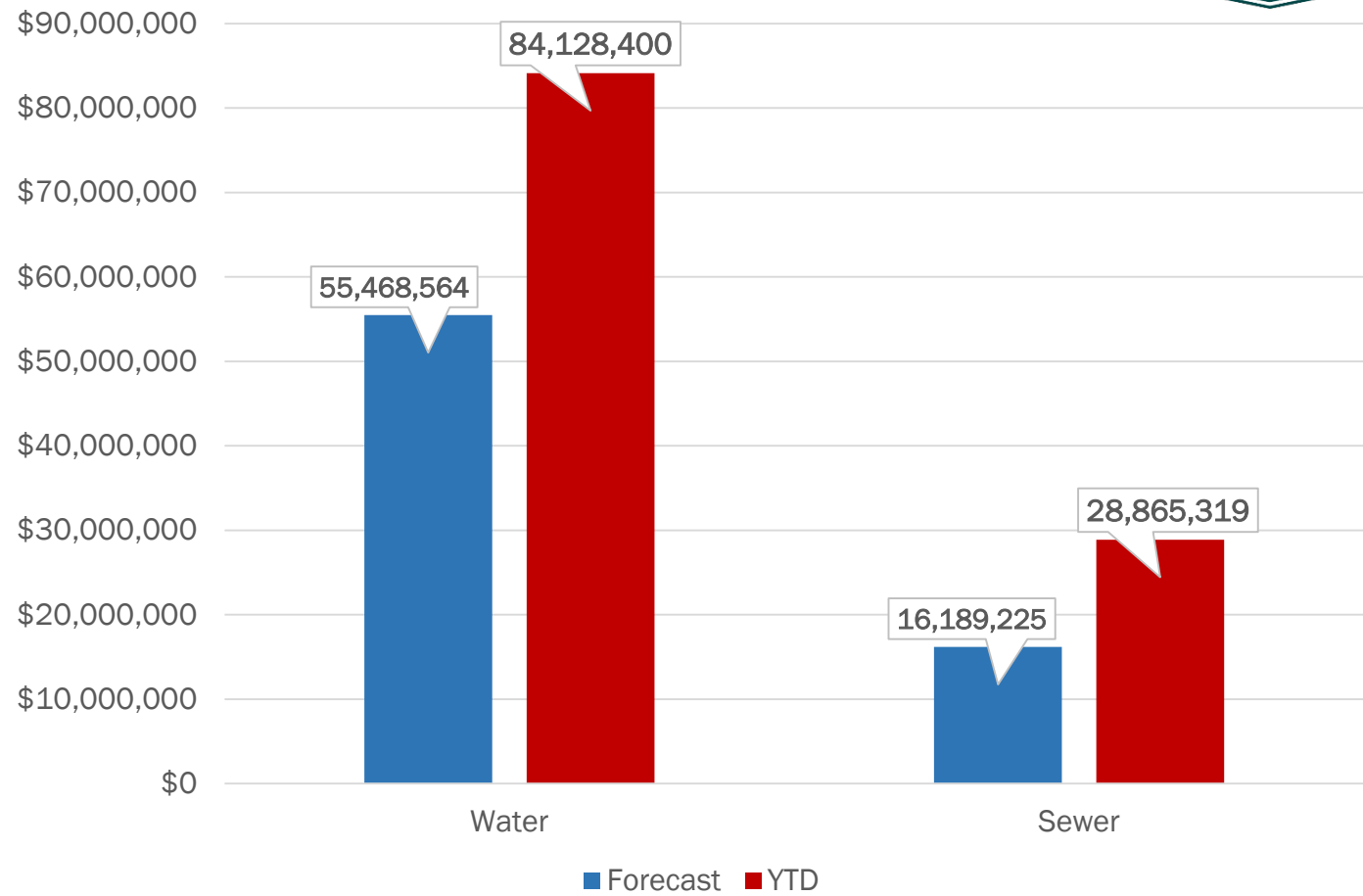
Finance

Finance: Collection Rate*



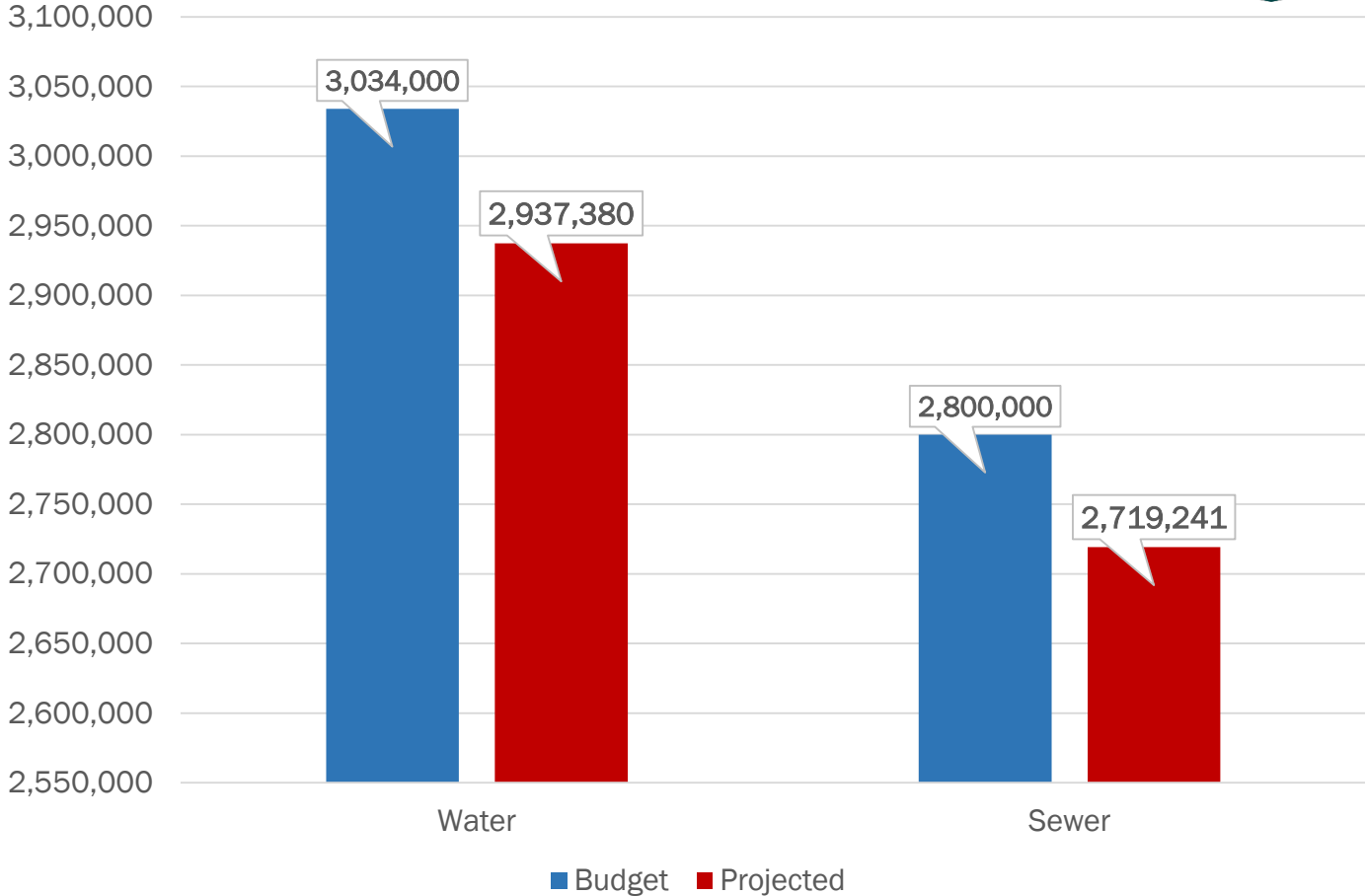
*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

Finance: Cash Flow Status*

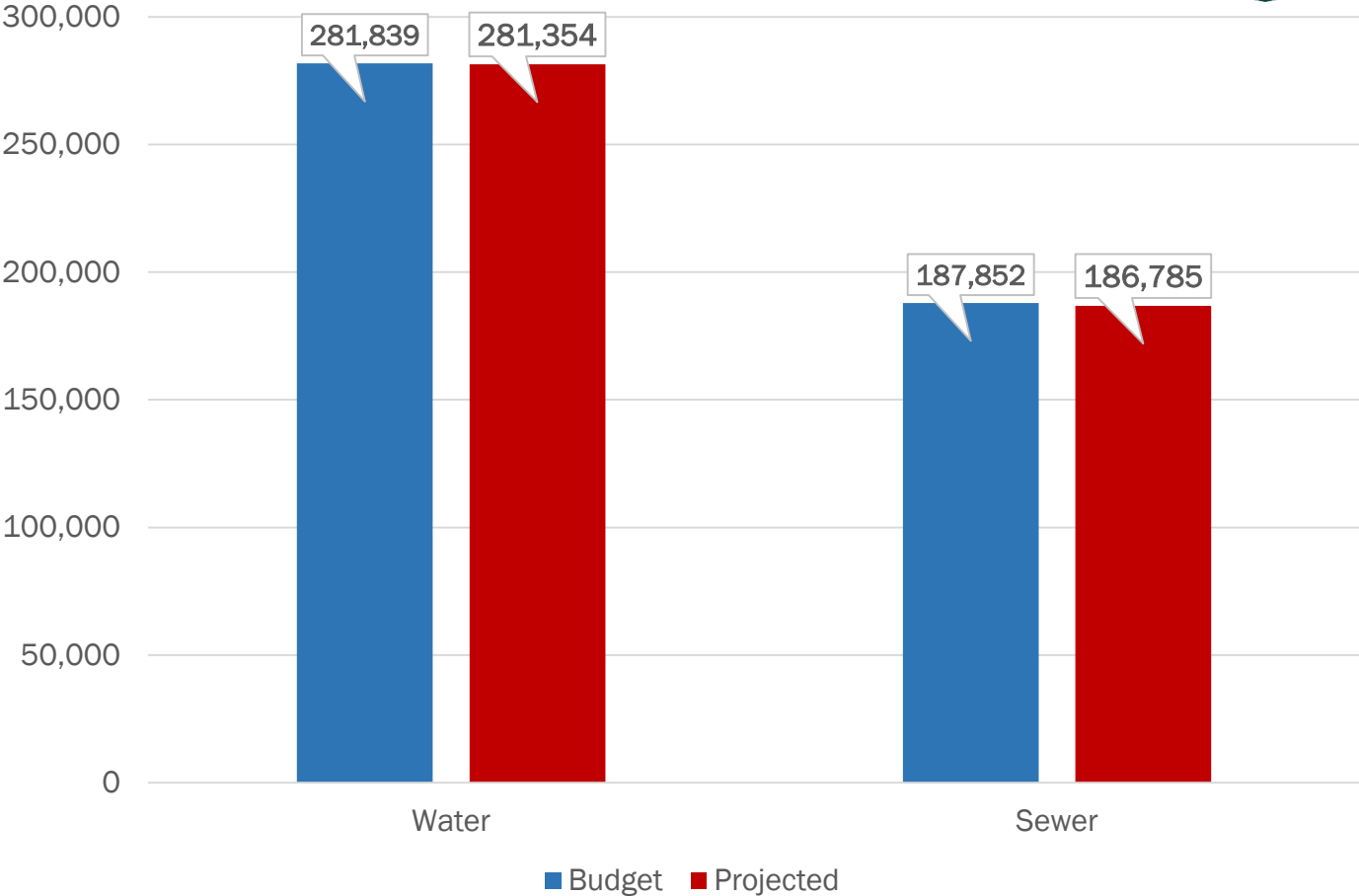


*Cash flow statement is pro forma. DWSD still lacks certain data to perform full reconciliation. Unreconciled balance as of September 30, 2016 approximates \$67,000. Unreconciled bank to ledger balance approximates \$400,000 due to City of Detroit failure to book certain cash payments from DWSD.

Finance: Commodity Volumes

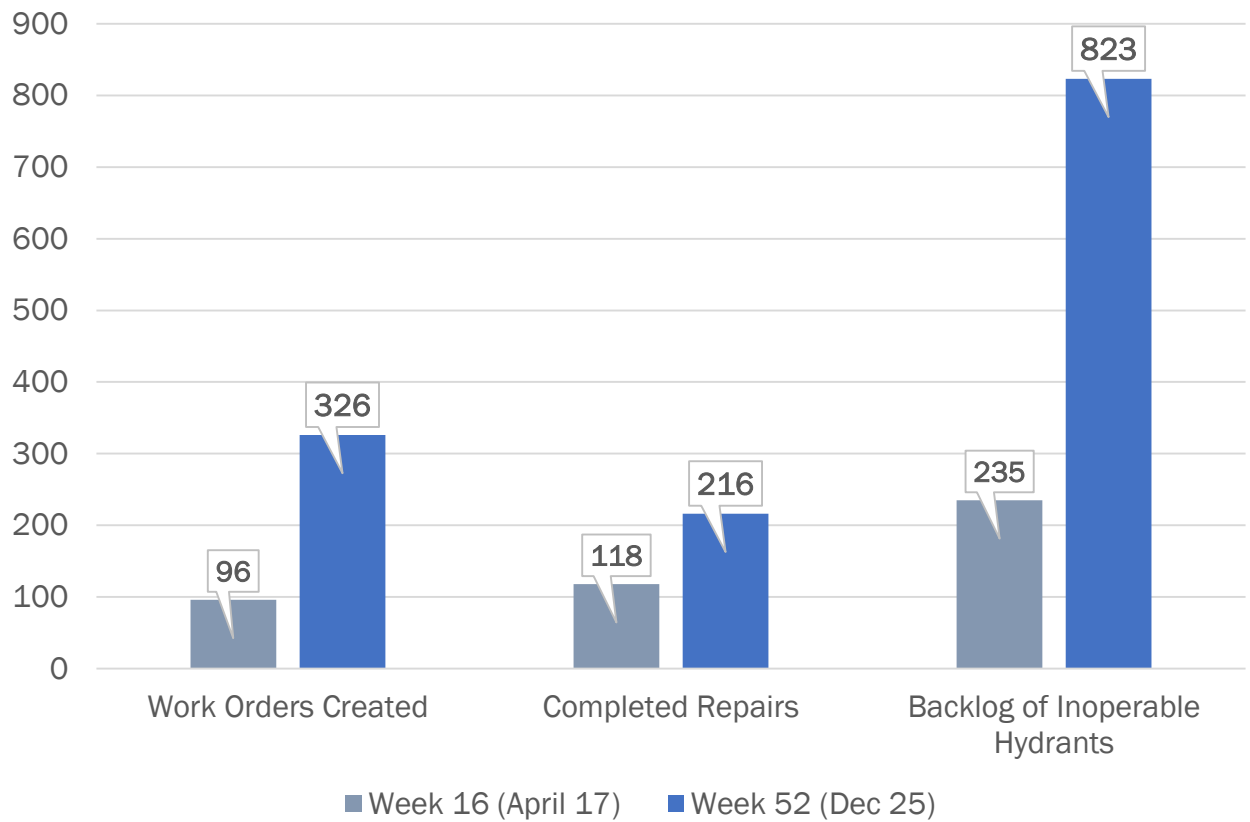


Finance: Equivalent Accounts

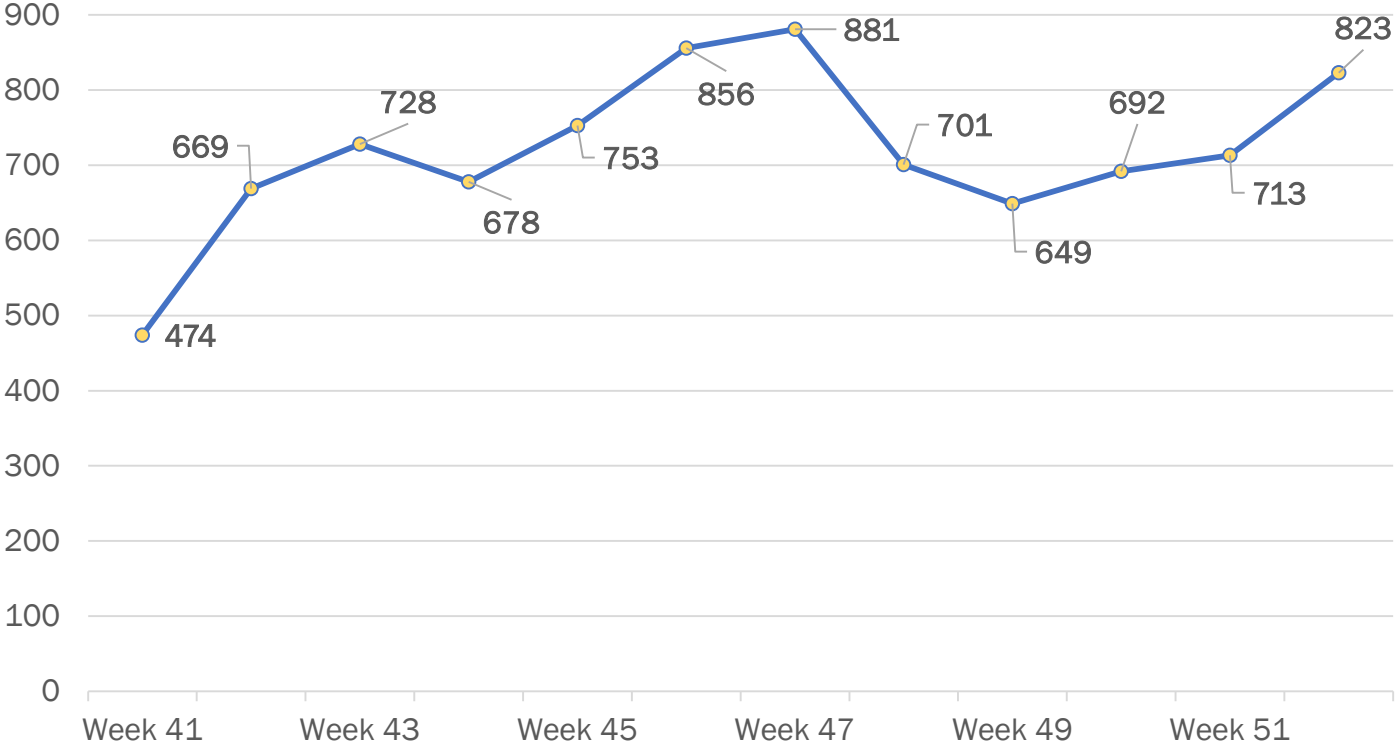


Field Services

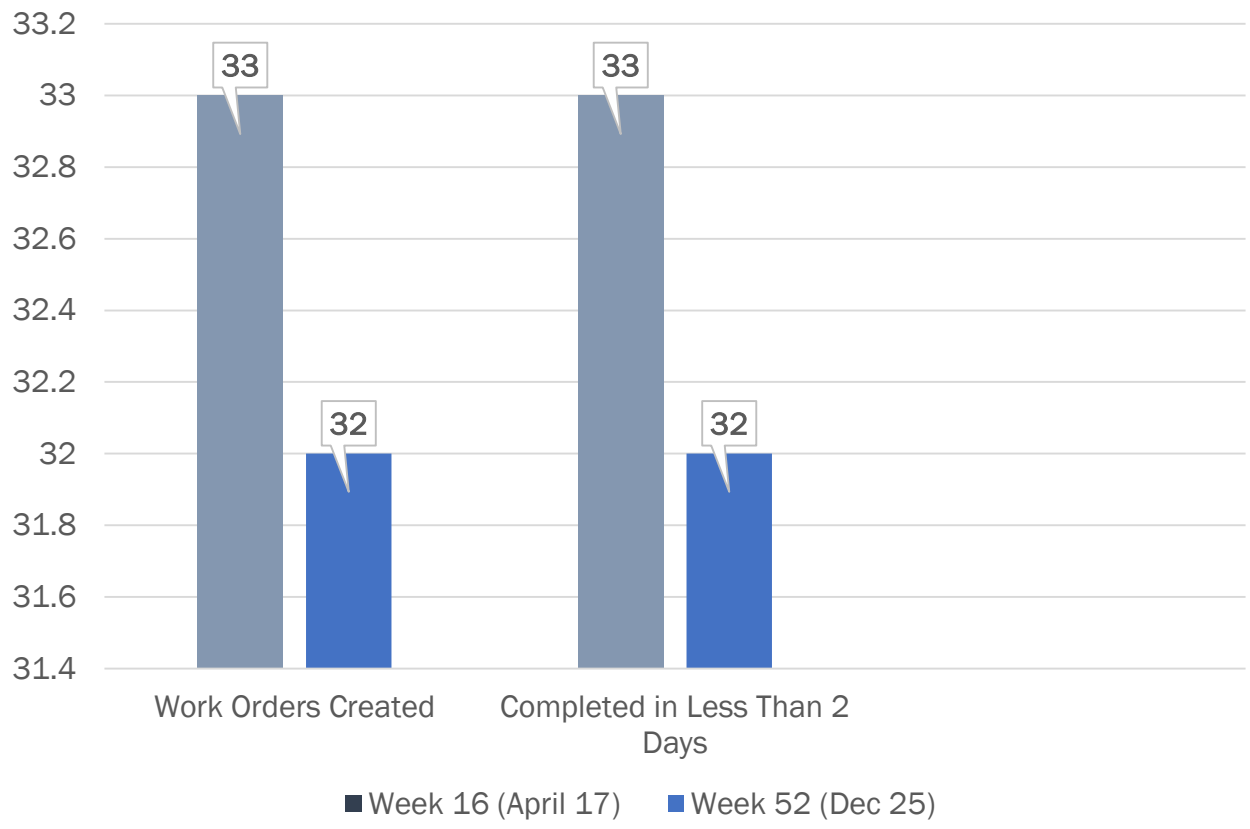
Field Services: Fire Hydrant Repairs



Field Services: Backlog of Inoperable Fire Hydrants



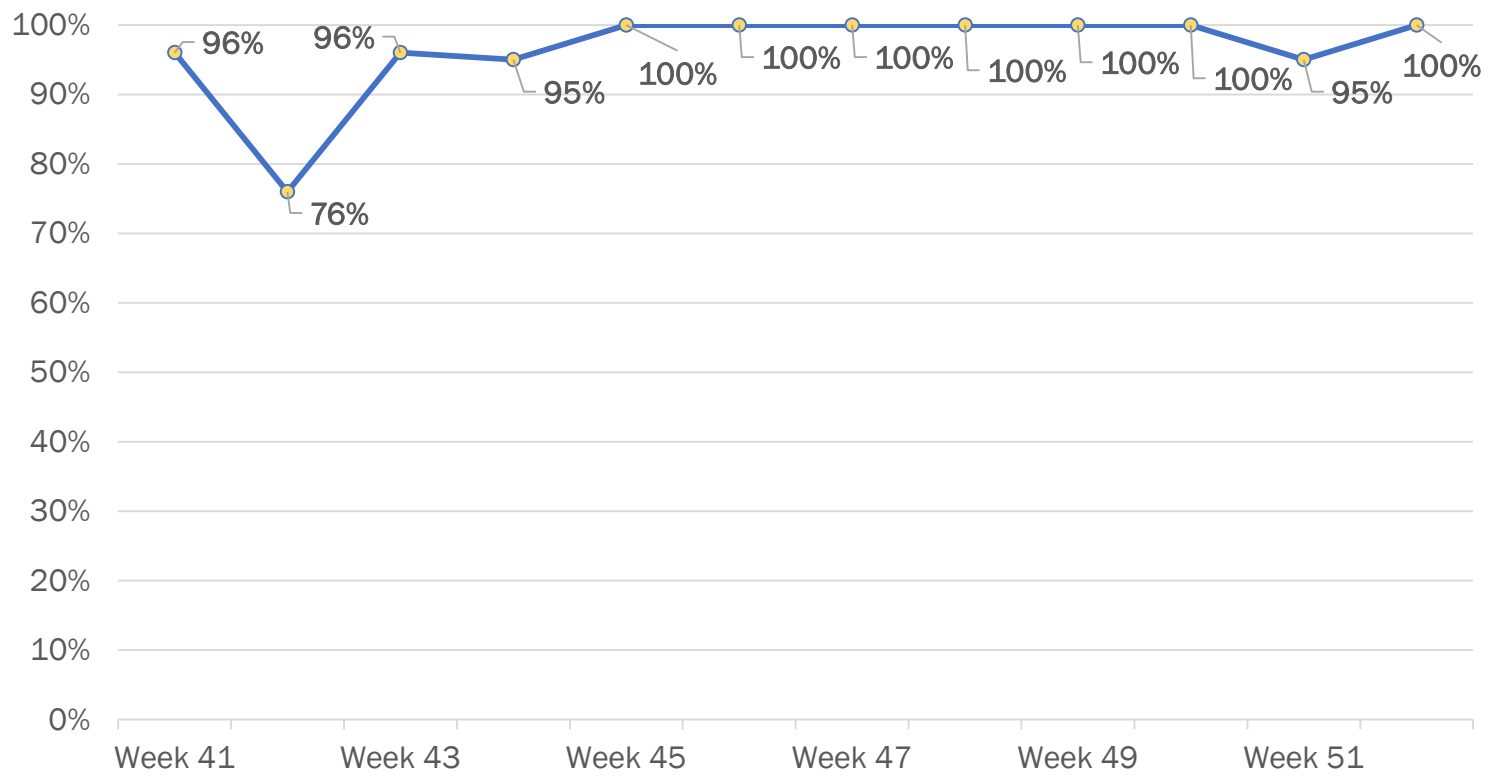
Field Services: Reports of Running Water



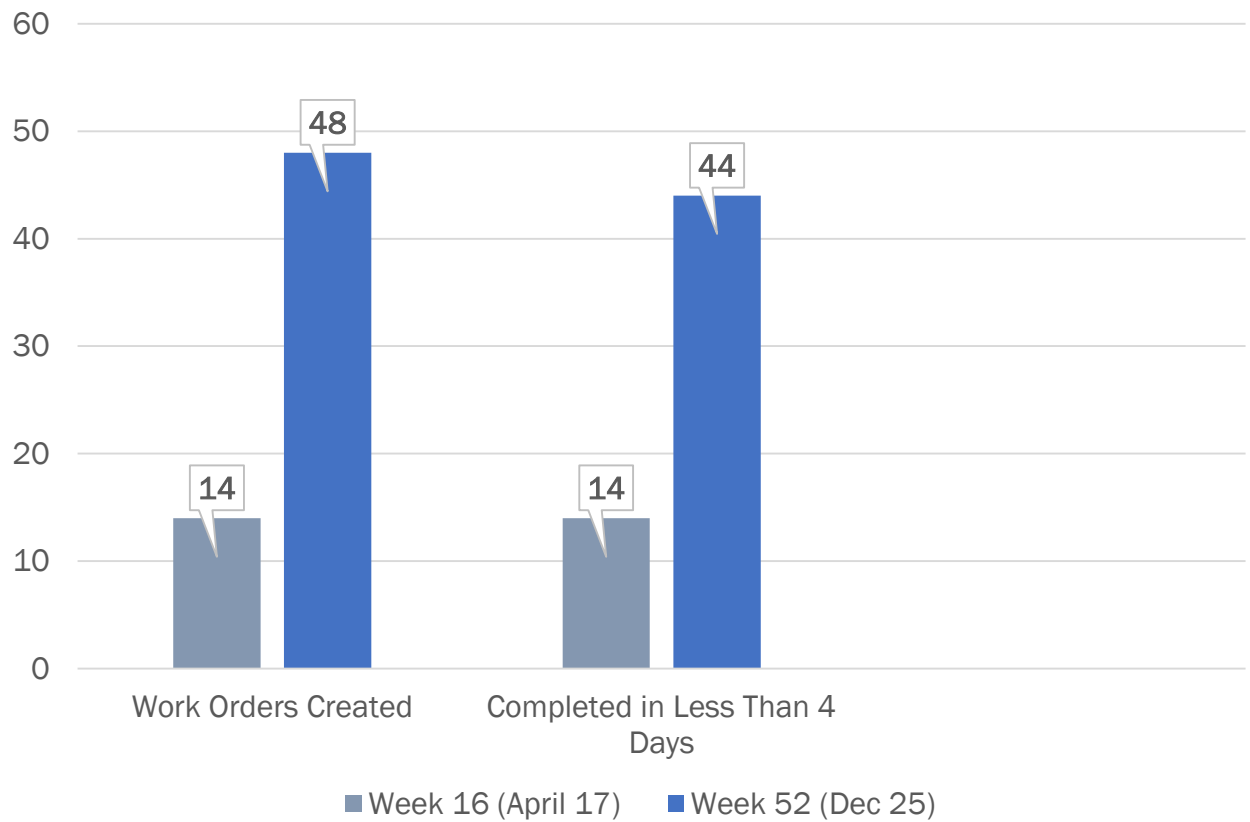
Field Services: Reports of Running Water



Completion Rate within TWO Days



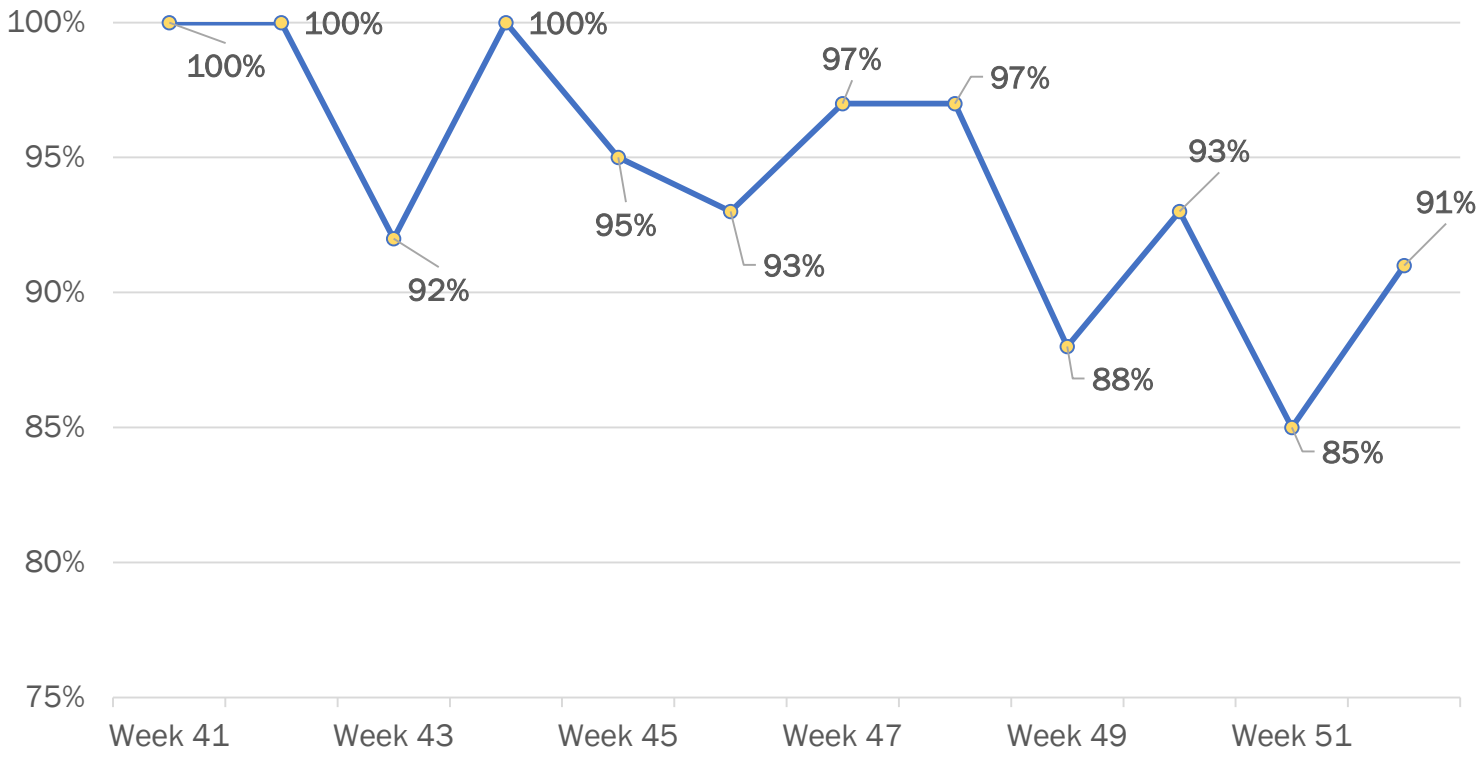
Field Services: Water Main Repairs



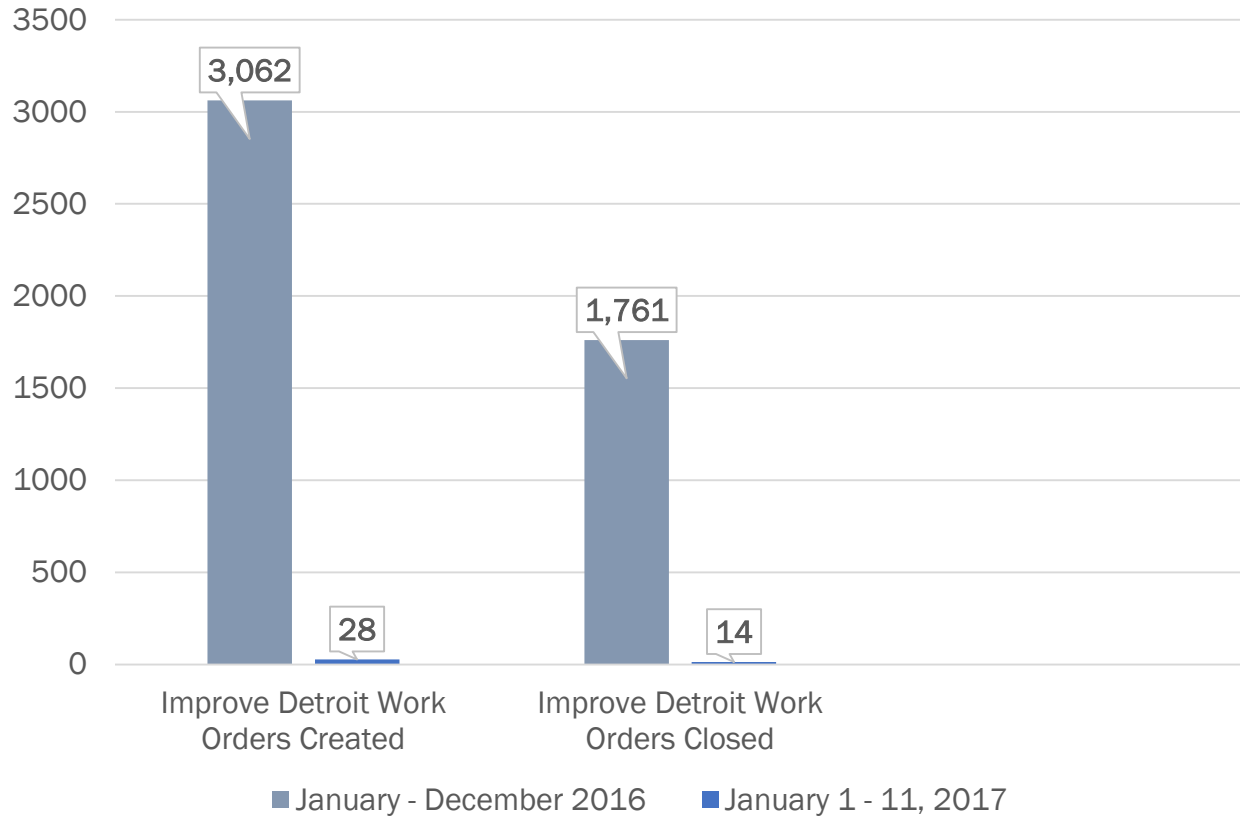
Field Services: Water Main Repairs



Completion Rate within FOUR Days



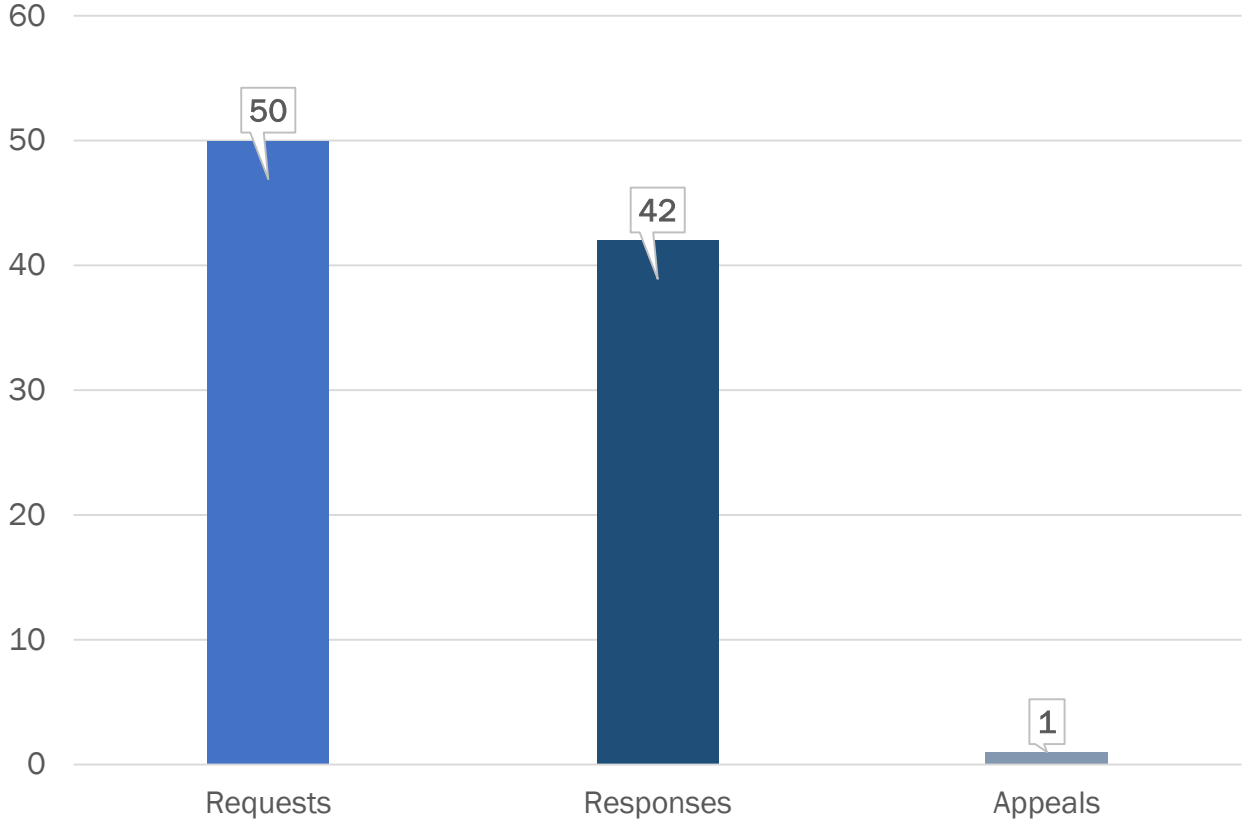
Field Services: Catch Basins



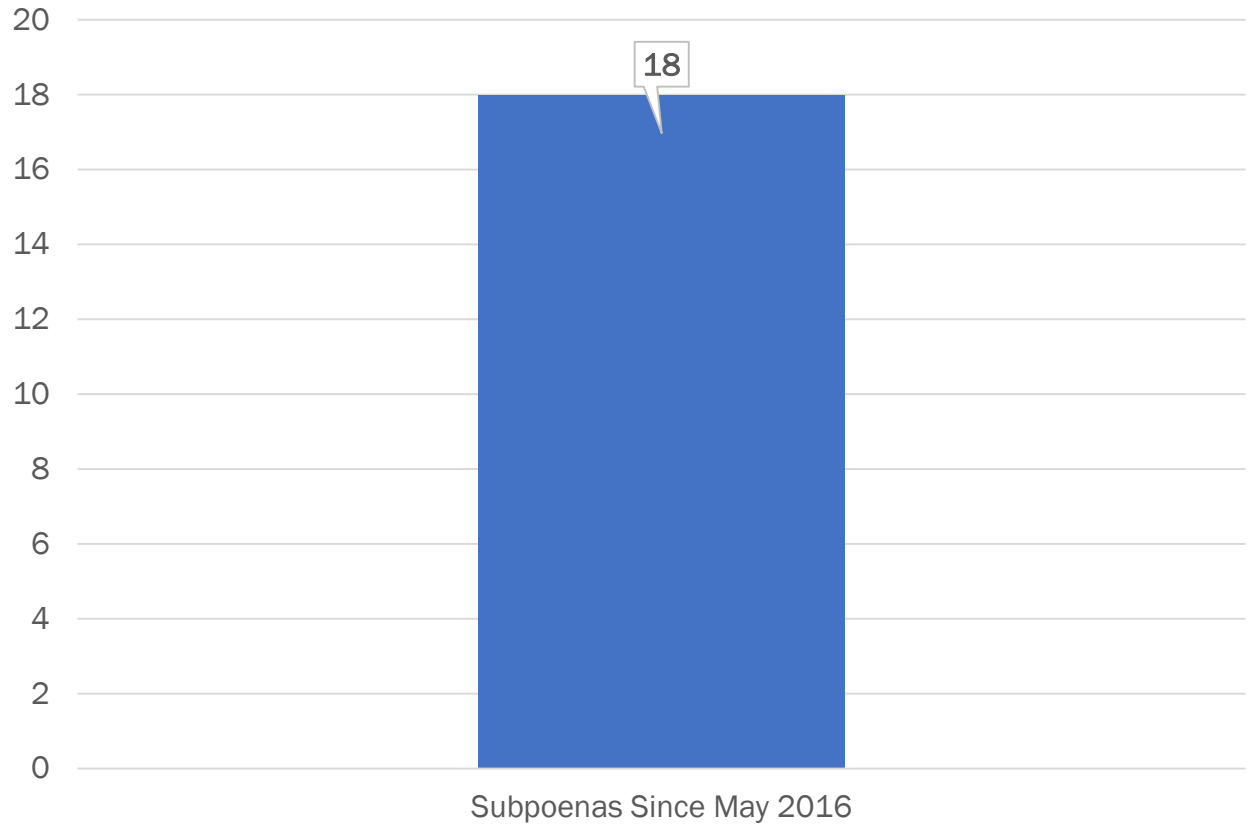


Legal Services

Legal: FOIA Requests



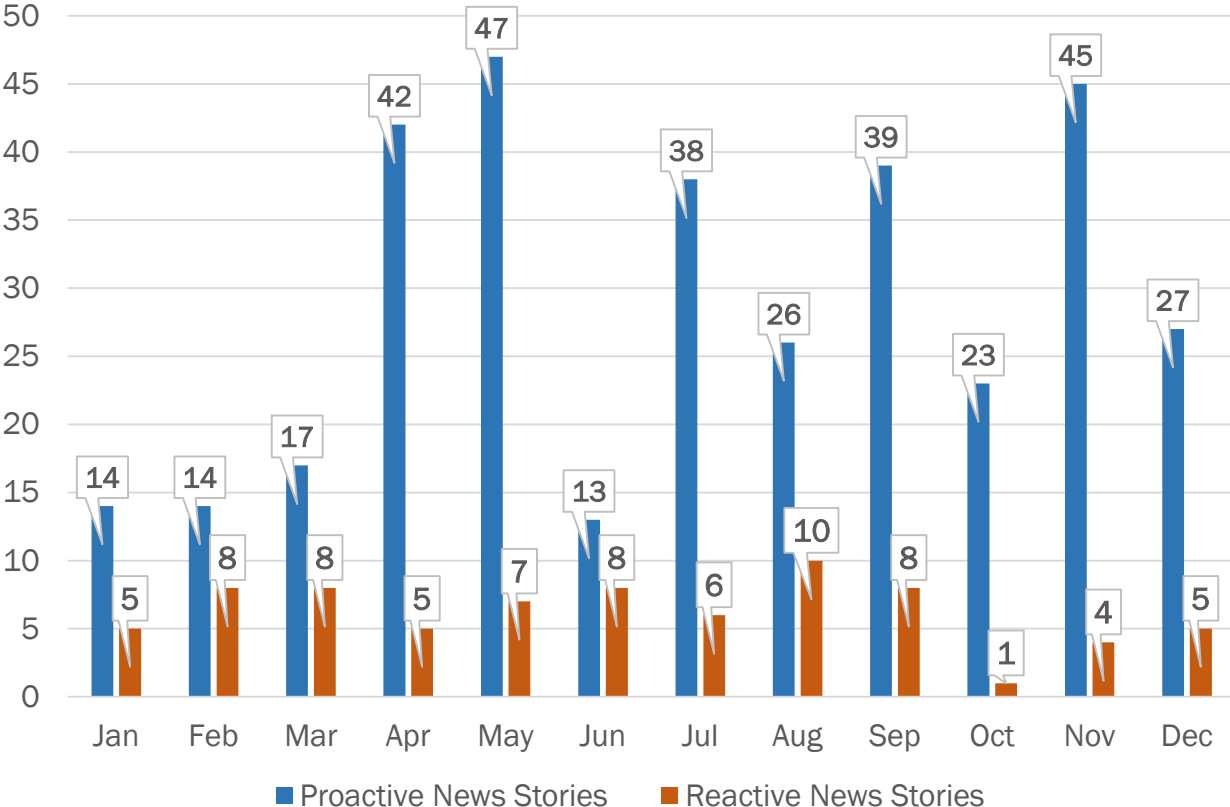
Legal: Subpoenas



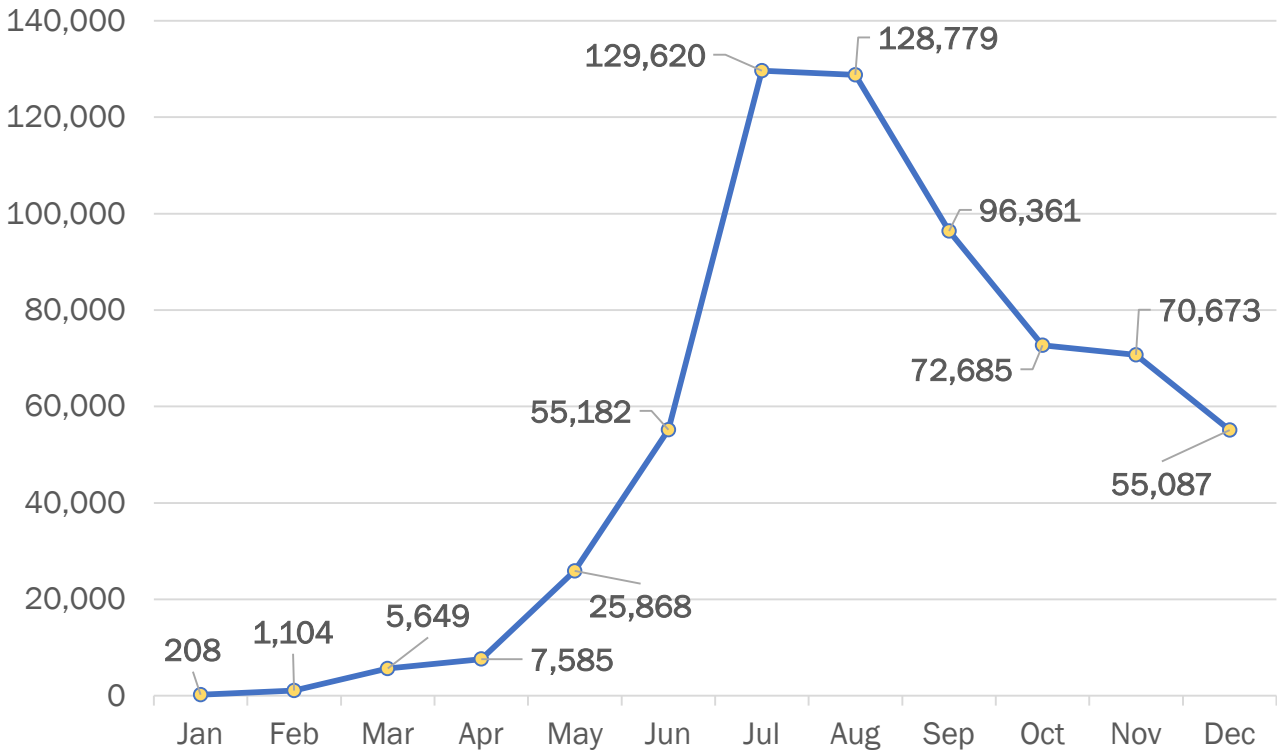


Public Affairs

Public Affairs: News Media Placements

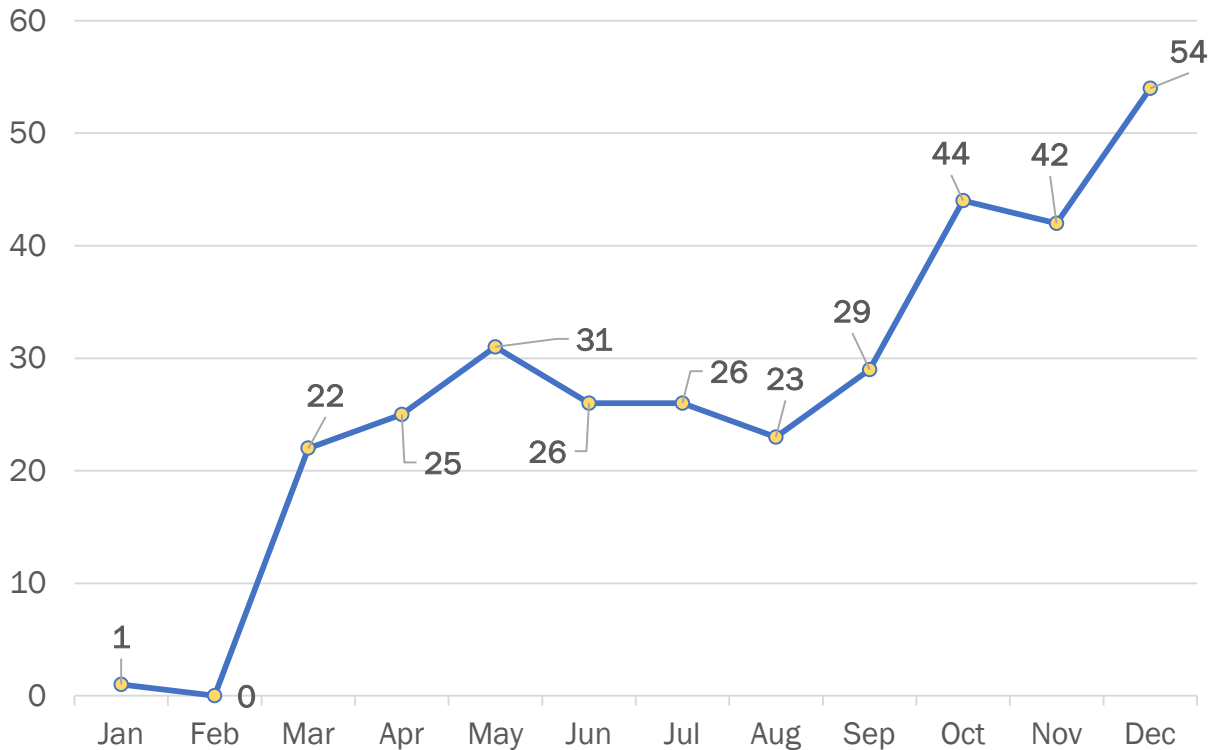


Public Affairs: Social Media Reach*



*The significant increase in July and August 2016 is mostly a result of targeted paid advertising on Facebook and Instagram by DWSD.

Public Affairs: Community Engagement Activities





Information Technology

Information Technology: Software Application Availability for Customer Care, Field Services and Finance



Customer Service Application Availability Last 90-Days

