



# **DIRECTOR'S REPORT**

## **May 17, 2017**

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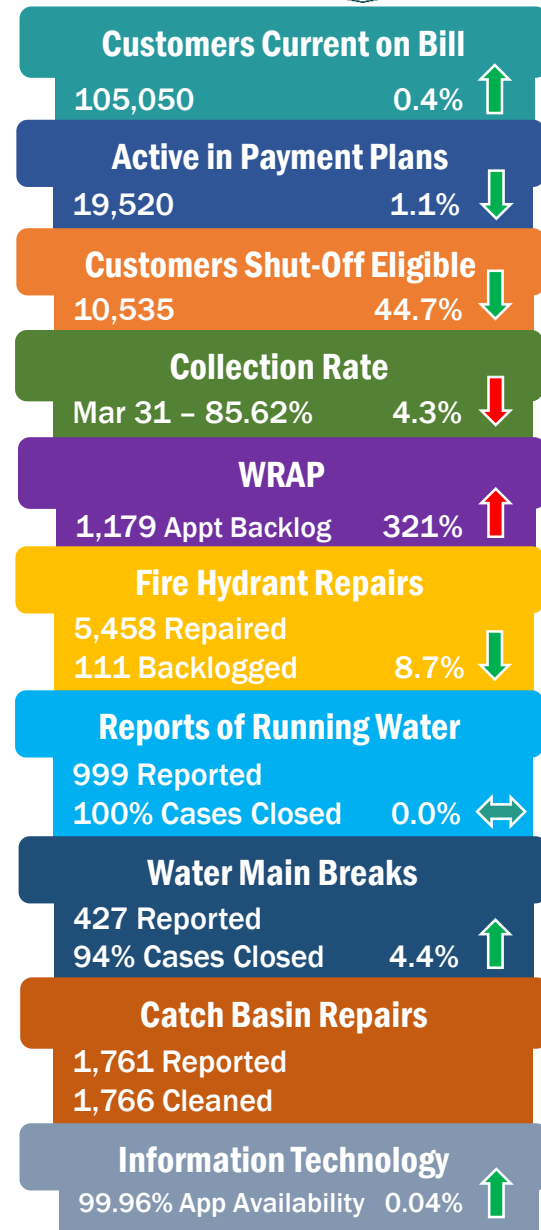
# Director's Update

## Recent Actions and Events:

- The number of residential customers at-risk for a service interruption due to nonpayment decreased by nearly 45% in one month resulting from WRAP enrollment, DWSD's outreach efforts and enhanced customer service.
  - The Great Lakes Water Authority Board reallocated \$1.6 million in WRAP funding to Detroit, which will assist up to an additional 2,000 households.
  - The customer communication and payment kiosks have been successful at reducing the lines at service centers compared with the same time last year.
- Presented to Congressional staff during a Lead and Drinking Water meeting in Washington DC on May 3 with a call-to-action for increasing state revolving funds to support lead service line replacements.
- The scheduled water main replacement projects began in April that include DWSD replacing its portion of the lead service lines.
  - DWSD is conducting drinking water outreach efforts which include providing free filters and water quality testing to the identified households.
  - DWSD is collaborating with Councilman James Tate's office and the Department of Neighborhoods on outreach efforts for the projects on two four-block areas of Glastonbury and Faust.

## Upcoming Actions and Events (May-June):

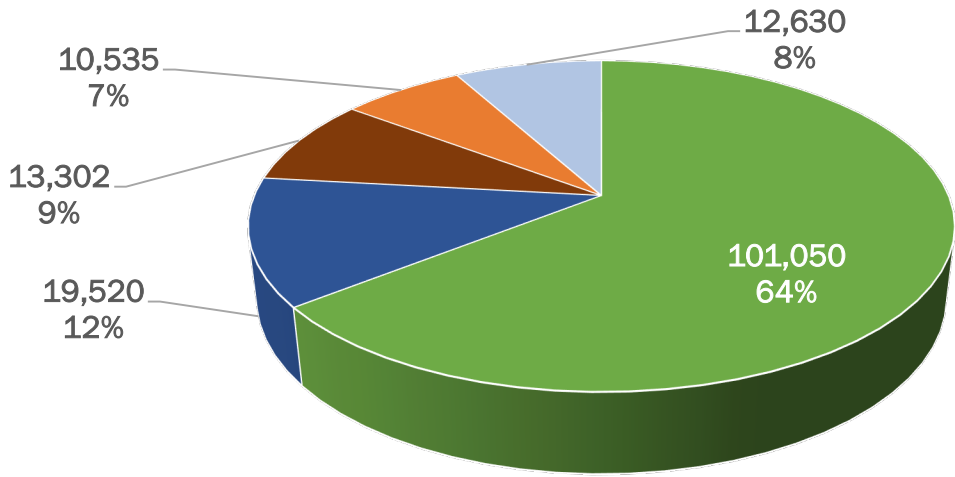
- Customer service is conducting a soft launch of the QLESS scheduling system for customers to place themselves in line ahead of going to a Customer Care Center, as part of the "Skip the line" initiative.
- The new Customer Care web portal is scheduled to roll-out in June.
- DWSD has been collaborating with the Department of Emergency Management and Homeland Security and the Great Lakes Water Authority to create a notification plan during a water or sewer emergency.





# Customer Care

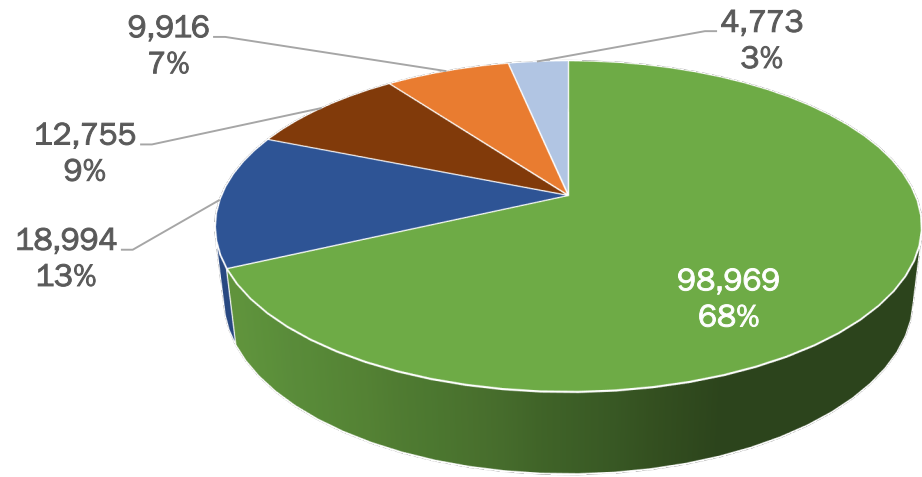
# Customer Care: Account Status\*



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

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

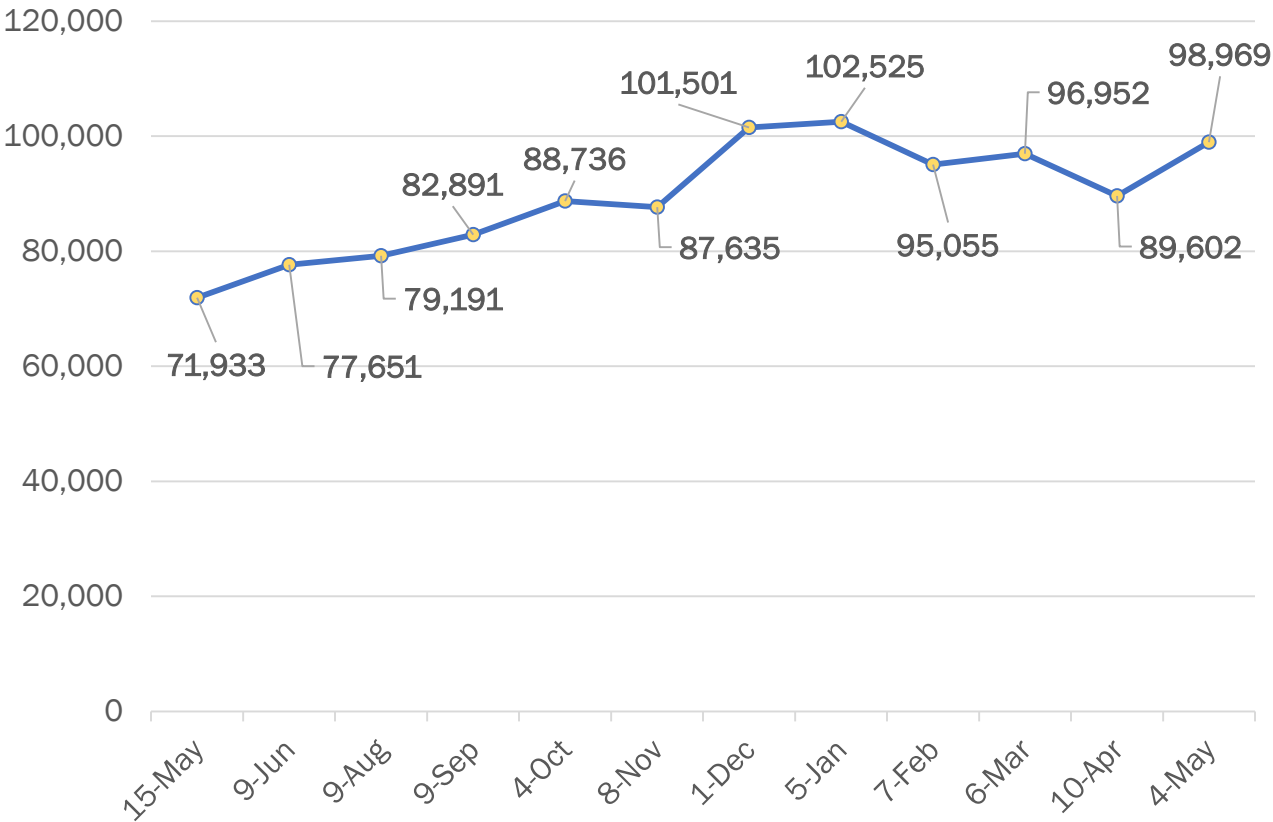
# Customer Care: Residential Account Status\*



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

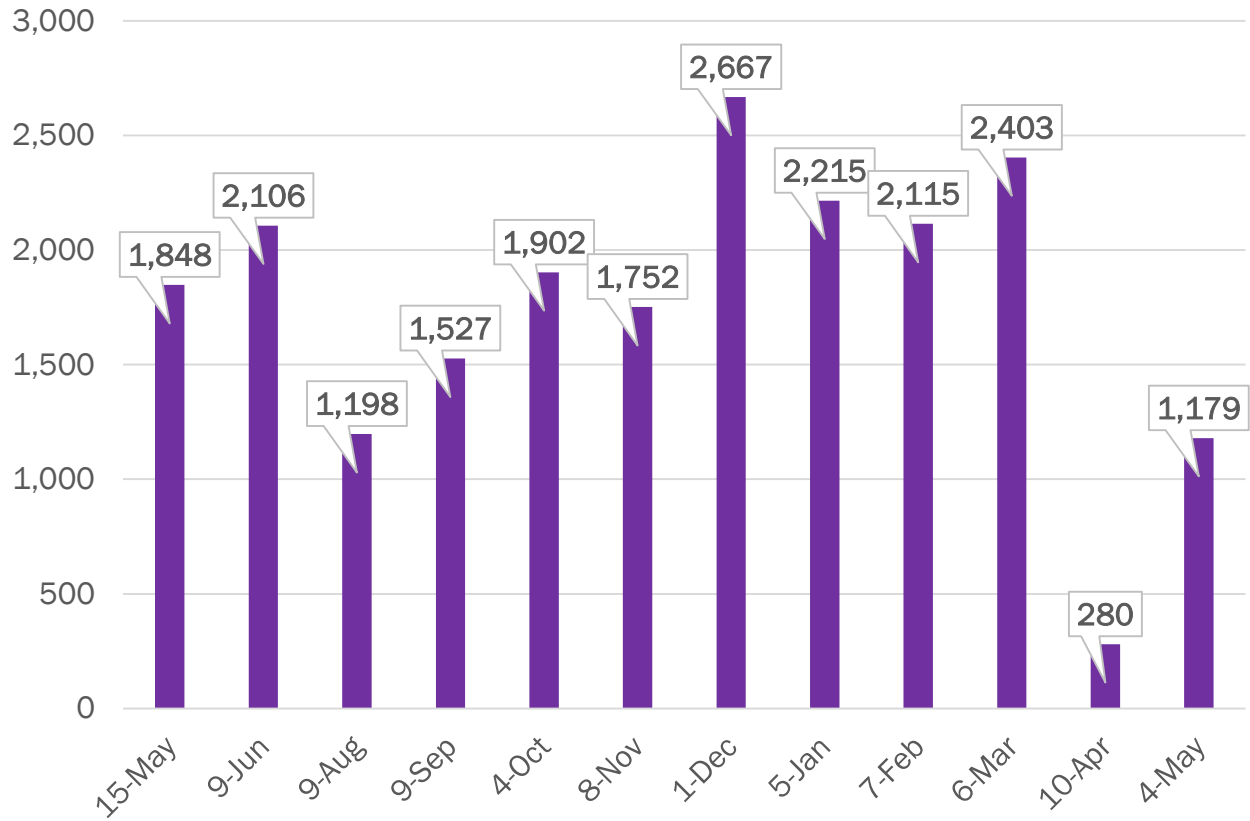
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Residential Current on Bill\*



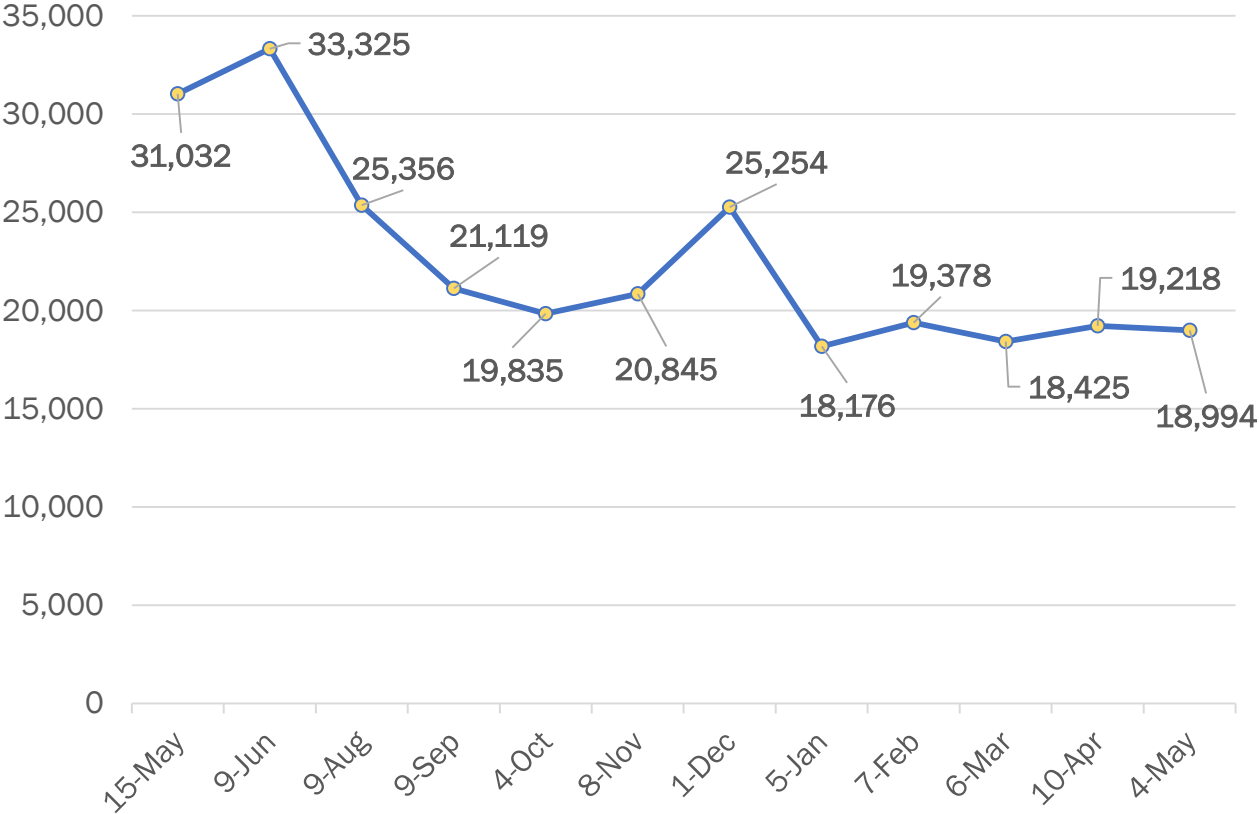
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

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

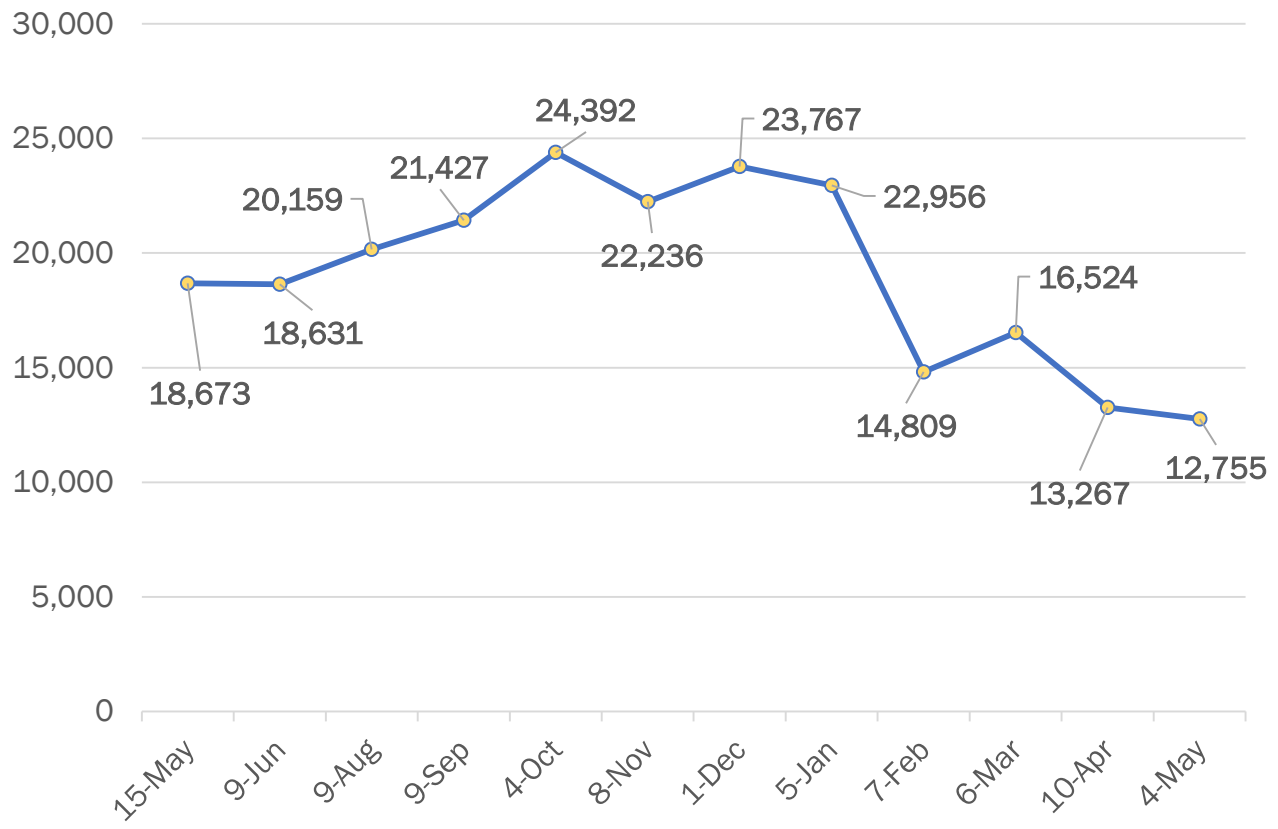




# Customer Care: Residential Payment Plans

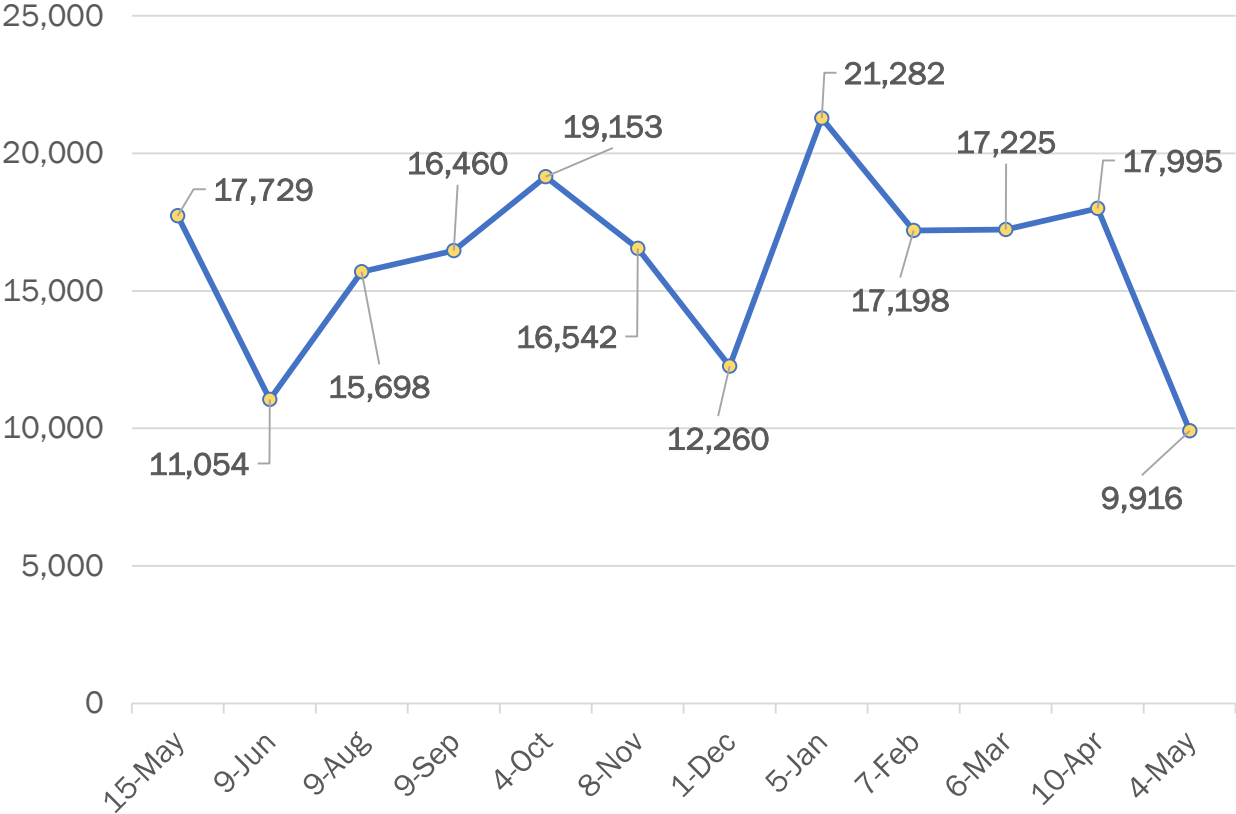


# Customer Care: Residential On the Bubble\*

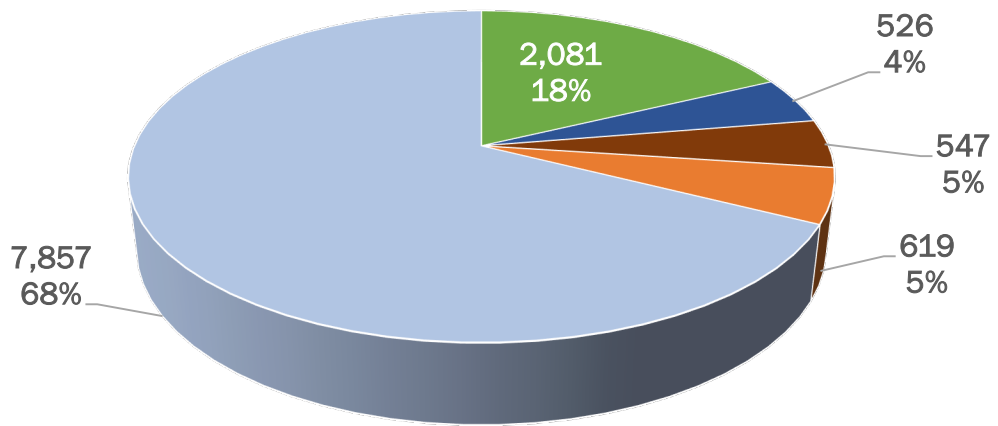


\*Past due more than 60 days and less than \$150.

# Customer Care: Residential Shut-Off Eligible



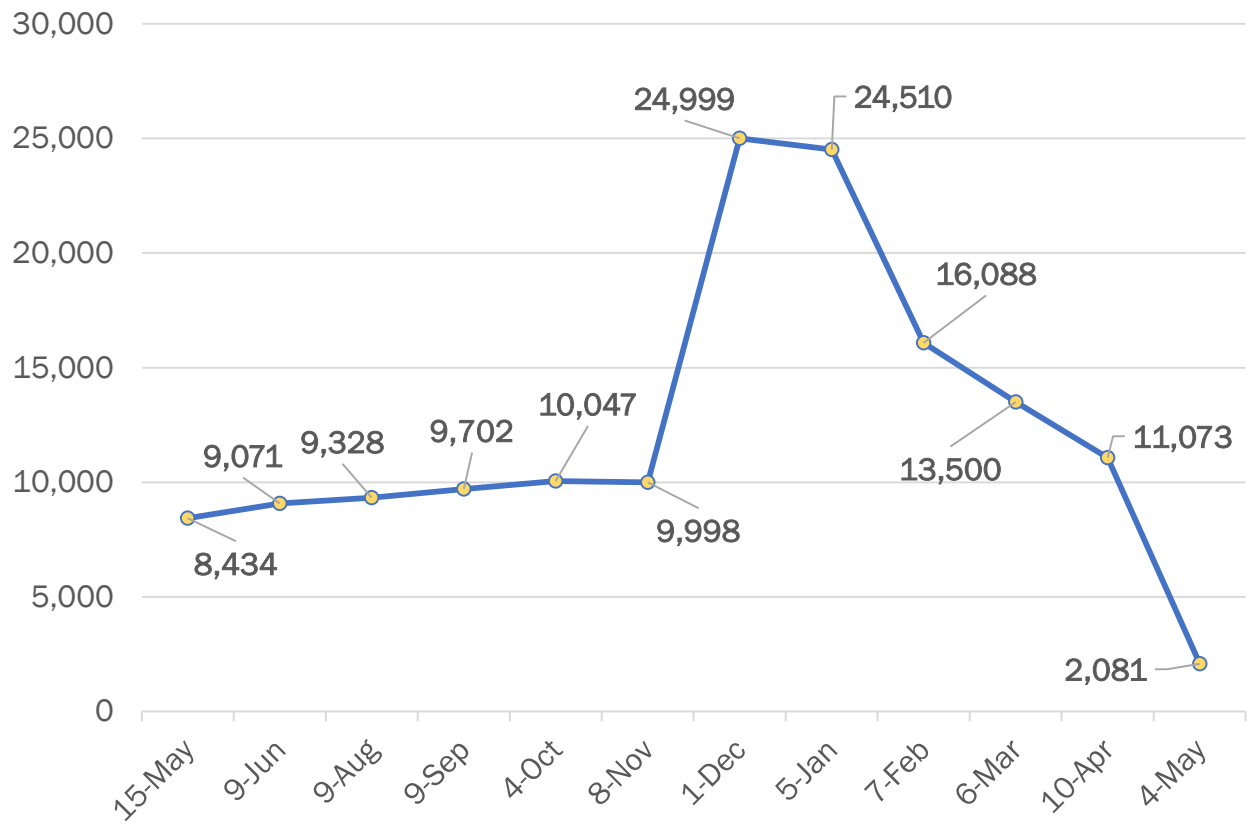
# Customer Care: Nonresidential Account Status\*



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

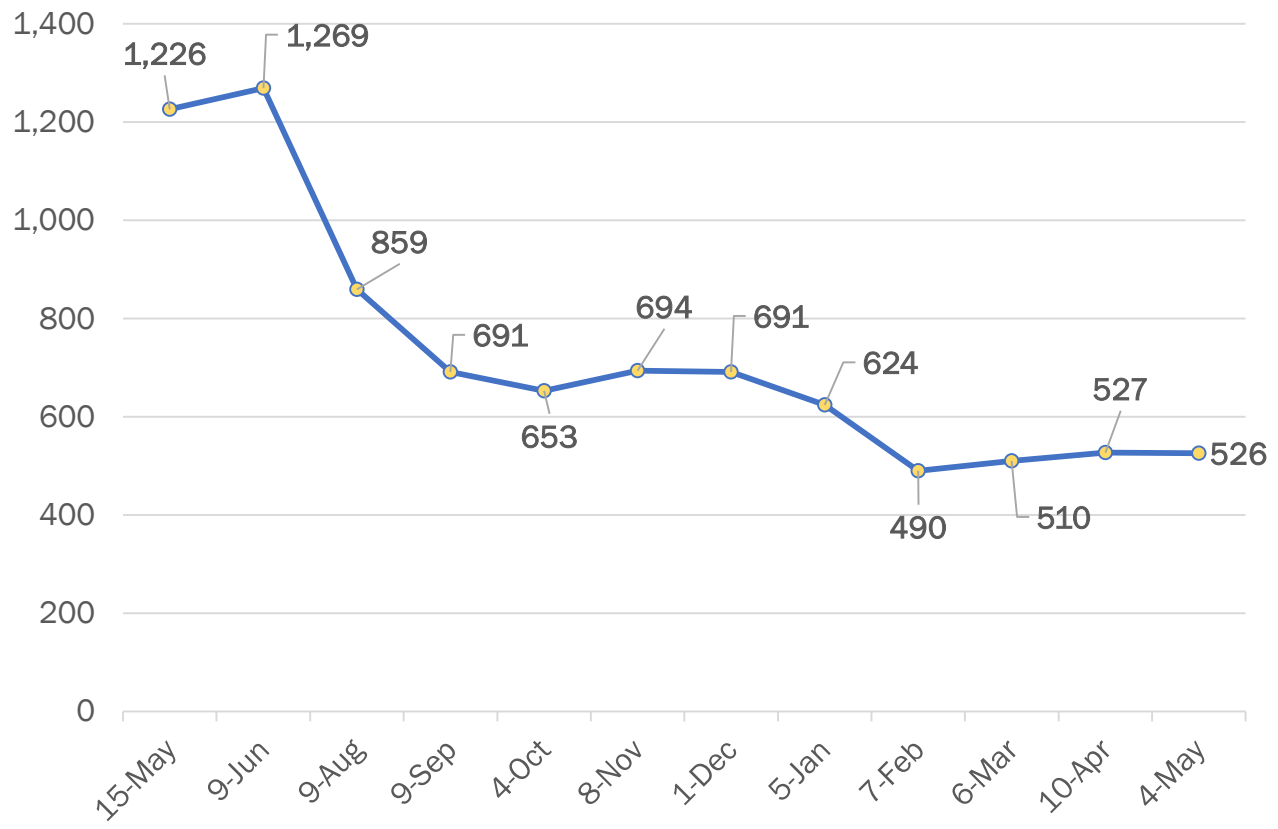
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Current on Bill\*

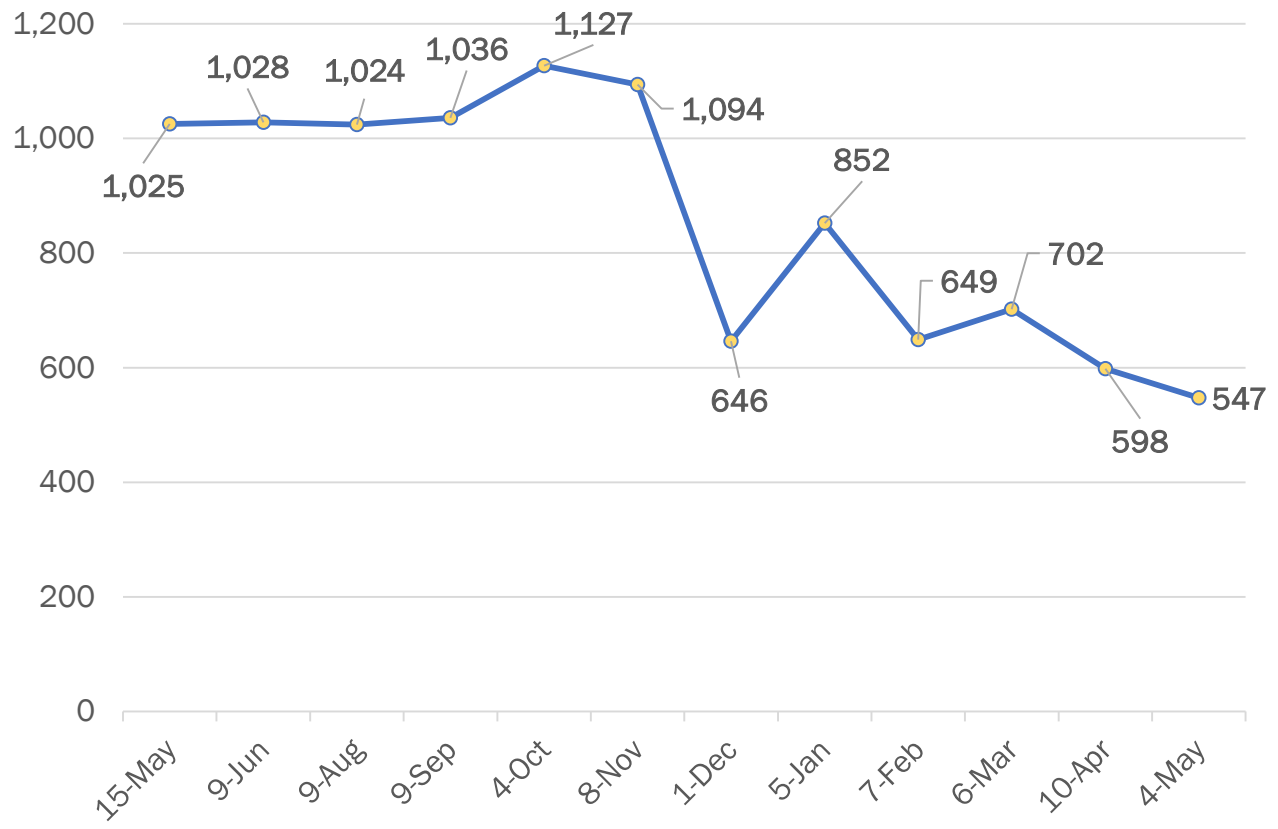


\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Payment Plans

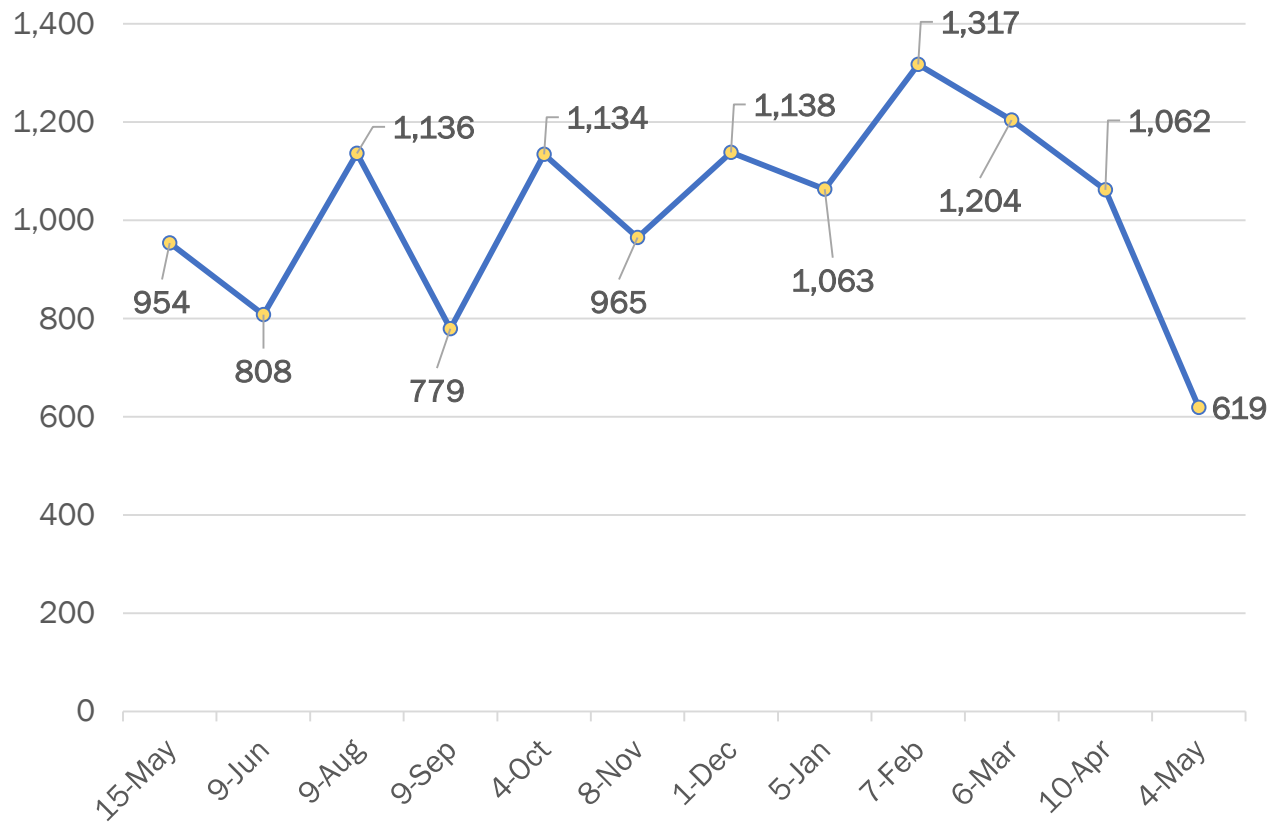


# Customer Care: Nonresidential On the Bubble\*



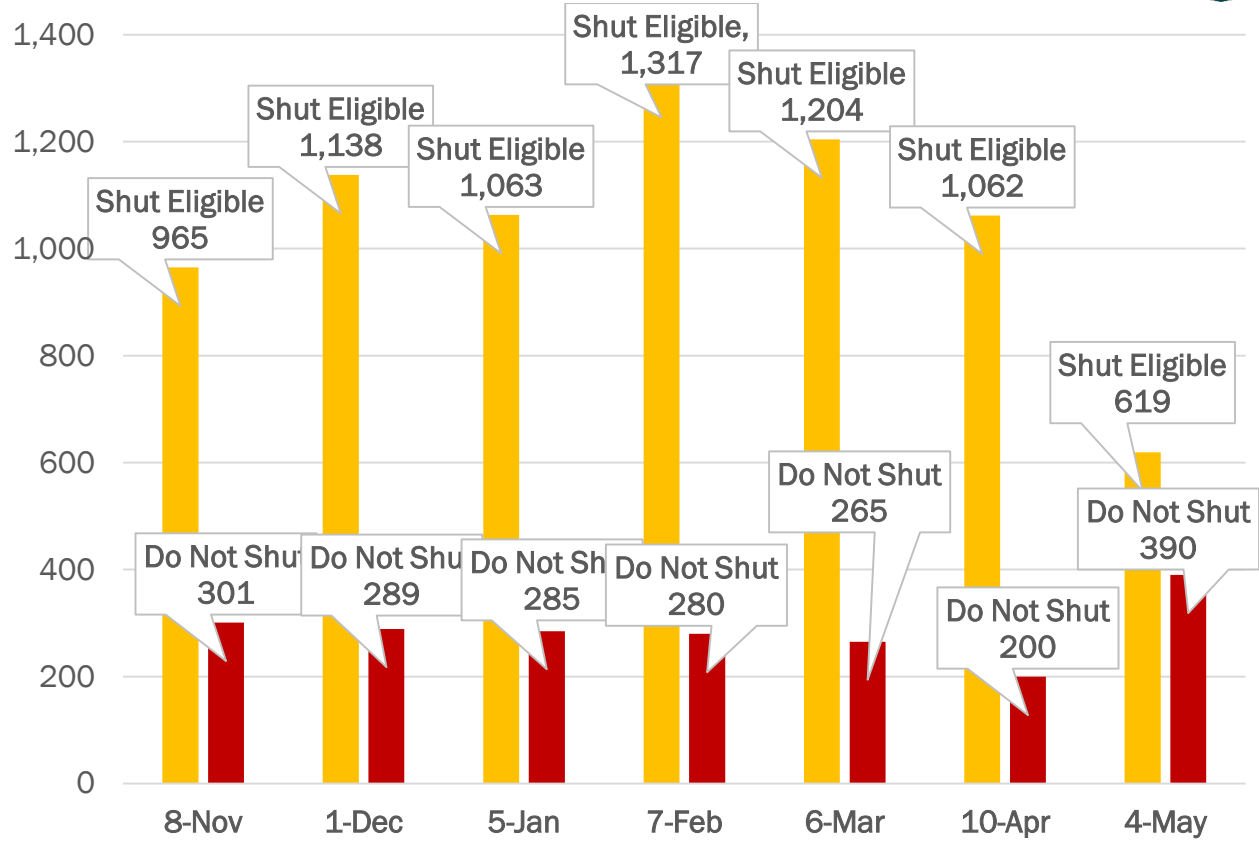
\*Past due more than 60 days and less than \$150.

# Customer Care: Nonresidential Shut-Off Eligible





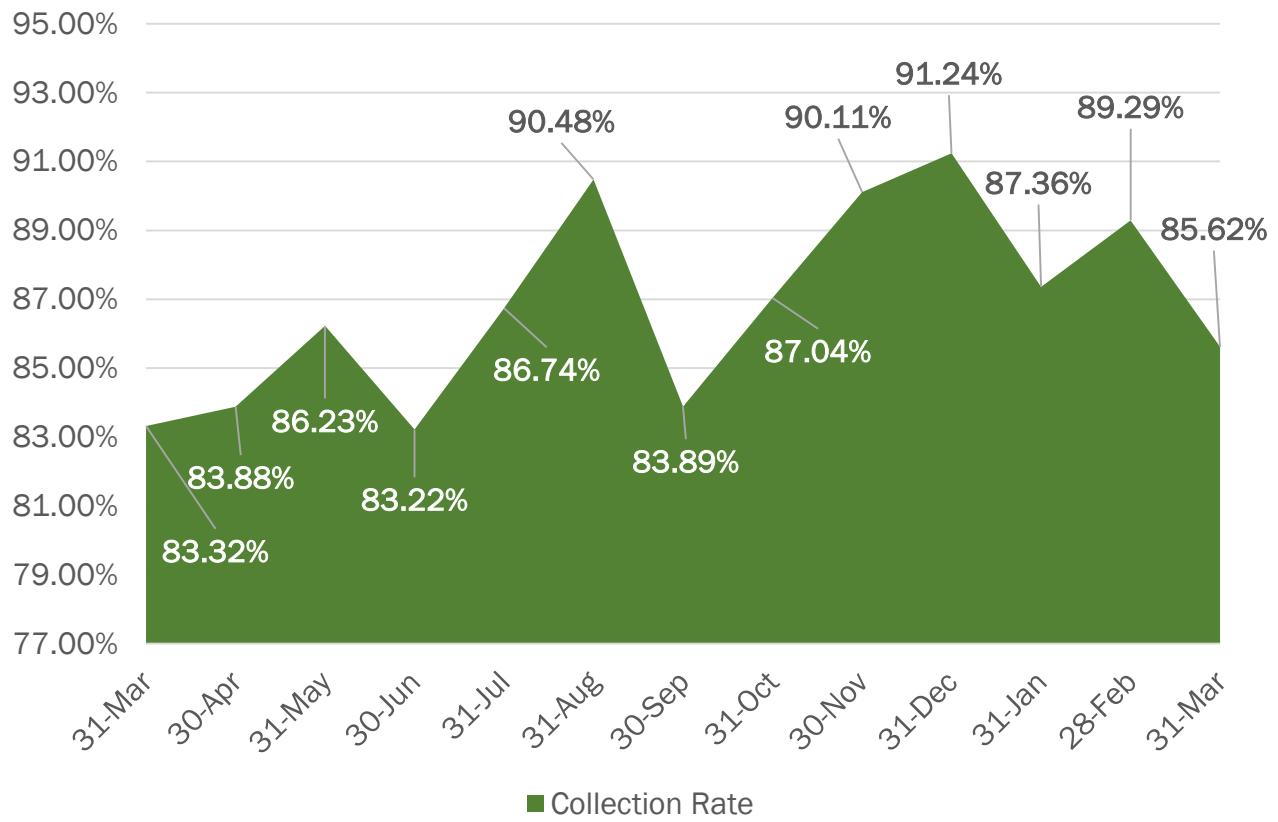
# Customer Care: Nonresidential Shut-Off Status\*



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

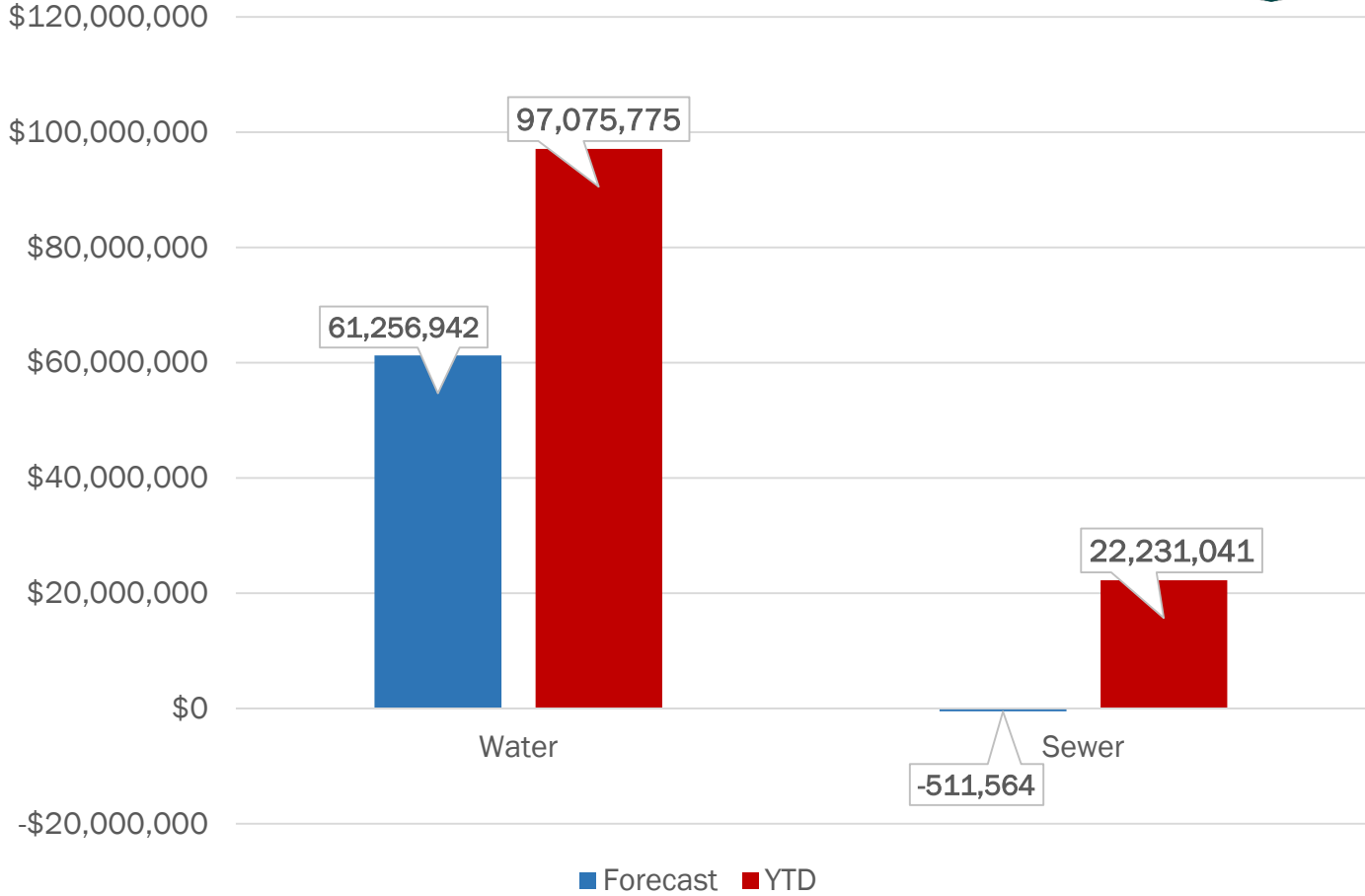
# Finance

# Finance: Collection Rate\*



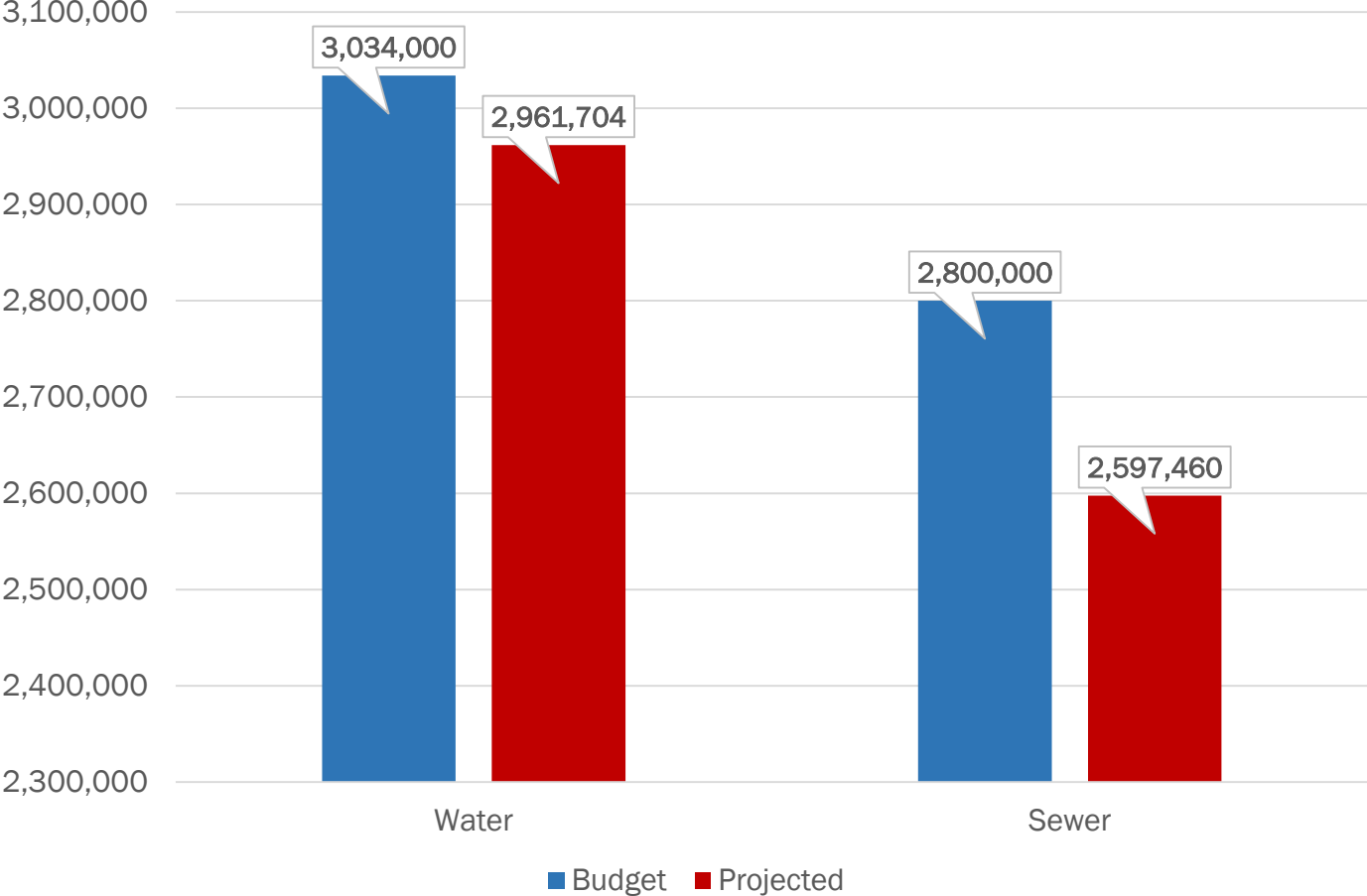
\*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

# Finance: Cash Flow Status\*

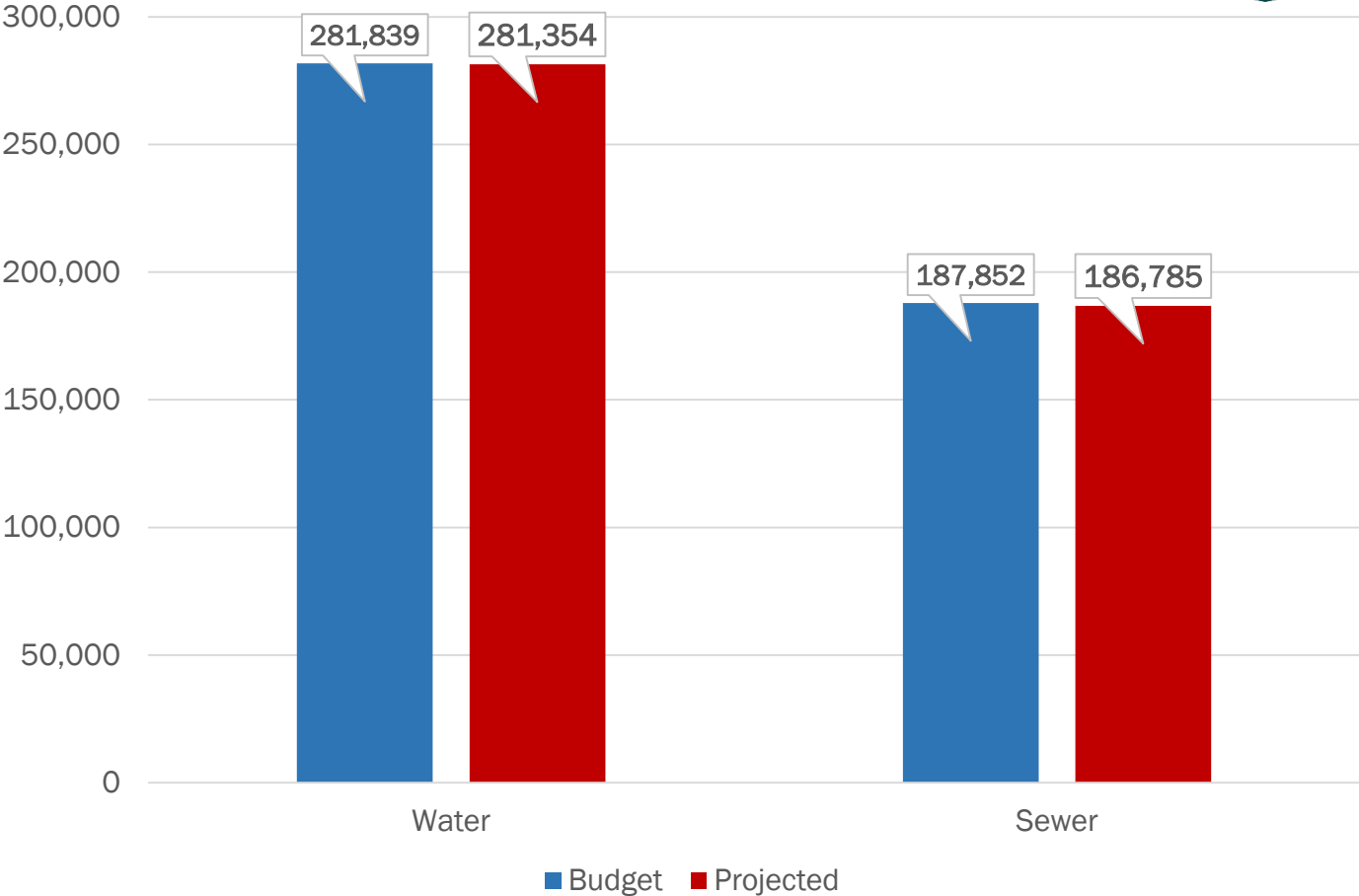


\*Cash flow statement is pro forma. DWSD still lacks certain data to perform full reconciliation. Unreconciled balance as of September 30, 2016 approximates \$67,000. Unreconciled bank to ledger balance approximates \$400,000 due to City of Detroit failure to book certain cash payments from DWSD.

# Finance: Commodity Volumes



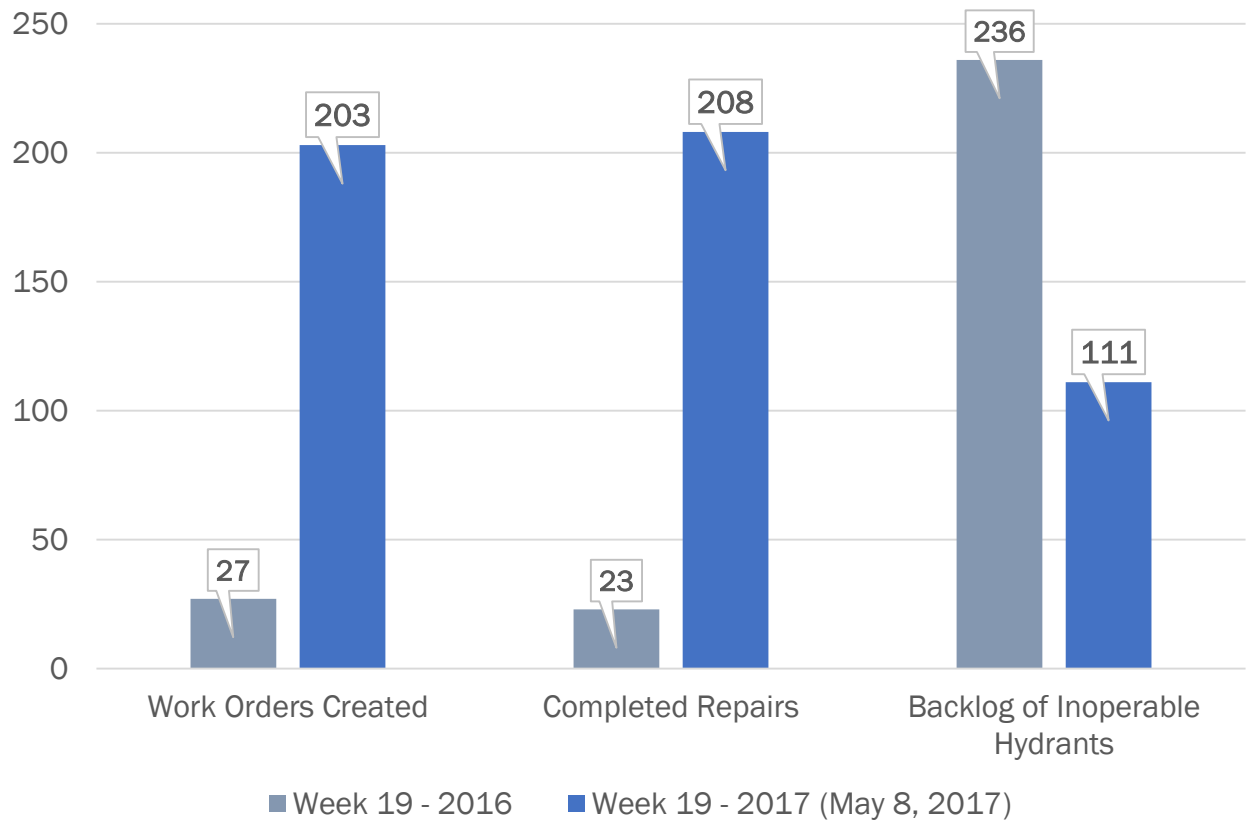
# Finance: Equivalent Accounts





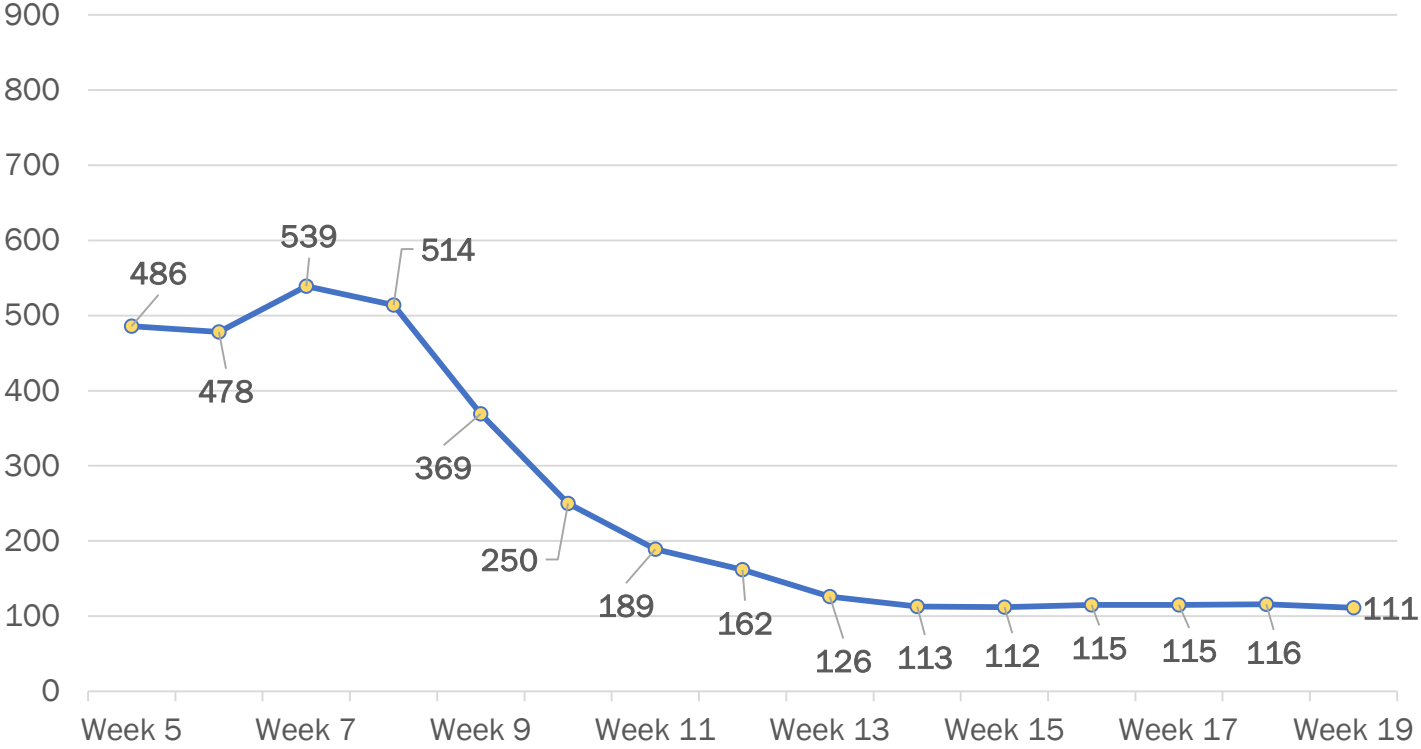
# Field Services

# Field Services: Fire Hydrant Repairs





# Field Services: Backlog of Inoperable Fire Hydrants



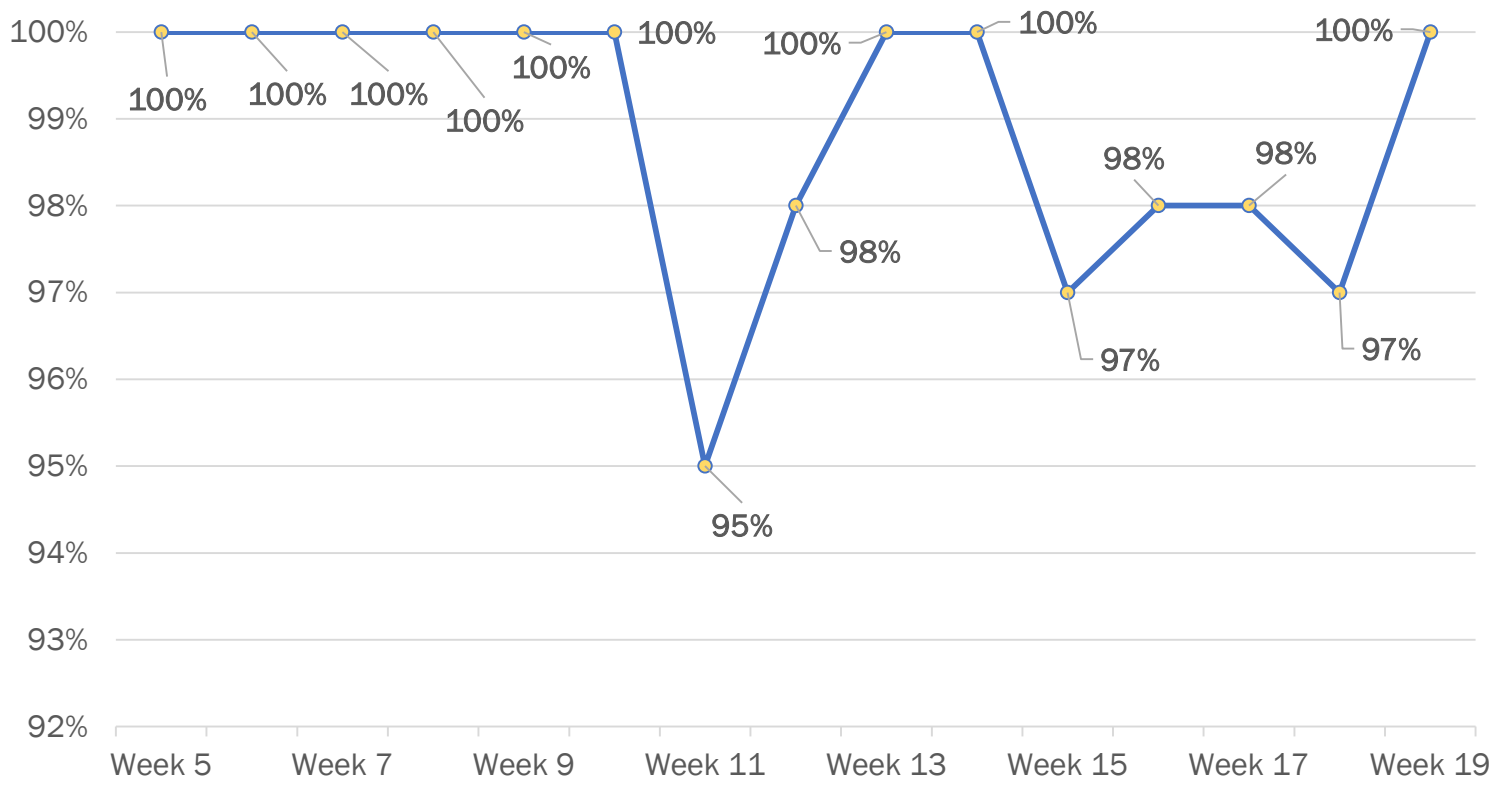
# Field Services: Reports of Running Water



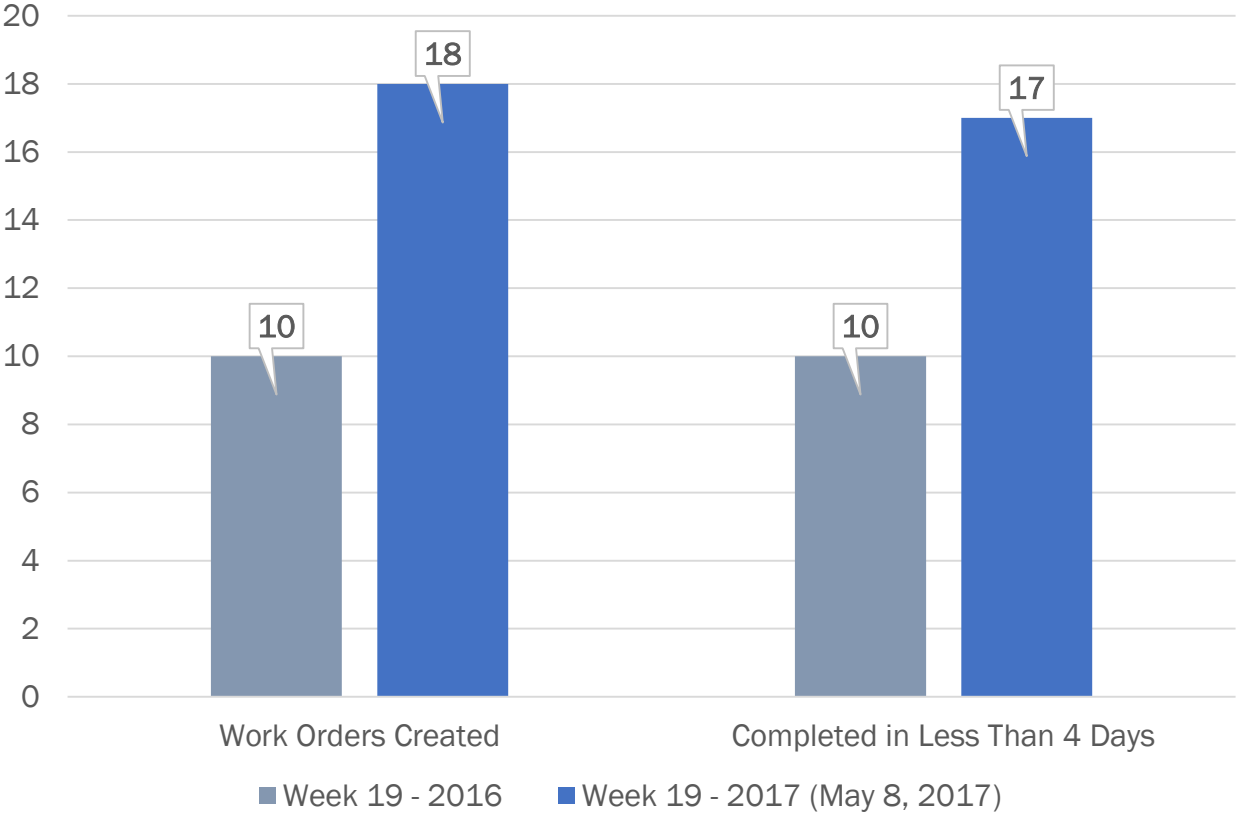
# Field Services: Reports of Running Water



### Completion Rate within TWO Days



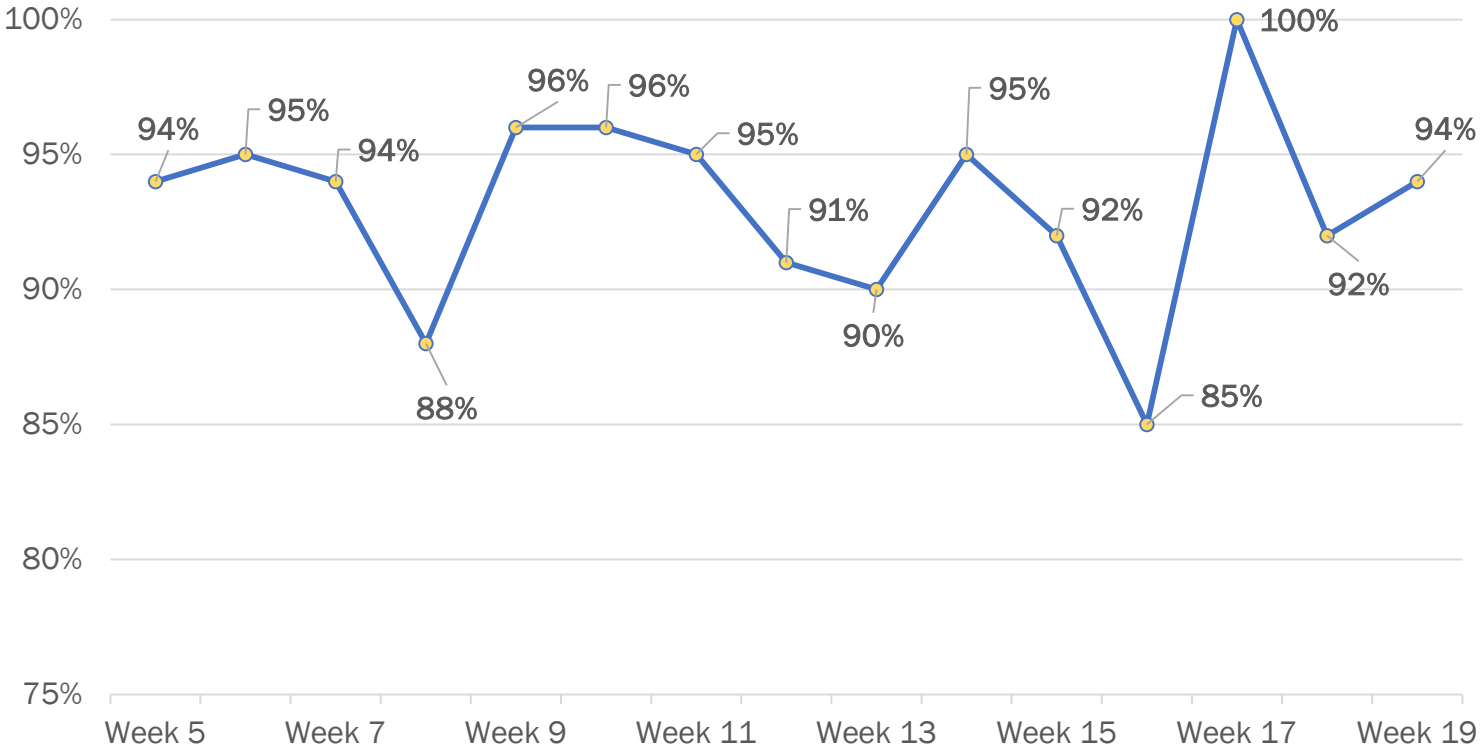
# Field Services: Water Main Repairs



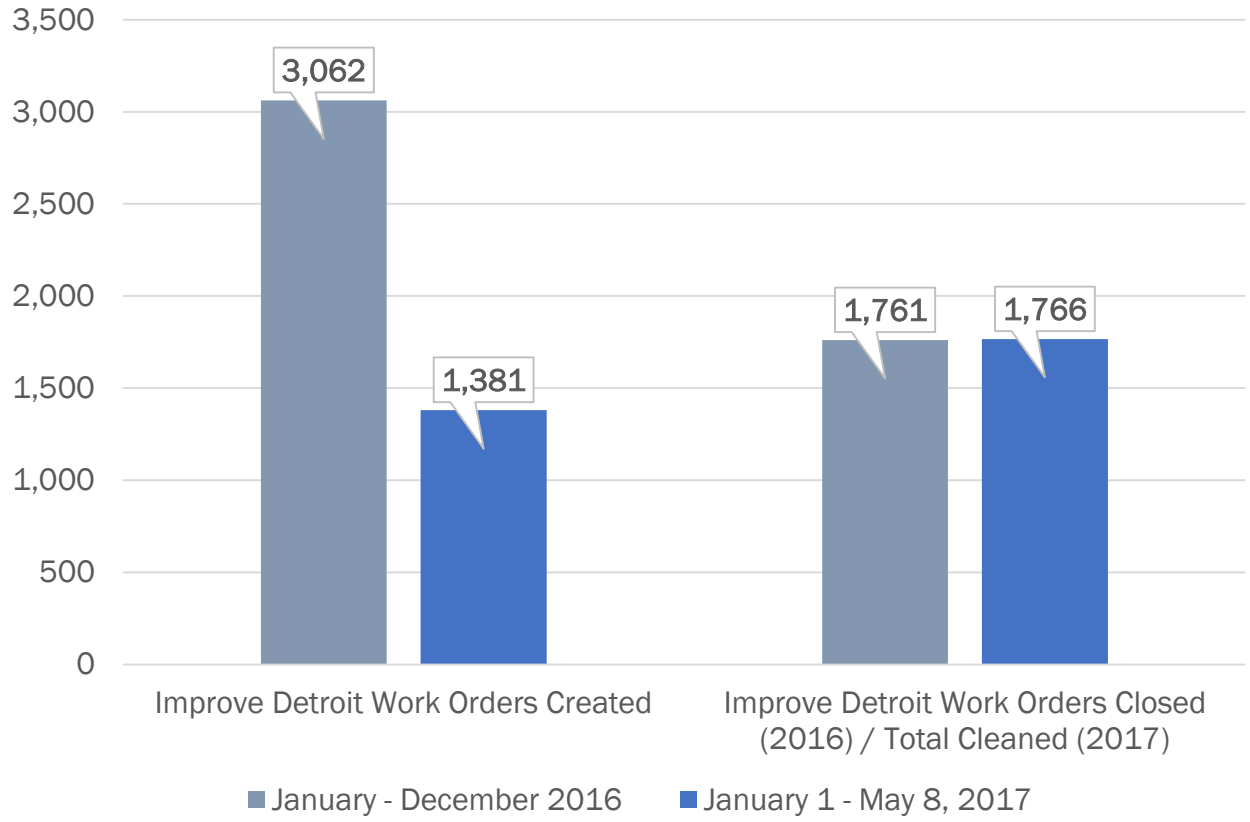
# Field Services: Water Main Repairs



### Completion Rate within FOUR Days

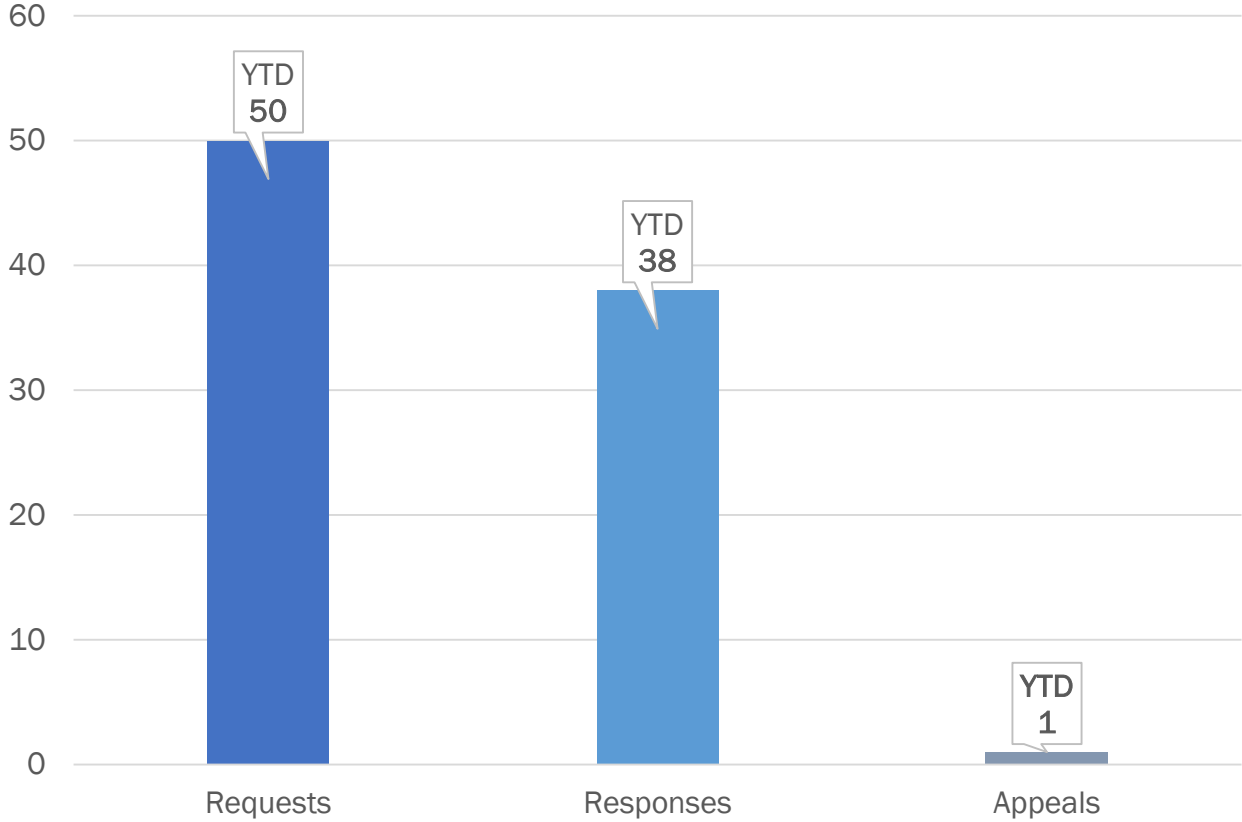


# Field Services: Catch Basins



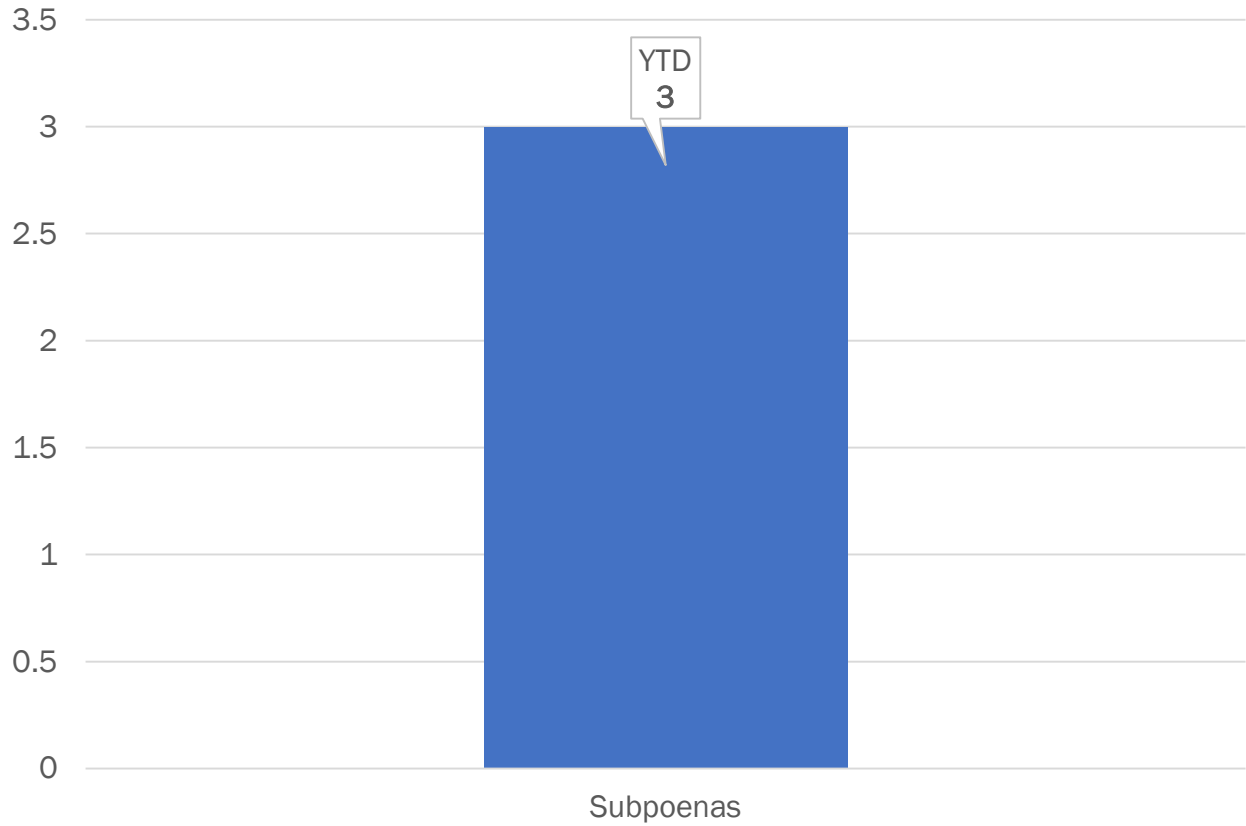
# Legal Services

# Legal: FOIA Requests

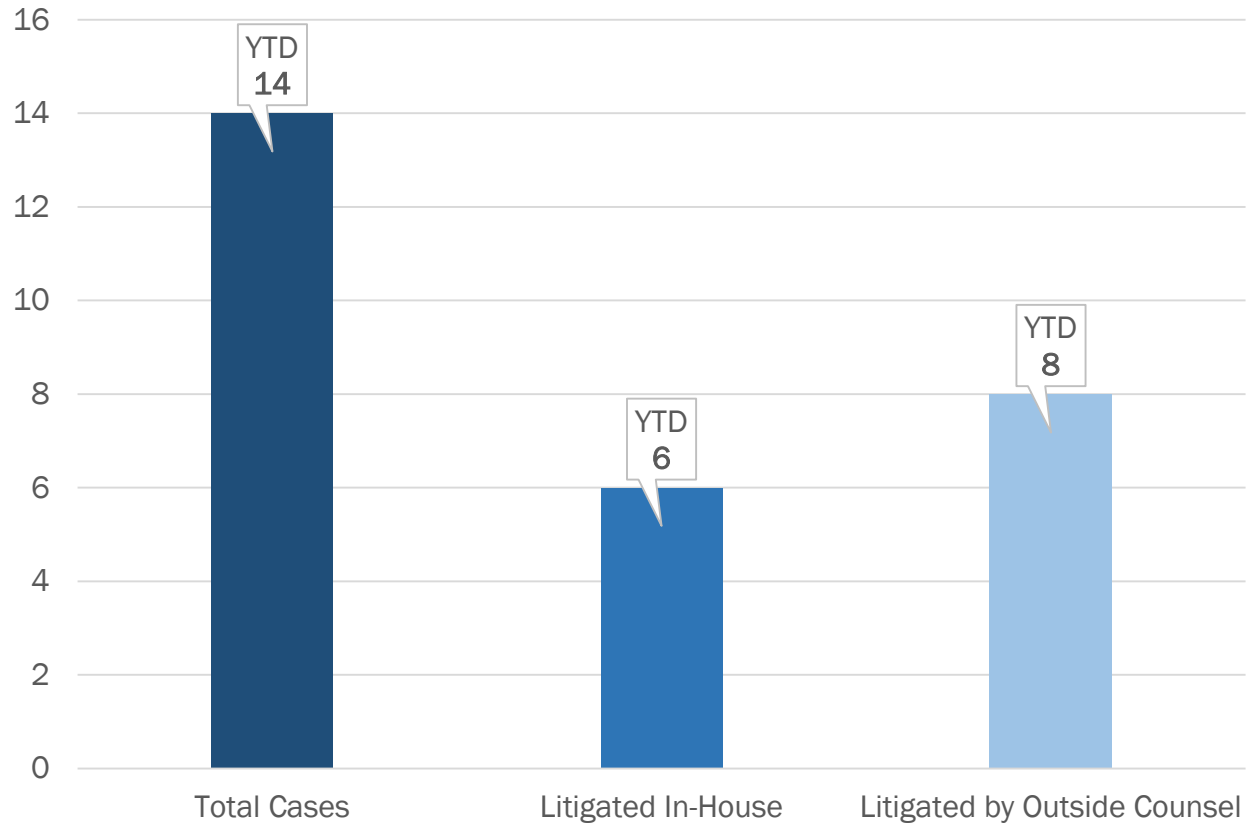




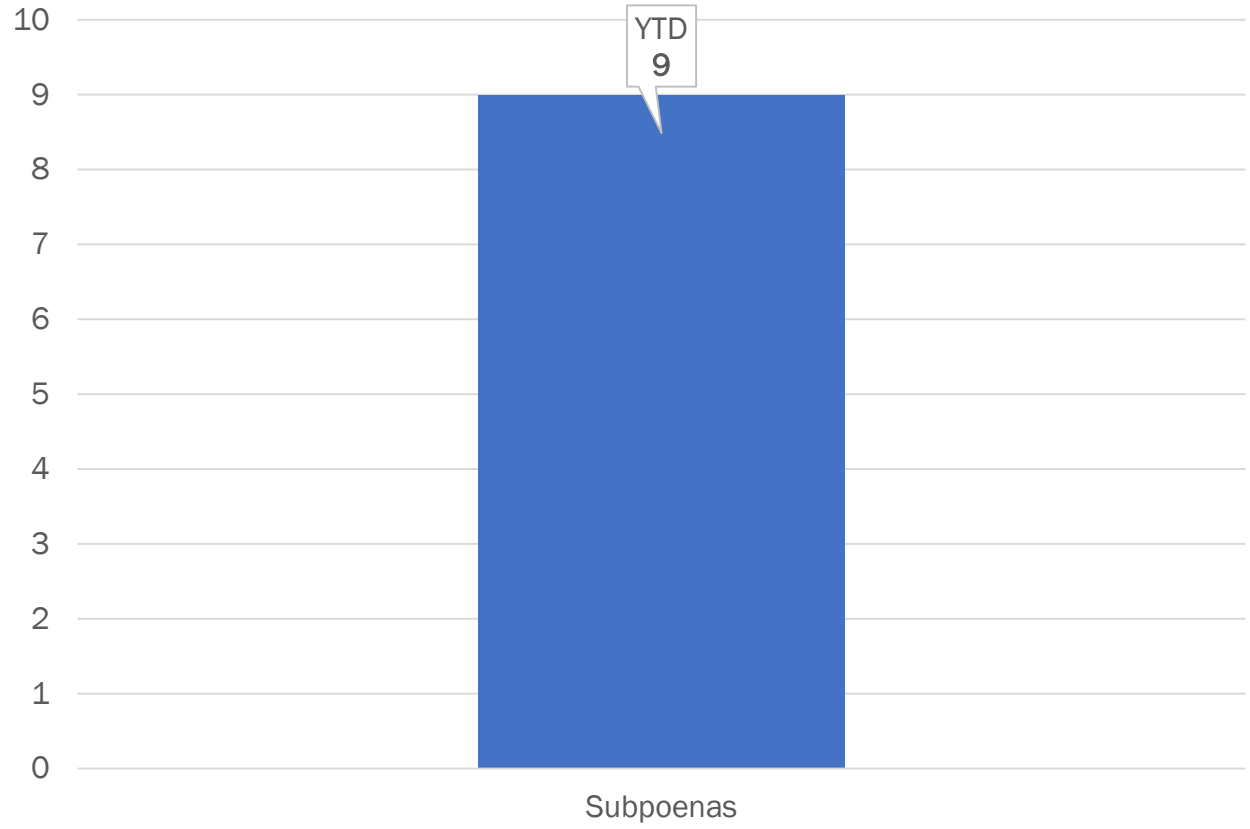
# Legal: Attorney General Complaints



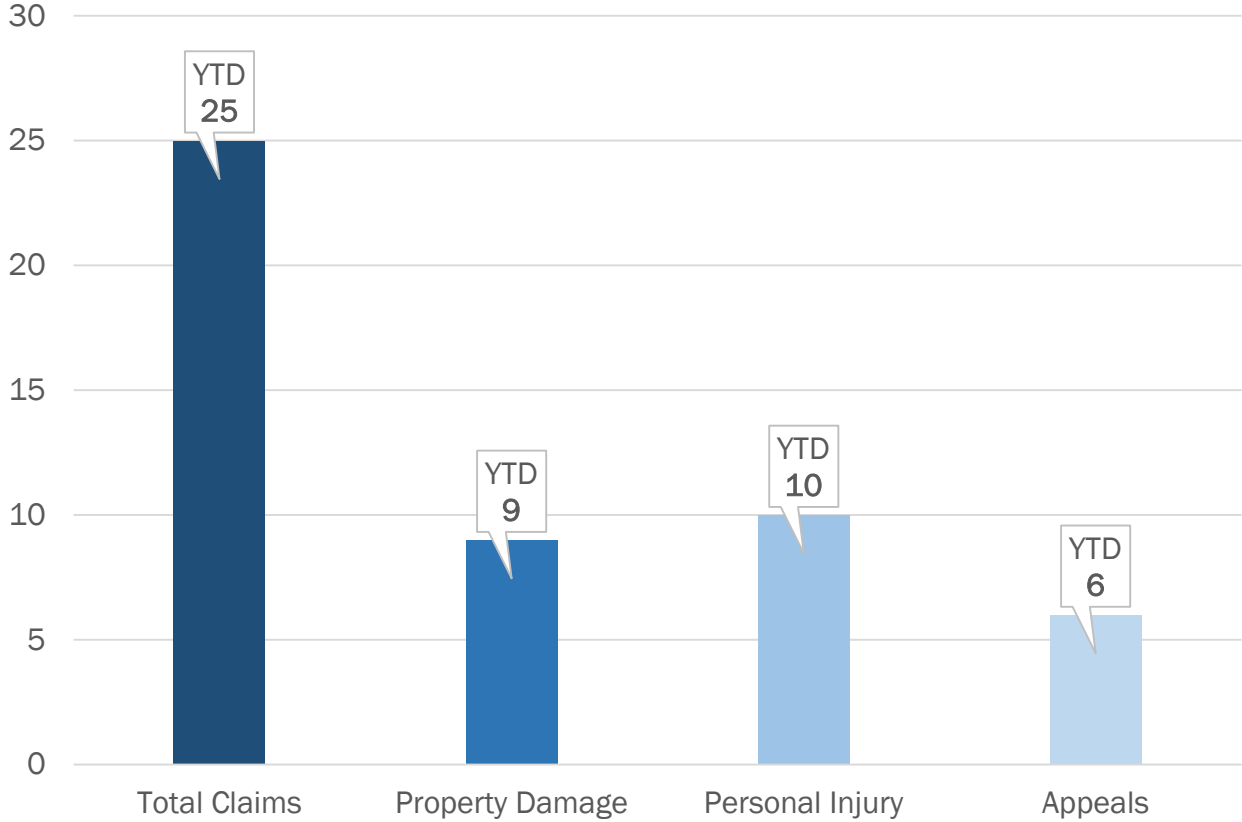
# Legal: Cases



# Legal: Subpoenas



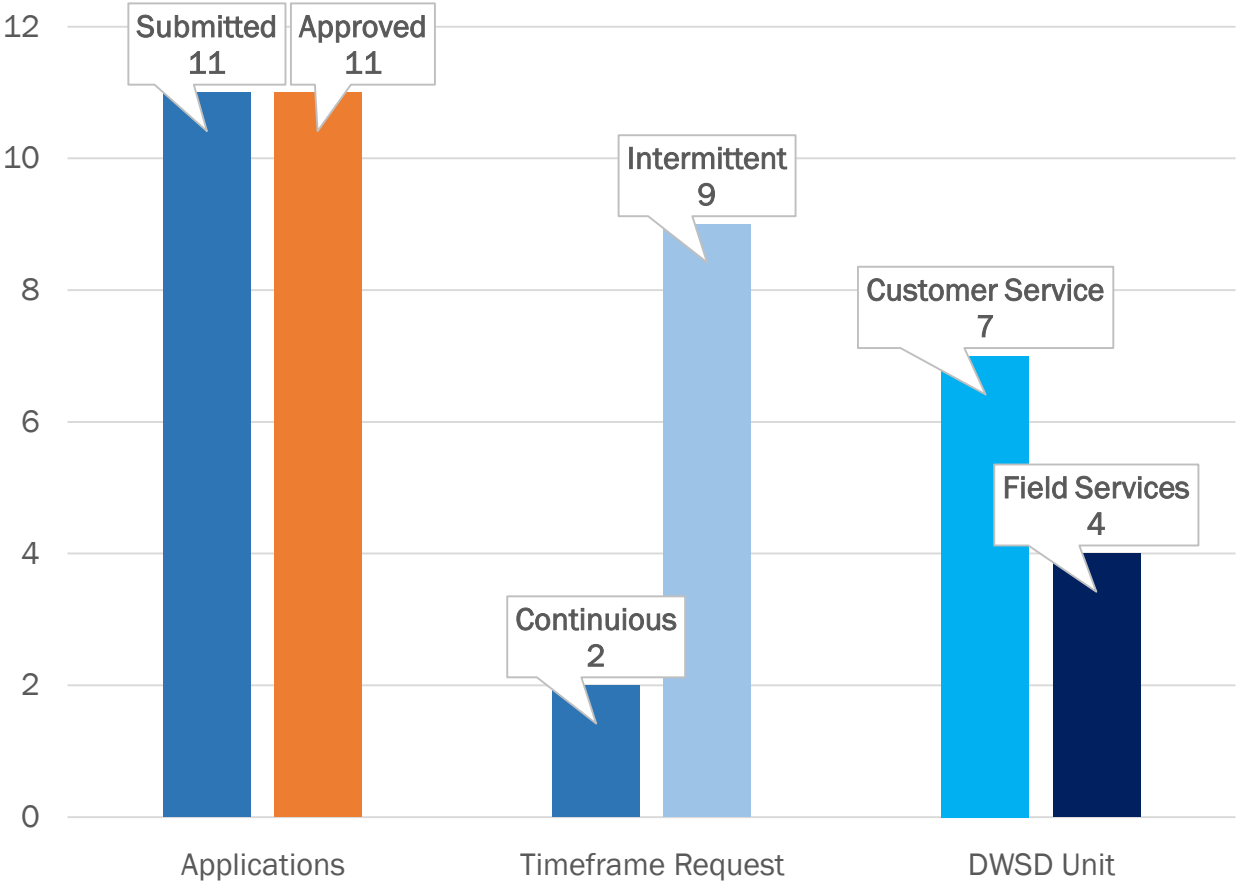
# Legal: Customer Claims



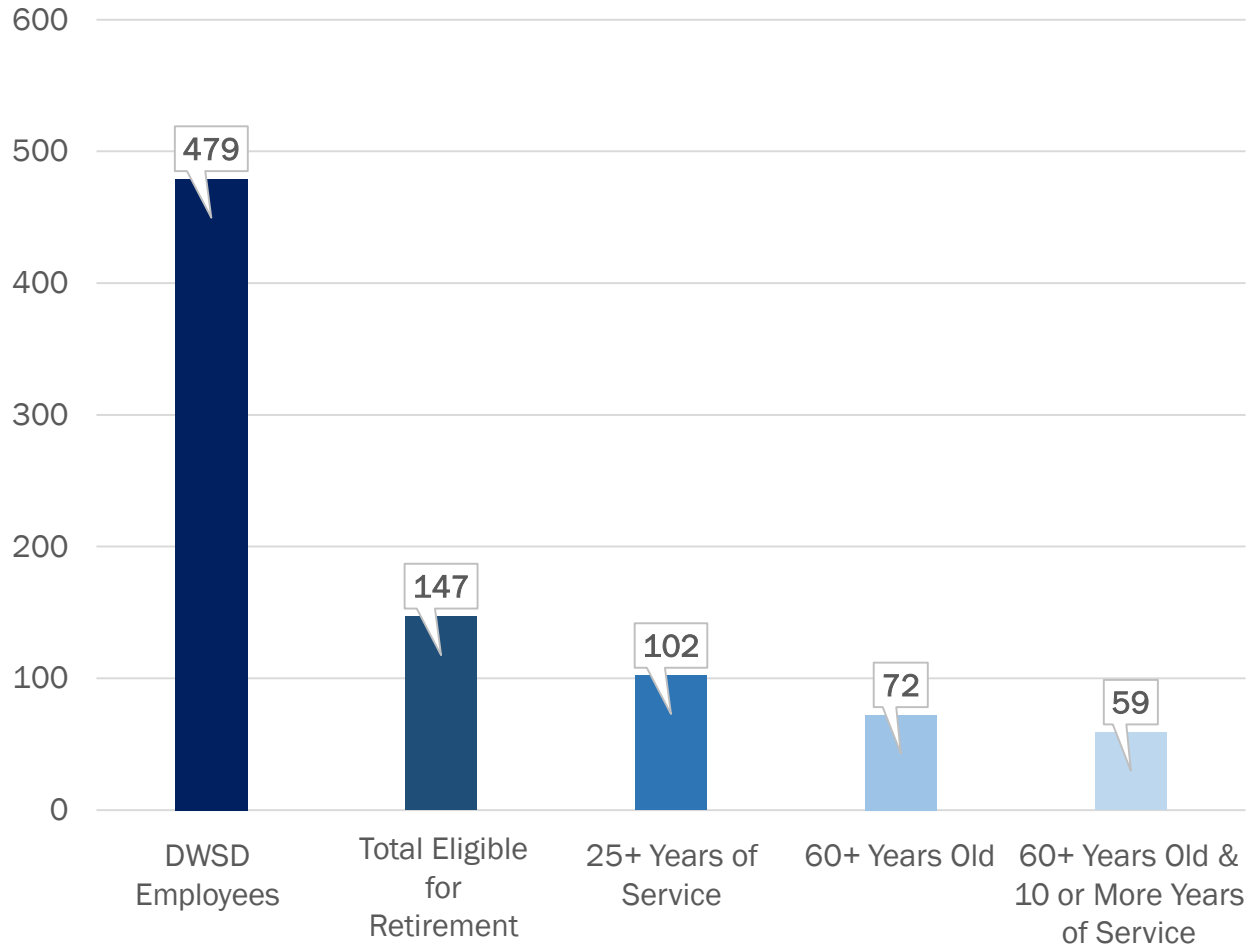


# Human Resources

# HR: Family Medical Leave Act



# HR: Retirement Eligible

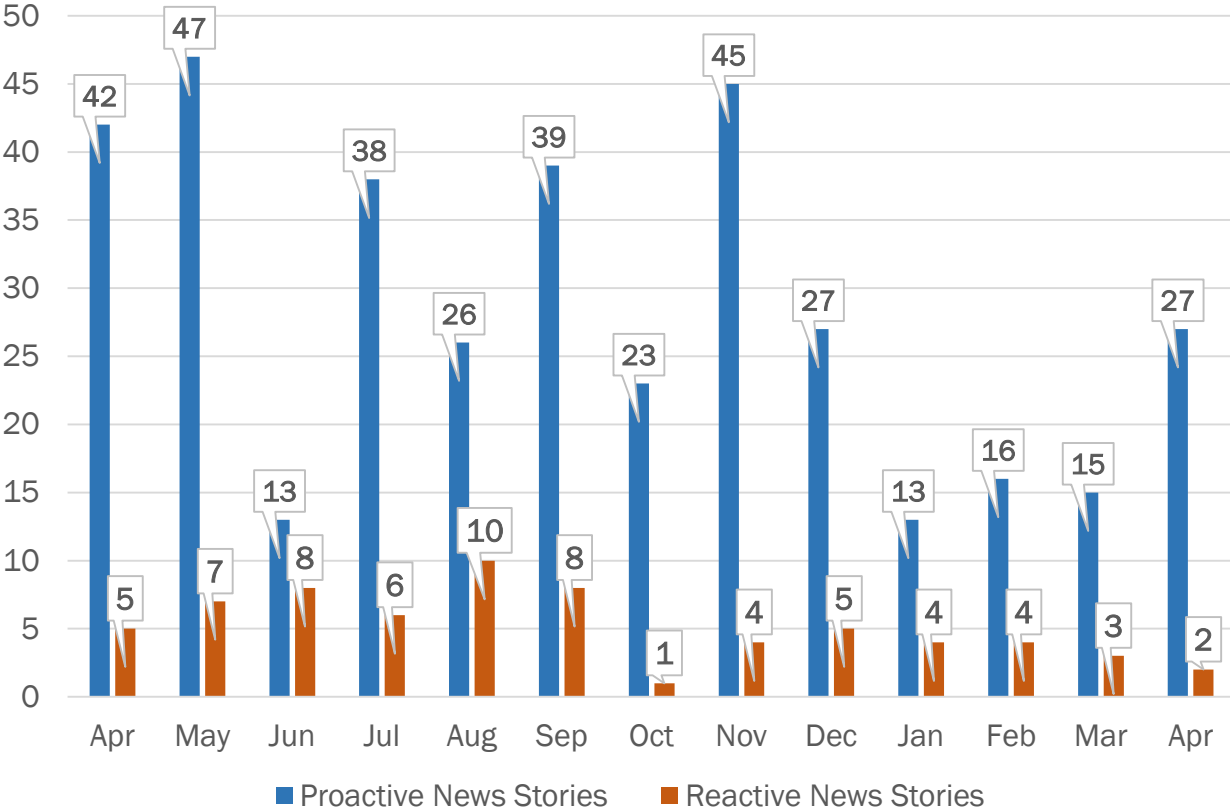




# Public Affairs



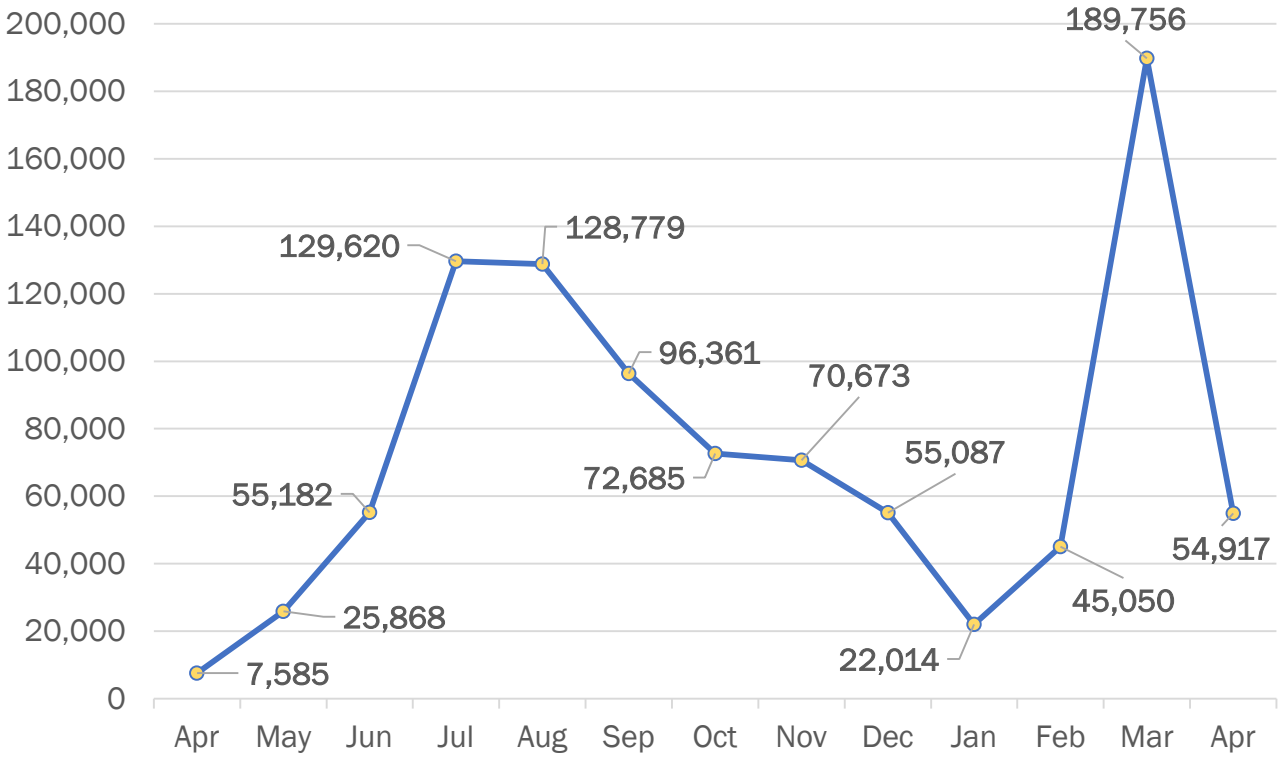
# Public Affairs: News Media Placements



# Public Affairs: Social Media Reach\*



DETROIT  
Water & Sewerage  
Department

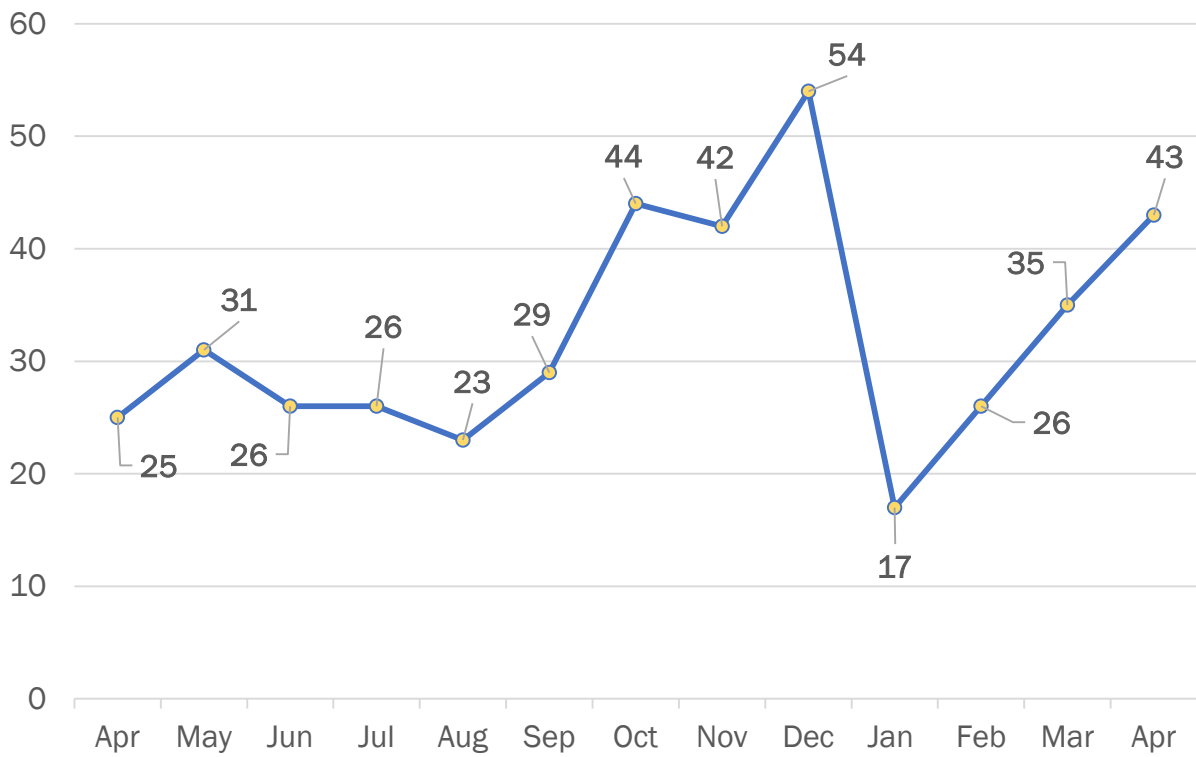


\*The significant increase in July and August 2016 is mostly a result of targeted paid advertising on Facebook and Instagram by DWSD. The jump in March 2017 is directly related to issuing a boil water advisory on February 28 - March 3.

# Public Affairs: Community Engagement Activities



DETROIT  
Water & Sewerage  
Department



# Information Technology

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



Customer Service Application Availability Last 90-Days

