

Director's Update

Recent Actions and Events:

- WRAP, the Water Residential Assistance Program, is **enrolling 50 Detroit households per day** and has 6,300 enrollees as of June 30.
 - In April, DWSD requested the WRAP administrator, Wayne Metropolitan Community Action Agency, to increase enrollment from 20 households to at least 40 per day.
 - Nearly \$3 Million is available for new WRAP enrollees through December 31.
- Field Services began receiving the order of eight new Vactor trucks in late June with the final truck arriving on July 21.
 - The Vactor trucks, which use water pressure and a powerful vacuum to eradicate standing water and debris, will be assigned based on an engineering study and Improve Detroit catch basin work orders.
 - The trucks will be the first of the DWSD fleet to feature the City's new branding.
- Commercial and tax-exempt customer accounts transitioned to impervious acreage rate for the drainage charge beginning July (for parcels not currently on impervious acreage), with charges appearing on their August bill.

Upcoming Actions and Events (July - August):

- The Customer Care Web Portal, part of "Skip the Line," will launch this summer following internal testing.
 - DWSD will roll-out short animated educational videos on how to register their account online and how to use the portal's new features.
- DWSD is collaborating with City Council offices and the Department of Neighborhoods to conduct outreach to residential customers who will transition to the impervious acreage rate for the drainage charge.

