

# DIRECTOR'S REPORT



DETROIT  
**Water & Sewerage  
Department**

**July 20, 2016**

## Customers Current on DWSD Bills

TBD (data will be aggregated)

## Active in Payment Plans

39,482 12.4% ↑

## Customers Shut-Off Eligible

3,919 66.9% ↓

## Customer AMR Meters

Repaired/Replaced TBD

## Collection Rate

June 30 – 80.21% 6.4% ↑

## WRAP

815

## Fire Hydrant Repairs

5,333 Repaired  
278 Backlogged 3.5% ↓

## Reports of Running Water

1,390 Reported  
91% Cases Closed 7.0% ↓

## Water Main Breaks

679 Reported  
90% Cases Closed 1.0% ↓

## Catch Basin Repairs

1,334 Reported  
76% Cases Closed 0.4% ↑

## Customer Dispute Resolutions

% of Cases Closed TBD

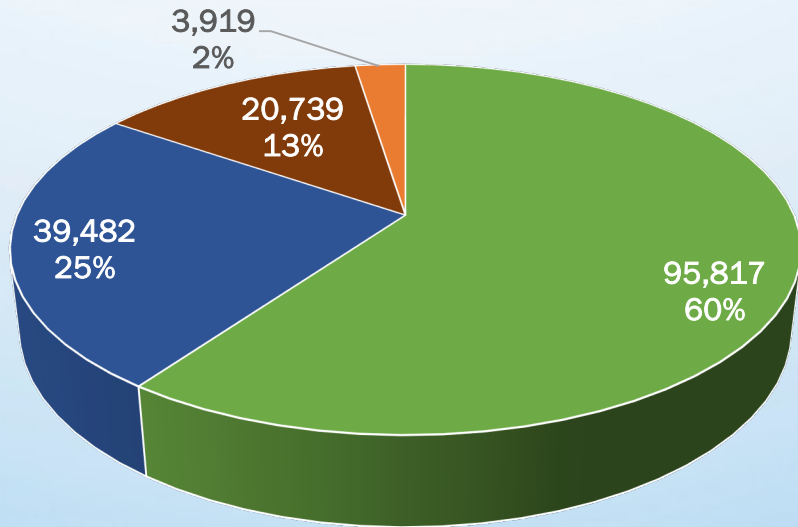
## Information Technology

App Availability 0.59% ↑

# Customer Care



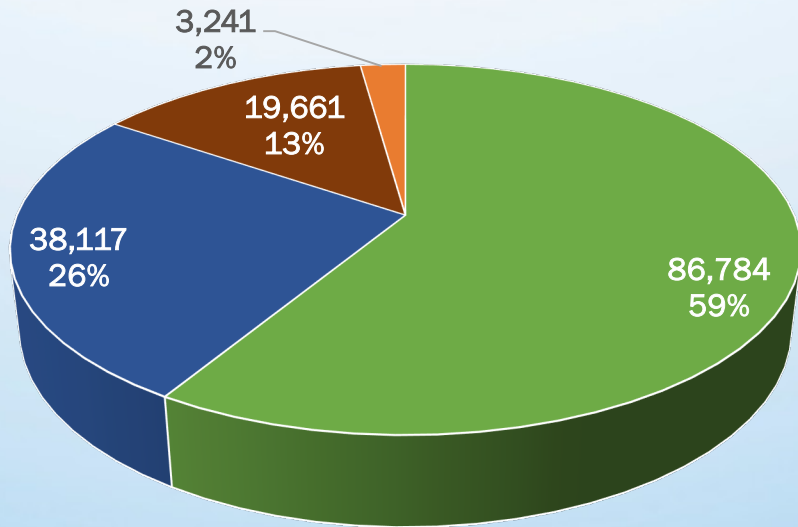
# Customer Care: Account Status (all customers)



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



# Customer Care: Account Status (residential)



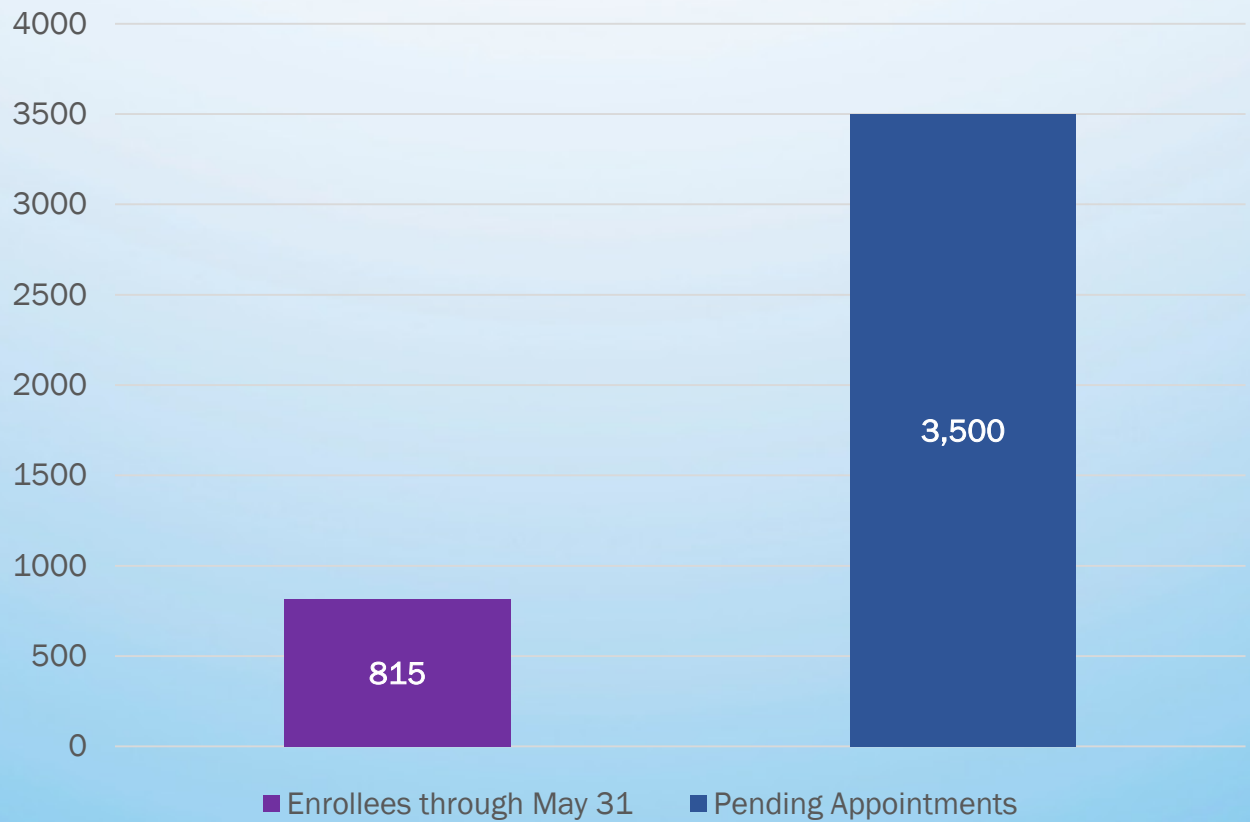
- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible



# Customer Care: Current (residential)



# Customer Care: WRAP



# Customer Care: Payment Plan Arrangements (residential)



# Customer Care: On the Bubble (residential 60 days & \$150 past due)

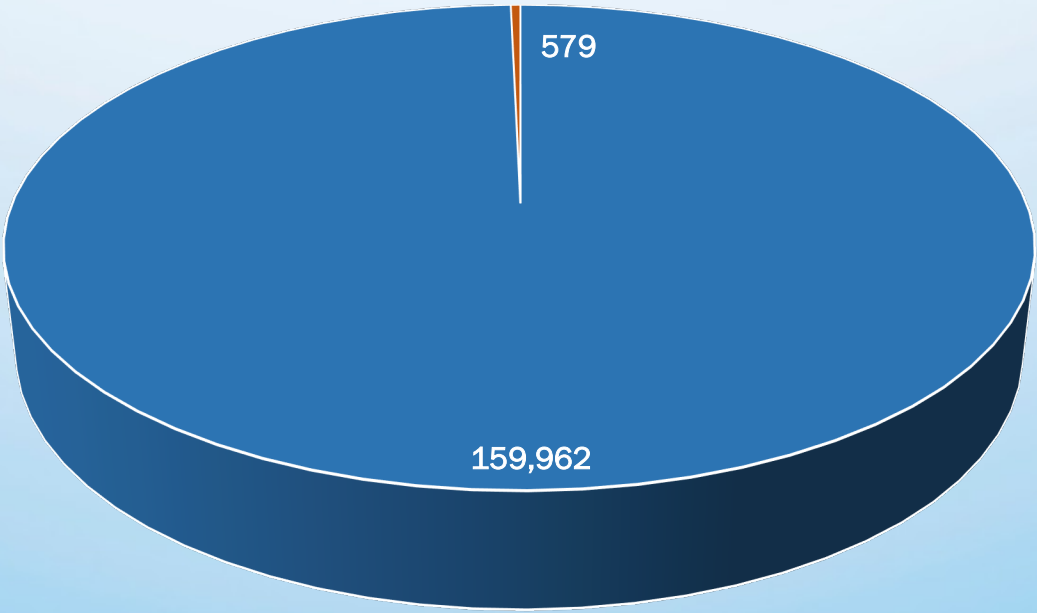




# Customer Care: Shut-Off Eligible (residential)



# Customer Care: Meter Operations\* (residential)

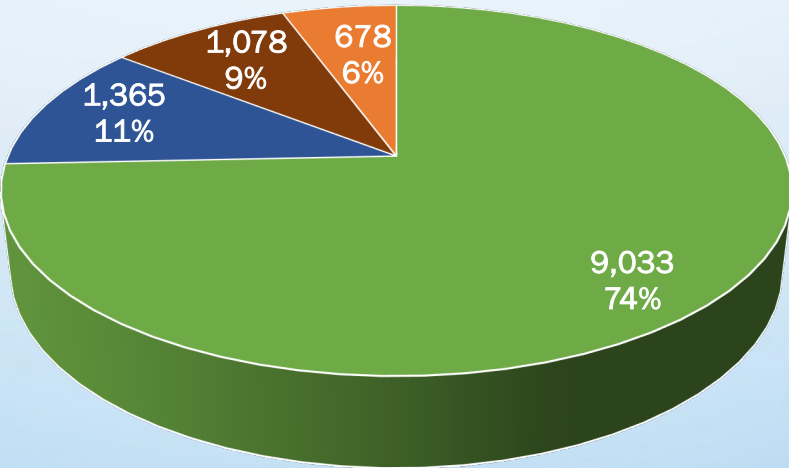


■ Residential with AMR Meter    ■ Residential with Non-AMR Meter

\*These figures are from the April 2016 report and will be updated in the July report. The number of AMR meters which are malfunctioning and the number which have been repaired will be included in future reports as well.



# Customer Care: Account Status\* (commercial)



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



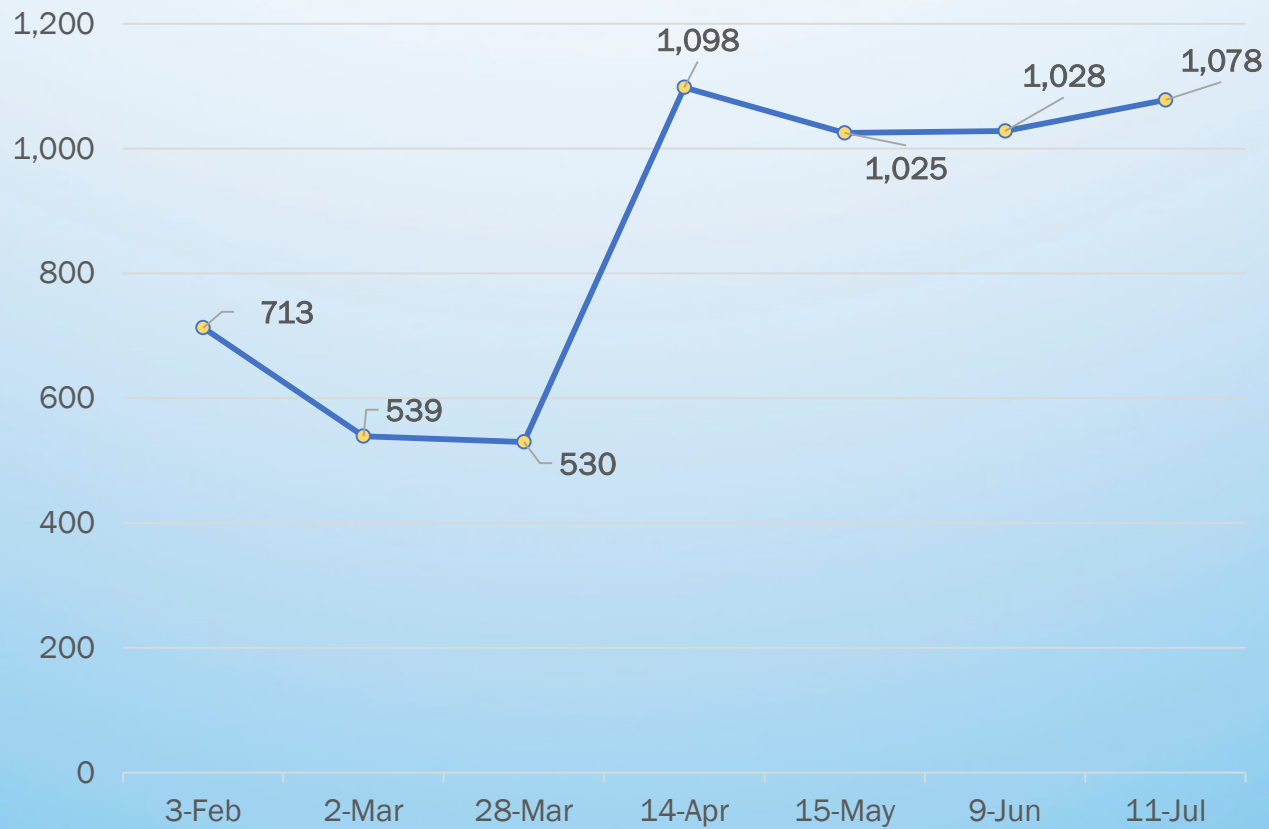
# Customer Care: Current (commercial)



# Customer Care: Payment Plan Arrangements (commercial)



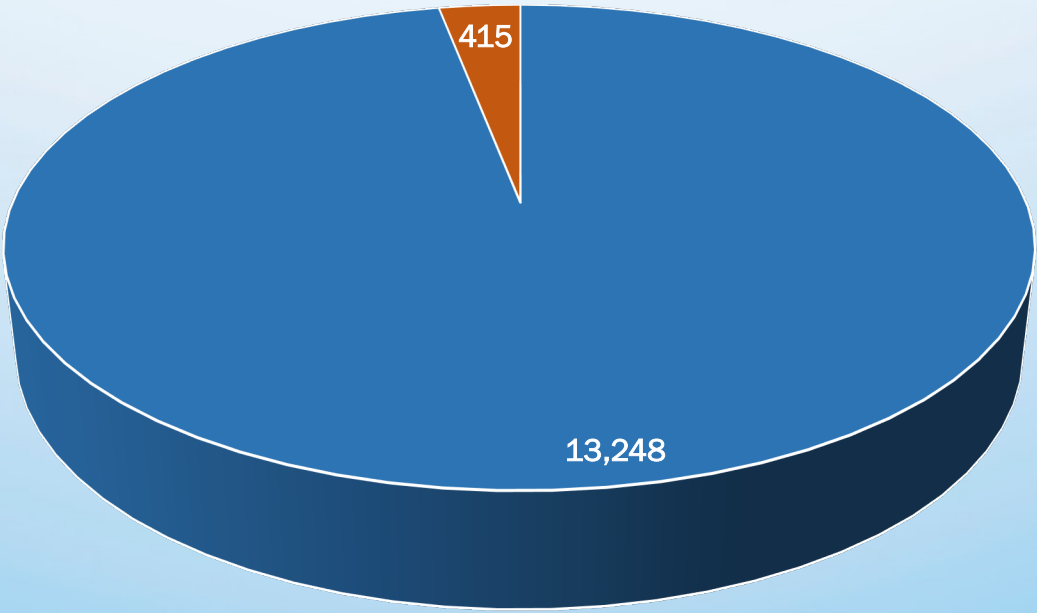
# Customer Care: On the Bubble (commercial 60 days & \$150 past due)



# Customer Care: Shut-Off Eligible (commercial)



# Customer Care: Meter Operations\* (commercial)



■ Commercial with AMR Meter   ■ Commercial with Non-AMR Meter

\*These figures are from the April 2016 report and will be updated in the July report. The number of AMR meters which are malfunctioning and the number which have been repaired will be included in future reports as well.

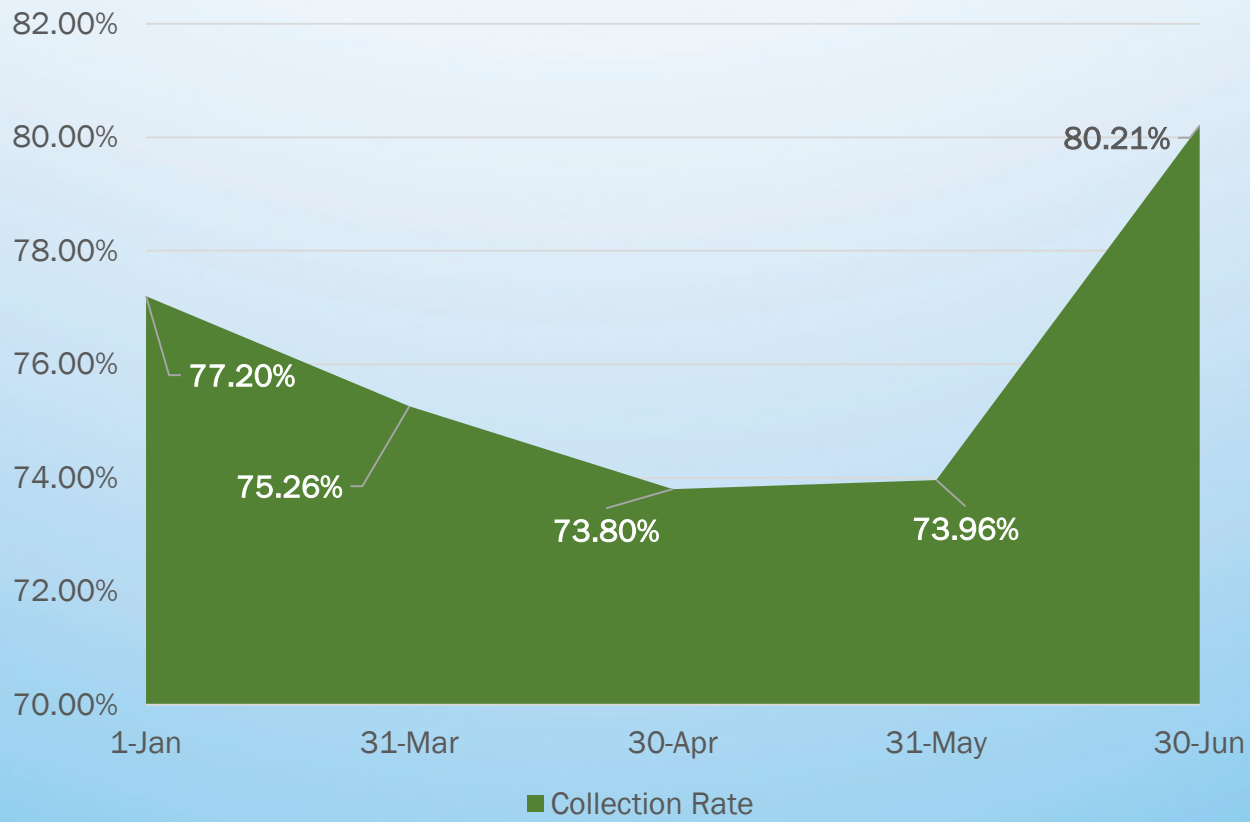




# Finance



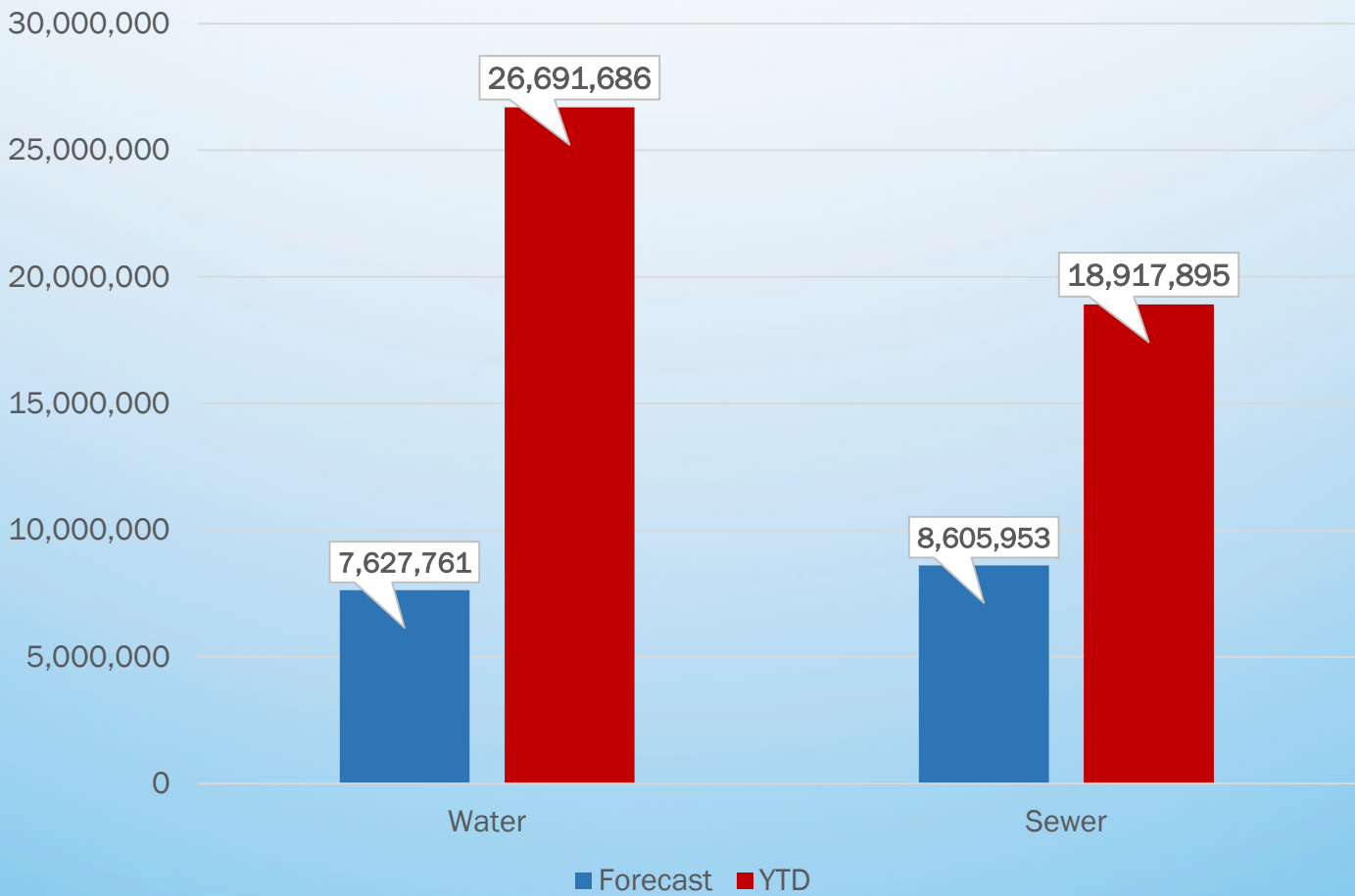
# Finance: Collection Rate\*



\*The long-term collection rate below the 90% target is likely temporary as it dips in non-shutoff months and the months immediately following. Customer Care has improved collections as indicated in the customer account data shown on previous pages.



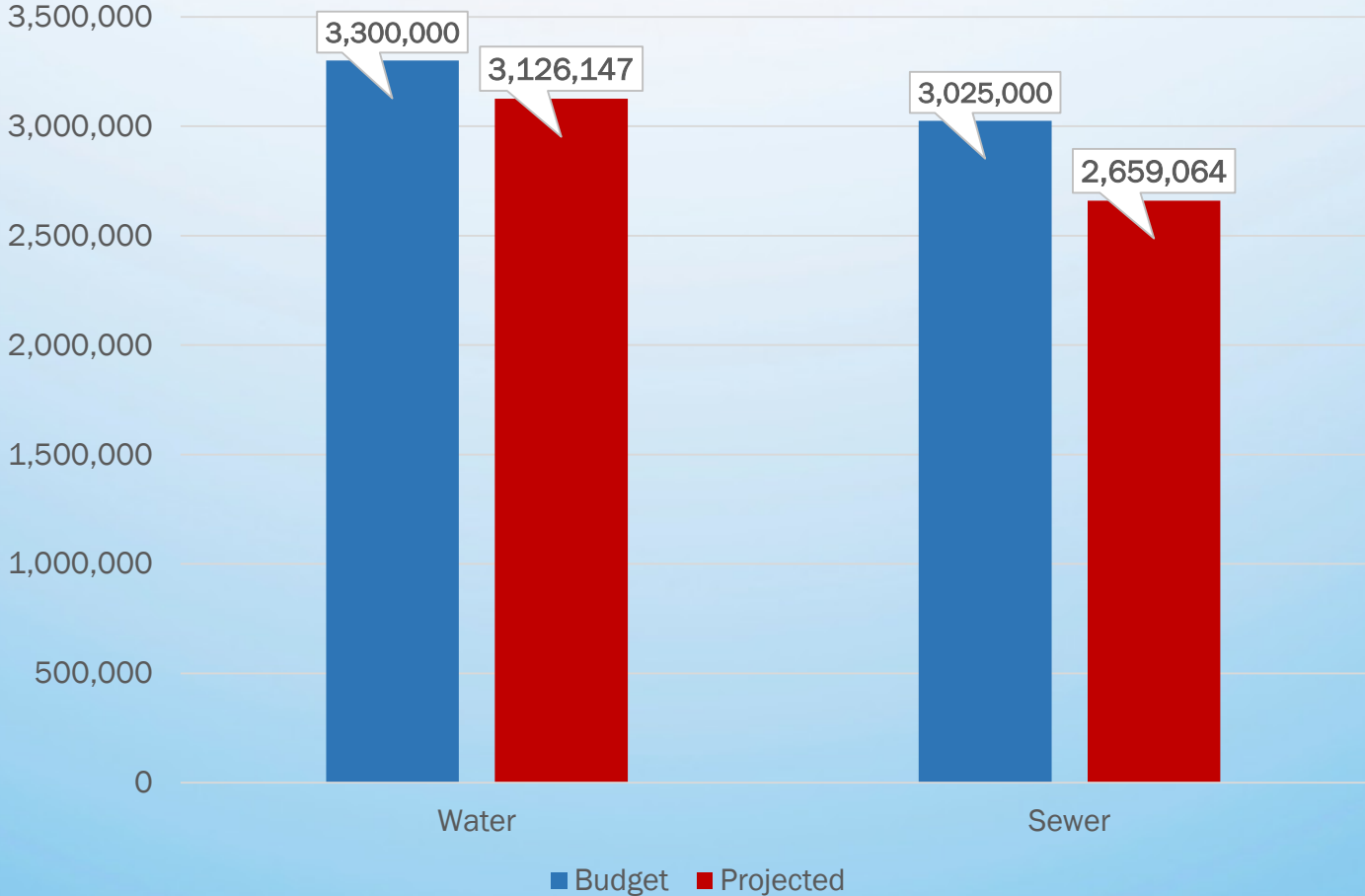
# Finance: Cash Flow Status\*



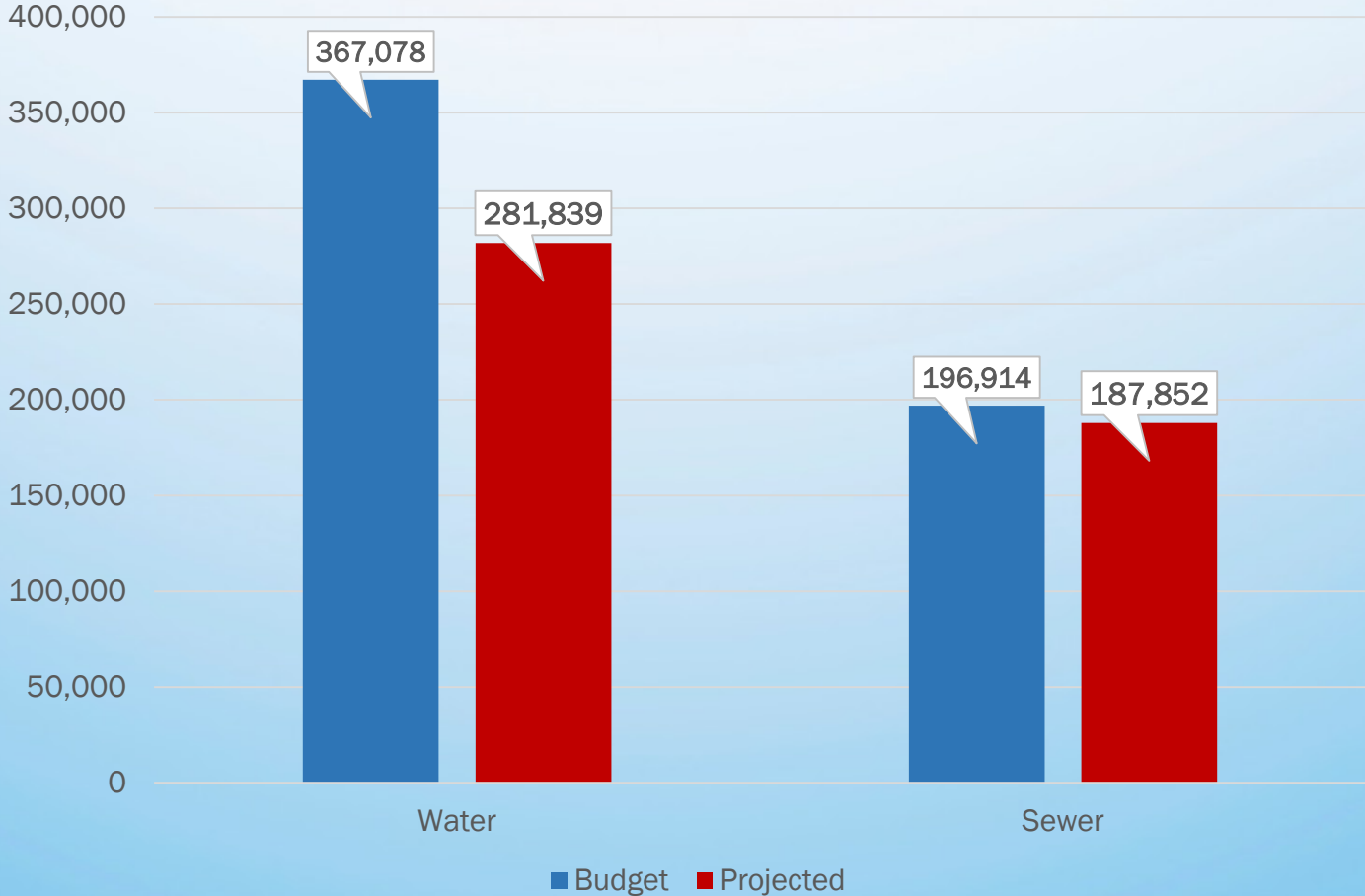
\*Cash flow statement is pro forma. DWSD lacks certain data to perform a full reconciliation. Unreconciled balance as of April 30, 2016 approximates \$4 million (actual cash approximates \$49 million versus \$45 million combined cash from cash flow statement).



# Finance: Commodity Volumes



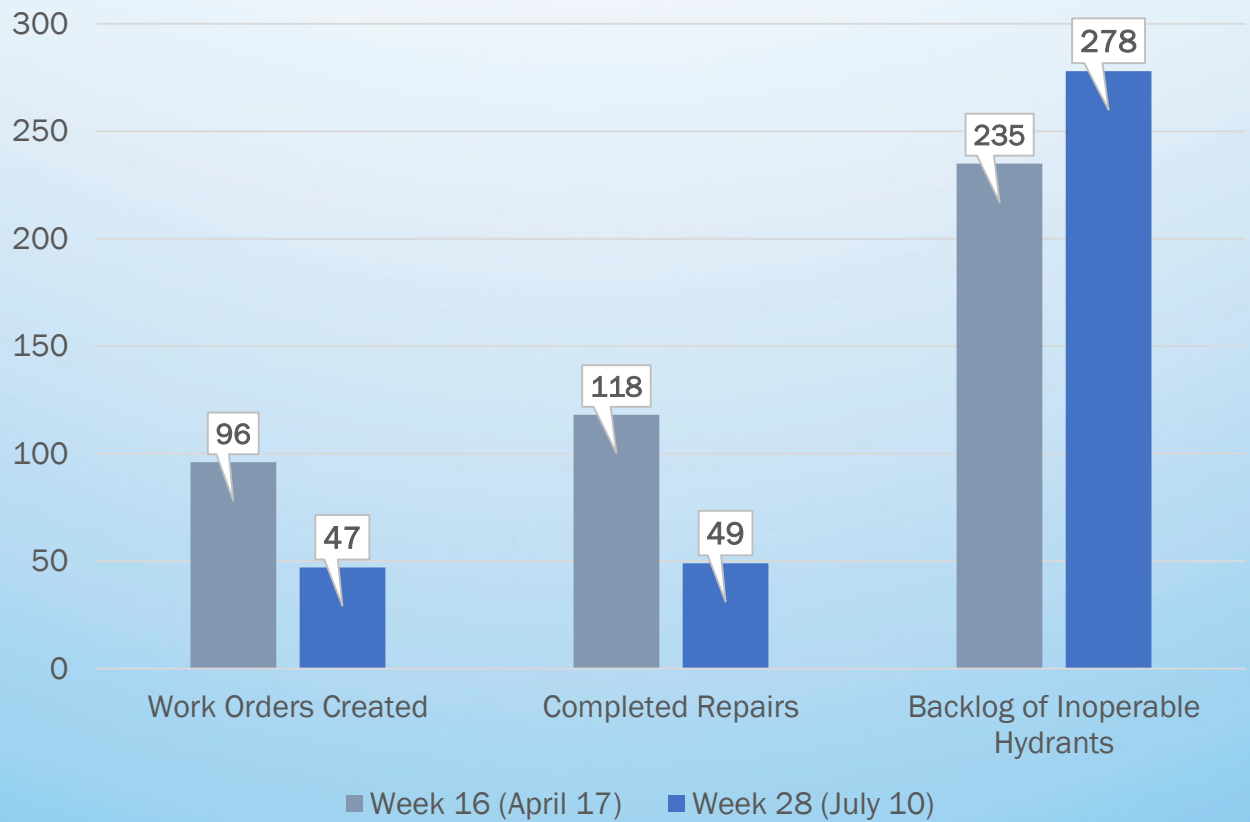
# Finance: Equivalent Accounts



# Field Services



# Field Services: Fire Hydrant Repairs

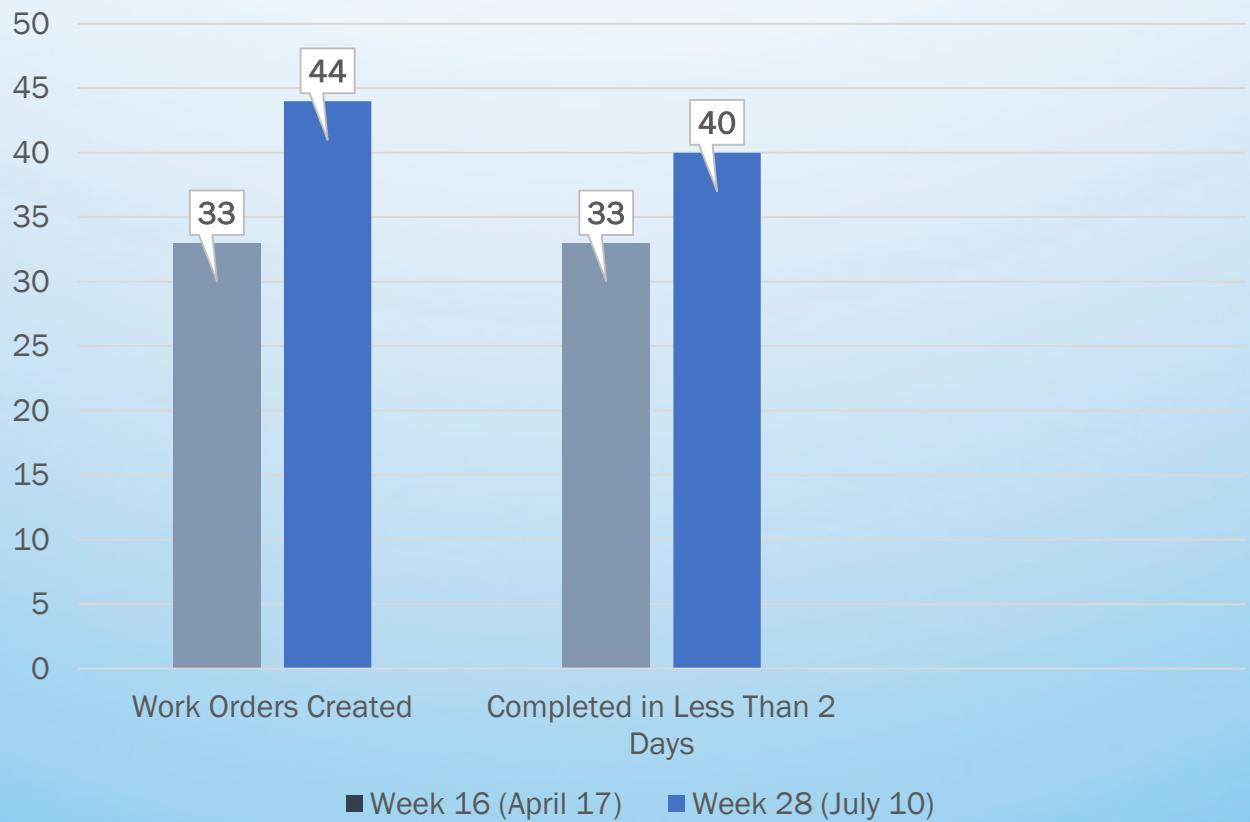


# Field Services: Backlog of Inoperable Fire Hydrants





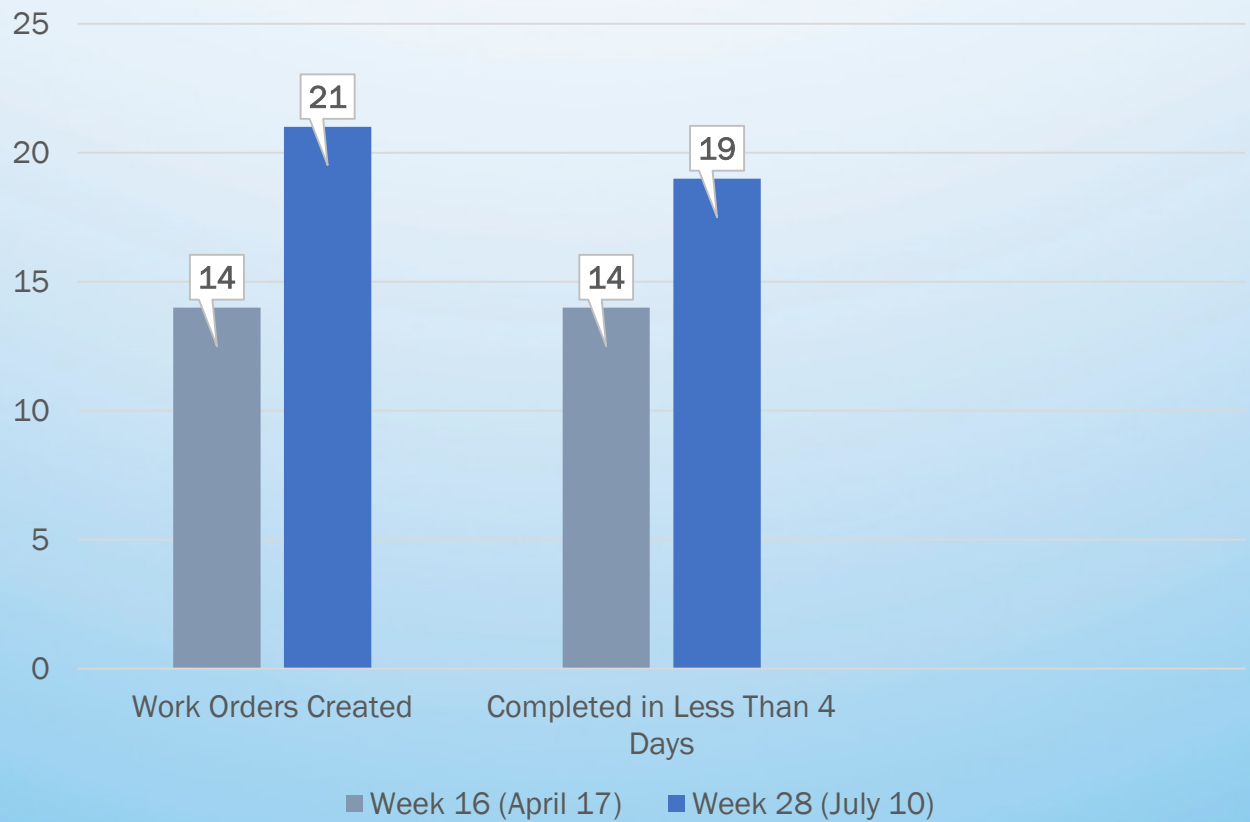
# Field Services: Reports of Running Water



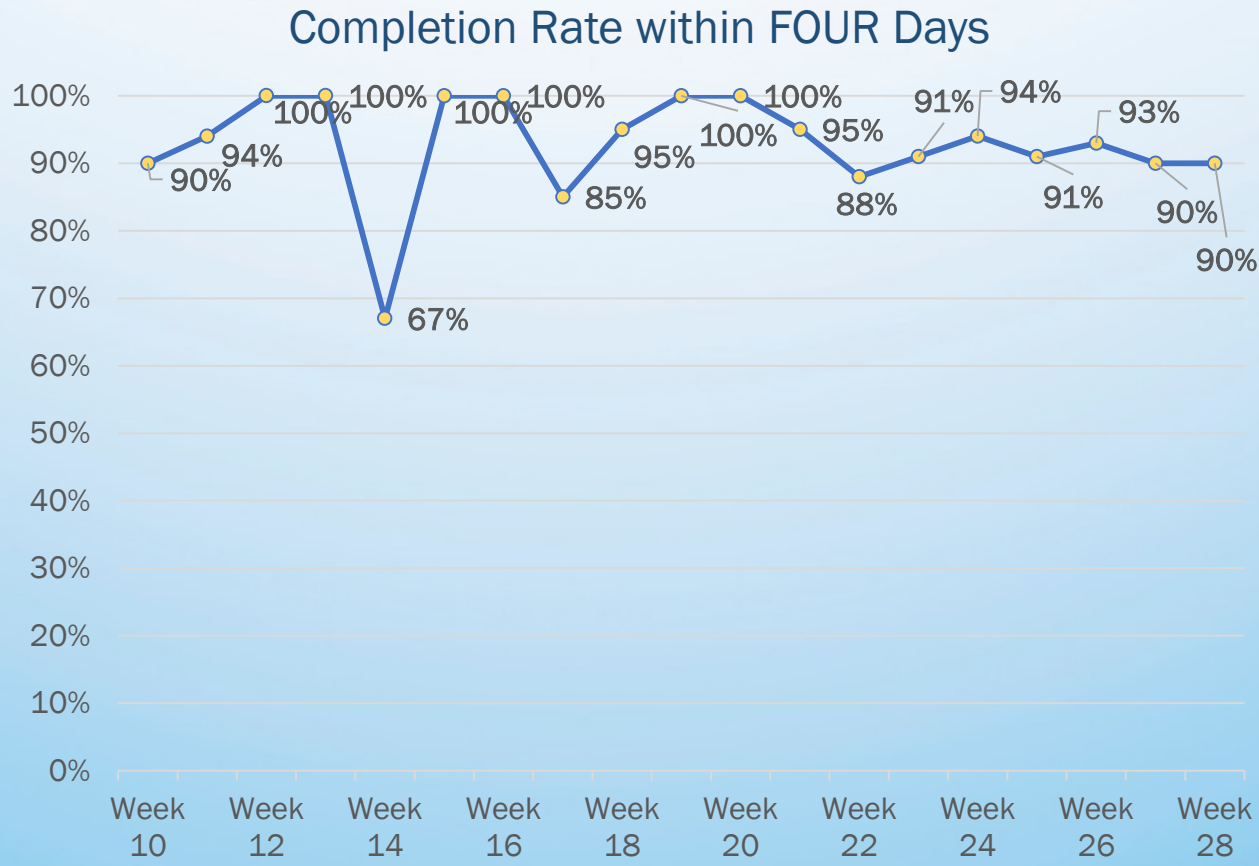
# Field Services: Reports of Running Water



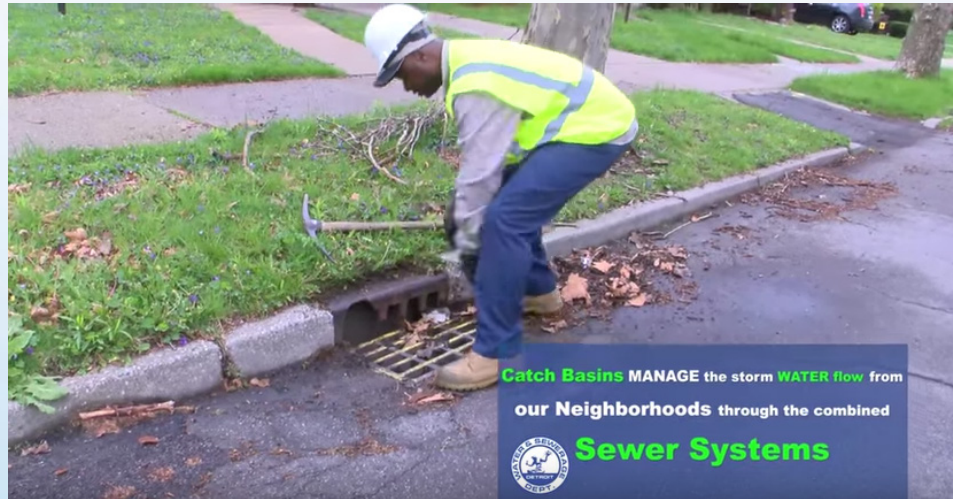
# Field Services: Water Main Repairs



# Field Services: Water Main Repairs



# Field Services: Catch Basins



- ❑ Close to 95,000 catch basins in the city
- ❑ Five trucks to clean catch basins – same trucks used to clean sewers
  - Priority 1: Water in basement complaint investigation; cleaning/repair
  - Priority 2: Clogged catch basin investigation; cleaning/repair



# Field Services: Catch Basins



# Legal Services



# Legal: Customer Dispute Resolutions

The DWSD legal team is going through reorganization – data will be shared in future reports.

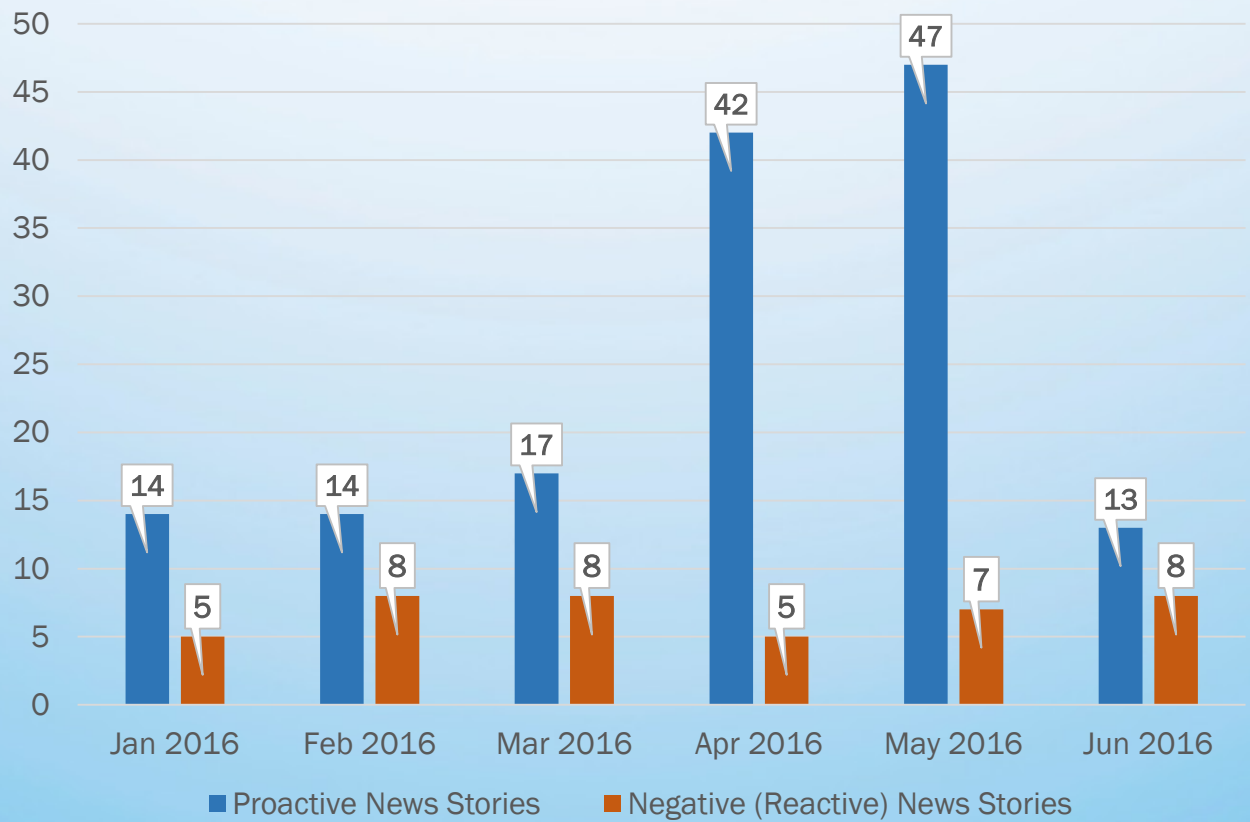




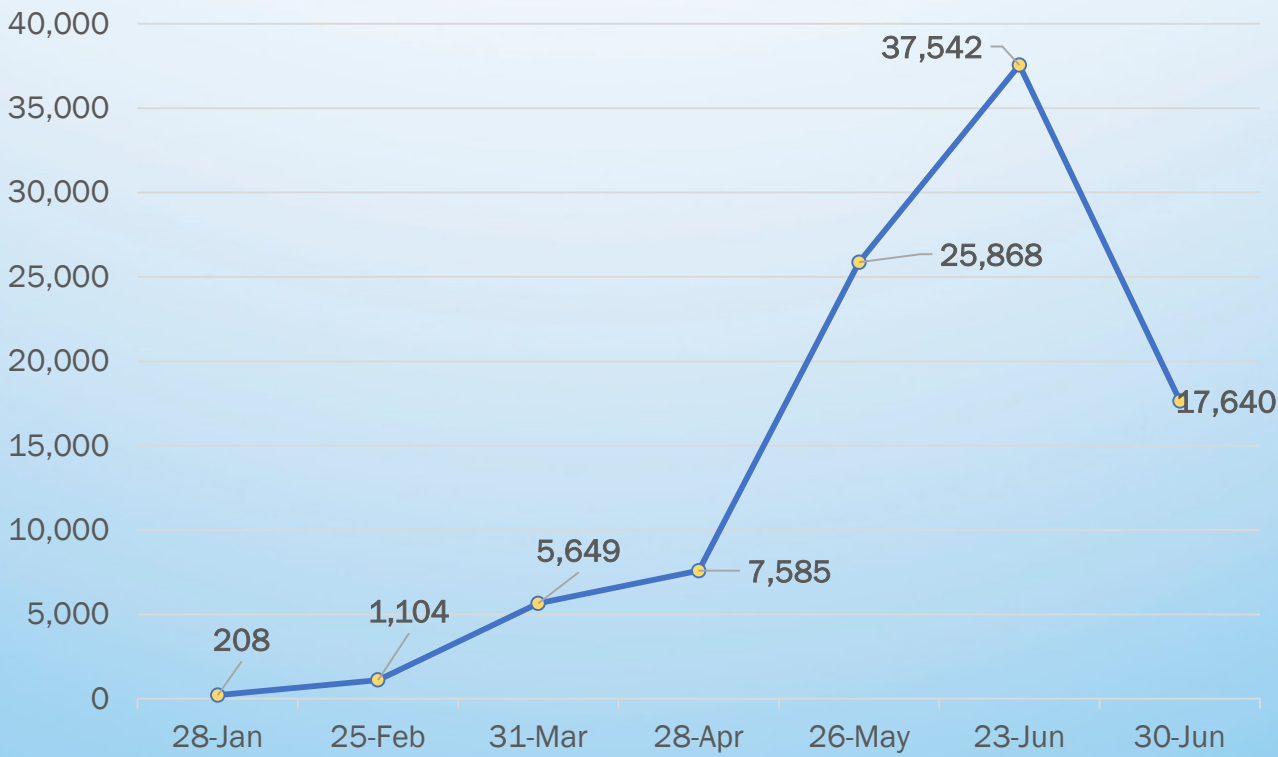
# Public Affairs



# Public Affairs: News Media Placements



# Public Affairs: Social Media Reach



# Public Affairs: Community Engagement Activities



# Information Technology



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

