

Director's Update

Recent Actions and Events:

- Field Services began the soft launch of a comprehensive catch basin cleaning and inspection program aligned with the overall sewer maintenance program.
 - Mayor Mike Duggan will soon announce the details of this new program.
- After thorough testing the new Customer Care Web Portal is ready to launch.
 - Customers will be able to register their account, make online payments, check water usage, and in the future enter a payment arrangement online.
 - DWSD will also roll-out animated instructional videos.
- An Information Technology equipment failure caused the pay-by-phone system (IVR) and network file access to be inactive for 10 days until a fix was made.
- In July, the Legal Group had 13 bill dispute hearings held with the Department of Administrative Hearings with seven in DWSD's favor with nearly \$5,000 credited to complainants and \$8,800 owed to DWSD; and the legal team resolved 32 more complaints from the 2016 flooding in the amount of \$82,511.24, which was \$95,581.34 less than the customer claimed.
- The ramp-up of the DWSD security team began on July 1 and the investigators for the new fraud unit started their employment on August 14.

Upcoming Actions and Events (August - September):

- Two new videos will roll-out leading up to the residential customers transition to the impervious acreage rate for the drainage charge this fall.
 - DWSD will collaborate with our internal networks and community partners to educate residents in the coming weeks.
 - Commercial customers not previously on the impervious acreage rate and transitioned in July are seeing the changes on their August bill.
- DWSD will post the Request for Proposal (RFP) to choose a national PR firm with a local partner to re-brand the department and utilize PR tactics to improve trust in the community.

