

DIRECTOR'S REPORT



DETROIT
**Water & Sewerage
Department**

August 17, 2016

Customers Current on DWSD Bills

TBD (data will be aggregated)

Active in Payment Plans

26,215 24.2% ↓

Customers Shut-Off Eligible

17,078 30.5% ↑

Collection Rate

June 30 – 82.53% 1.4% ↓

WRAP Appointments

1,198 43.1% ↓

Fire Hydrant Repairs

5,850 Repaired
301 Backlogged 7.6% ↑

Reports of Running Water

1,705 Reported
100% Cases Closed 9.0% ↑

Water Main Breaks

822 Reported
94% Cases Closed 4.3% ↑

Catch Basin Repairs

1,524 Reported
75% Cases Closed 1.3% ↓

Customer Dispute Resolutions

% of Cases Closed TBD

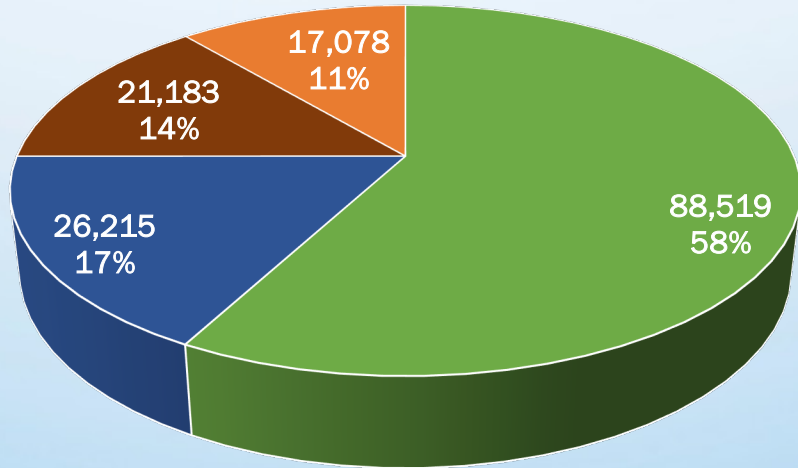
Information Technology

App Availability 0% ↔

Customer Care



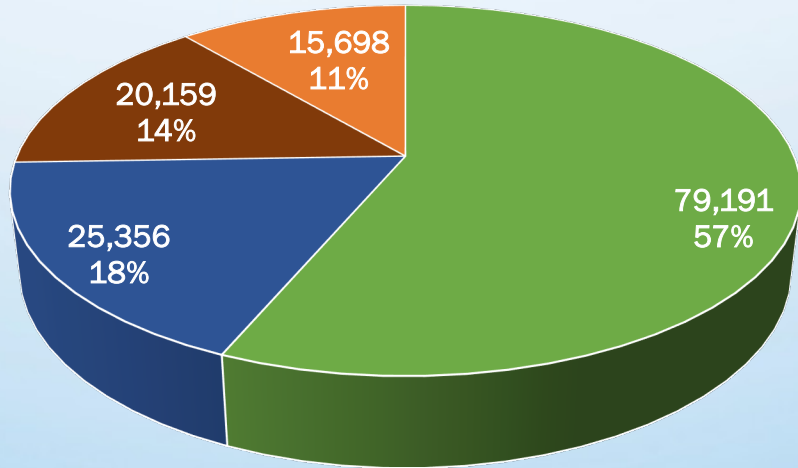
Customer Care: Account Status (all customers)



- 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



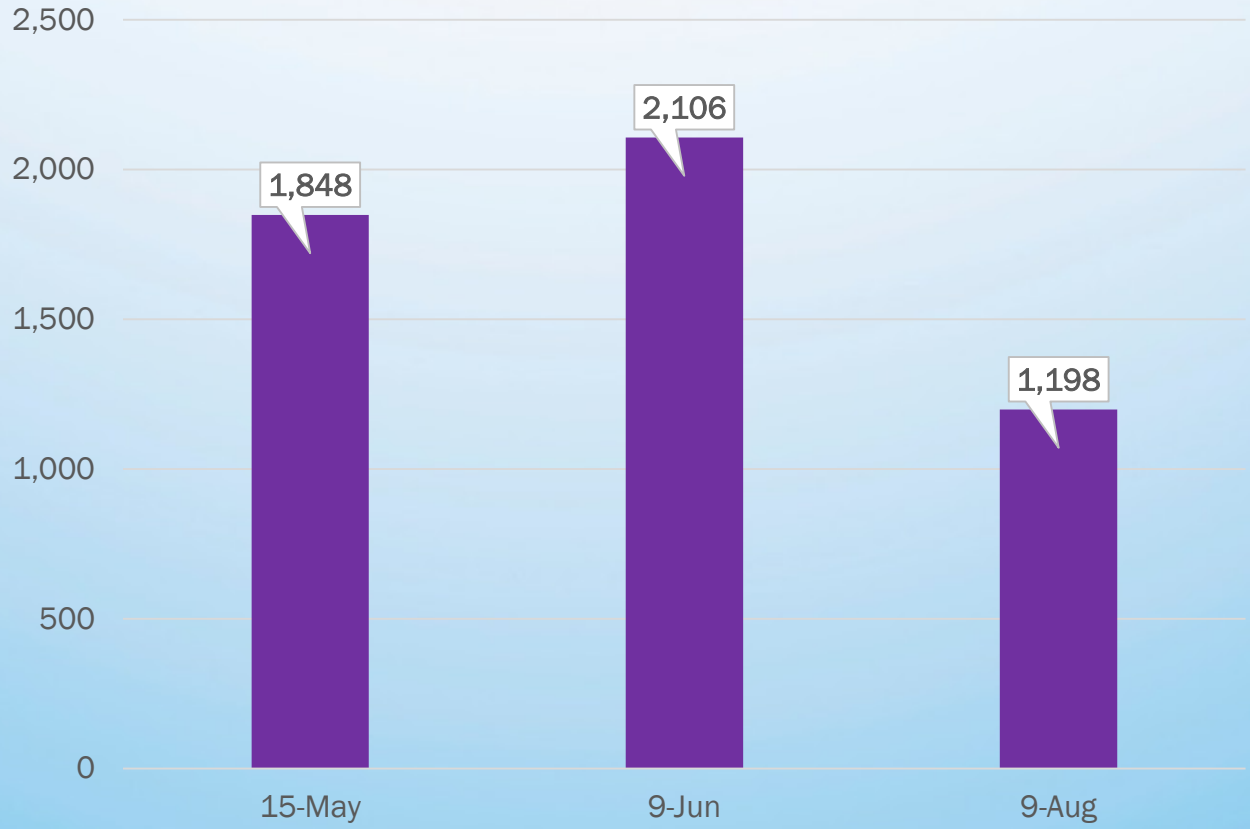
Customer Care: Current (residential)



Customer Care: Payment Plan Arrangements (residential)



Customer Care: WRAP Appointments



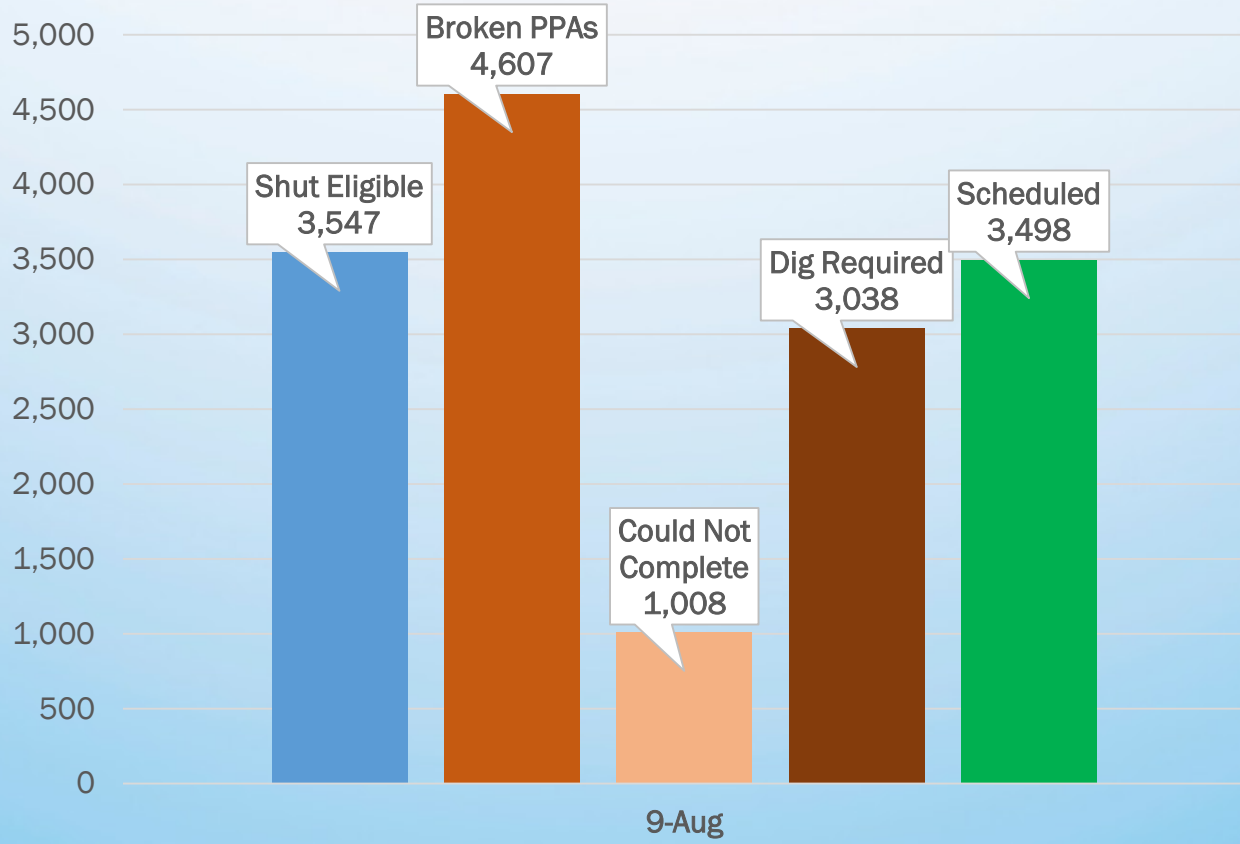
Customer Care: On the Bubble (residential 60 days & \$150 past due)



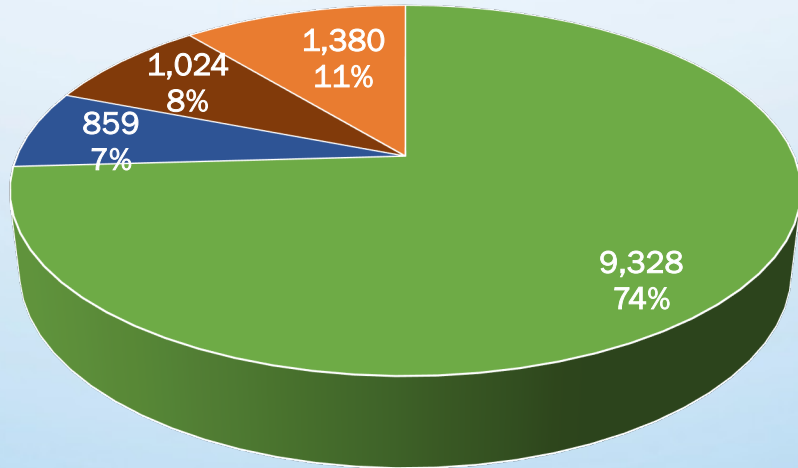
Customer Care: Shut Eligible (residential)



Customer Care: Shut-Off Status (residential)



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)



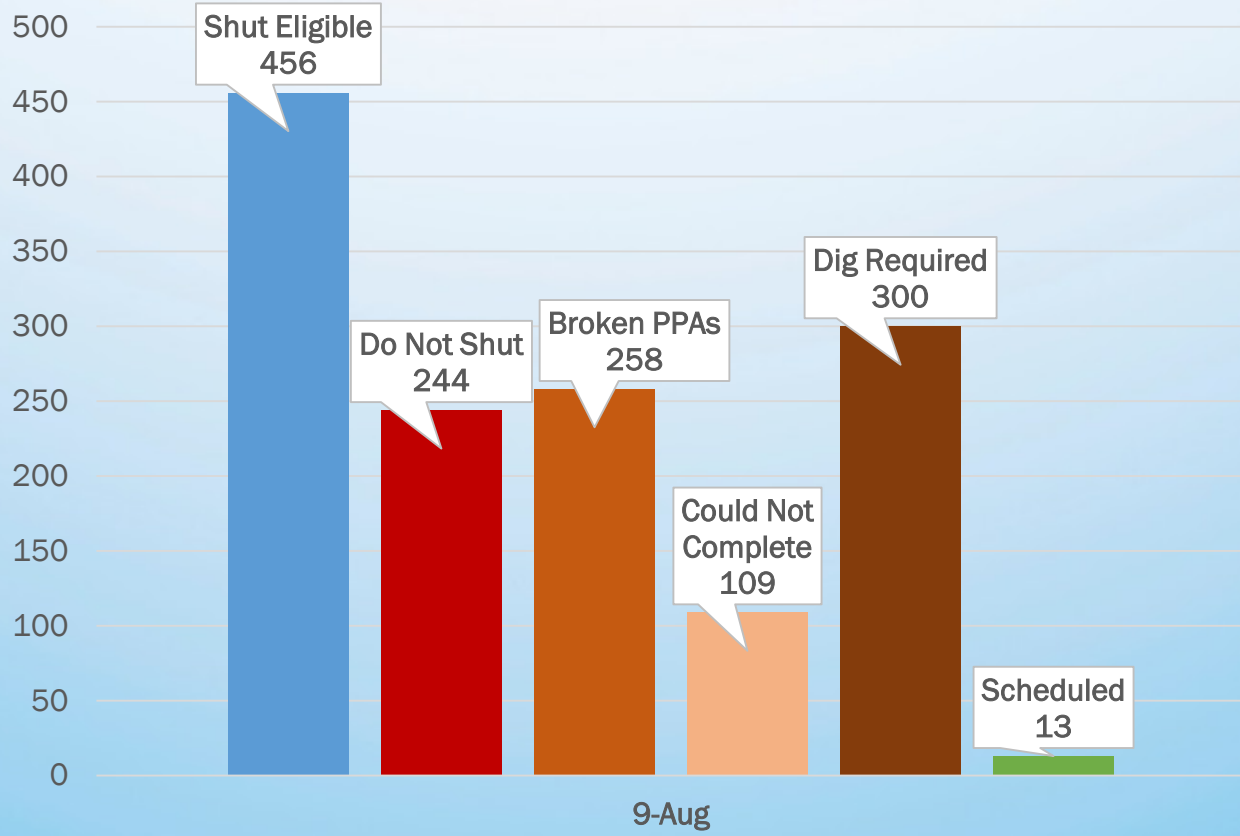
Customer Care: On the Bubble (commercial 60 days & \$150 past due)



Customer Care: Shut-Off Eligible (commercial)



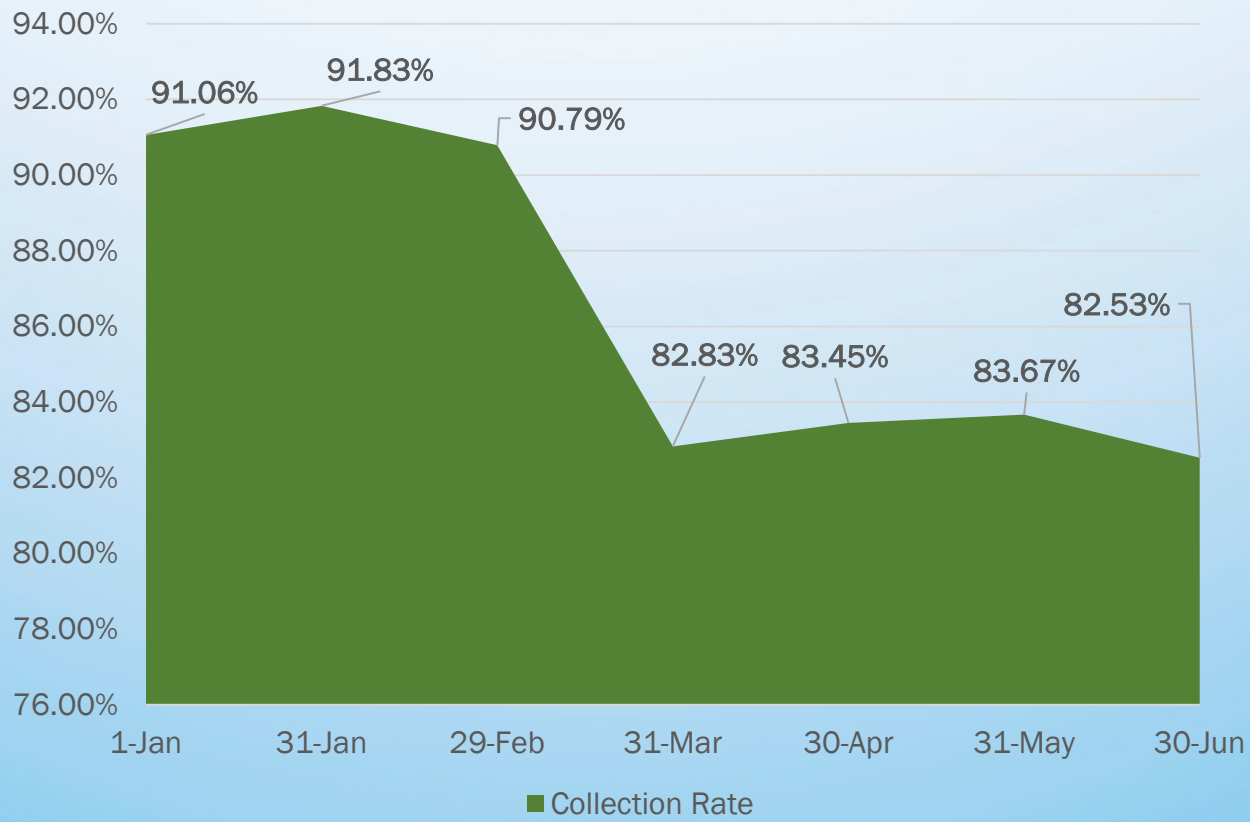
Customer Care: Shut-Off Status (commercial)



Finance



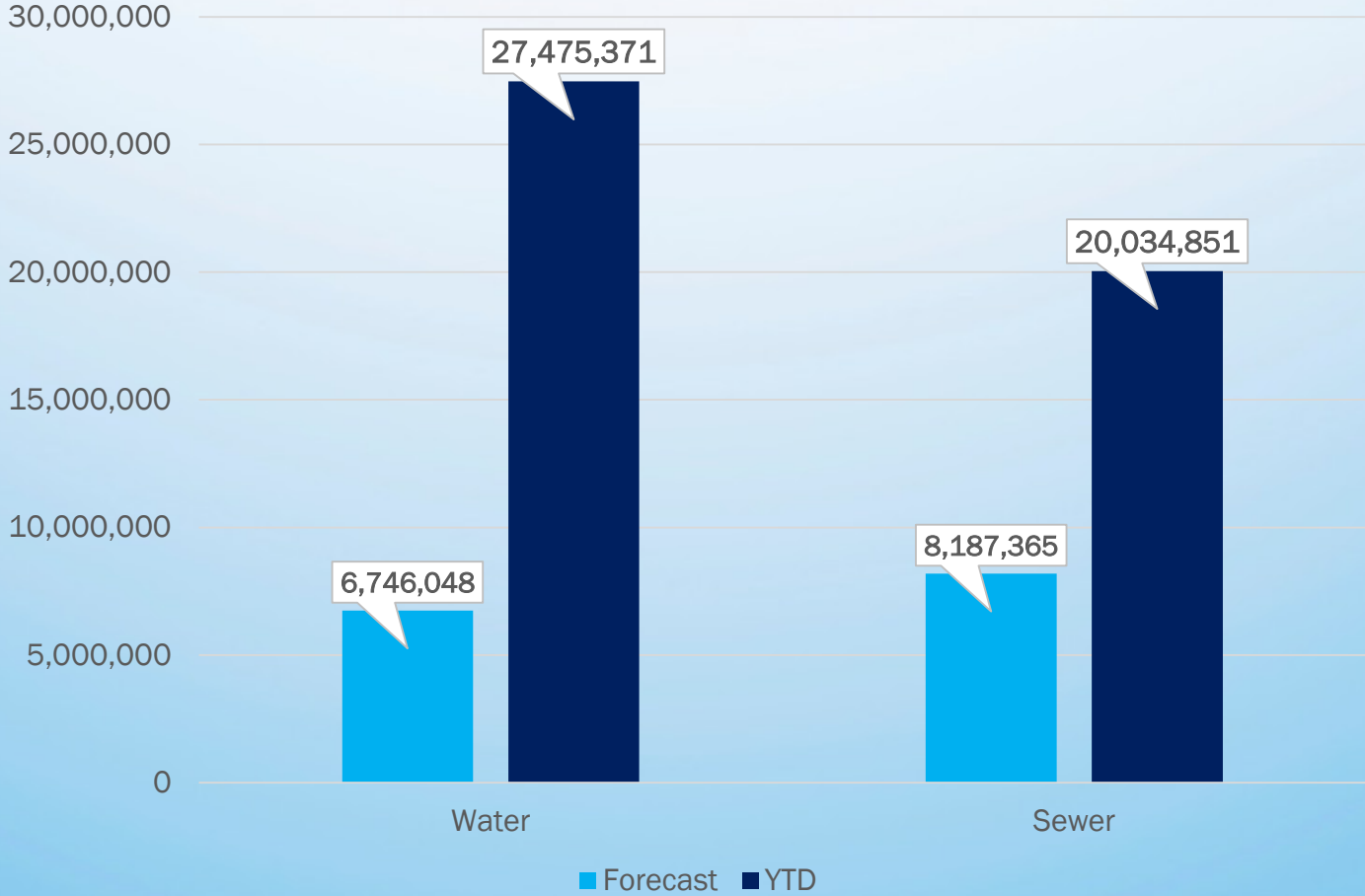
Finance: Collection Rate*



*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.



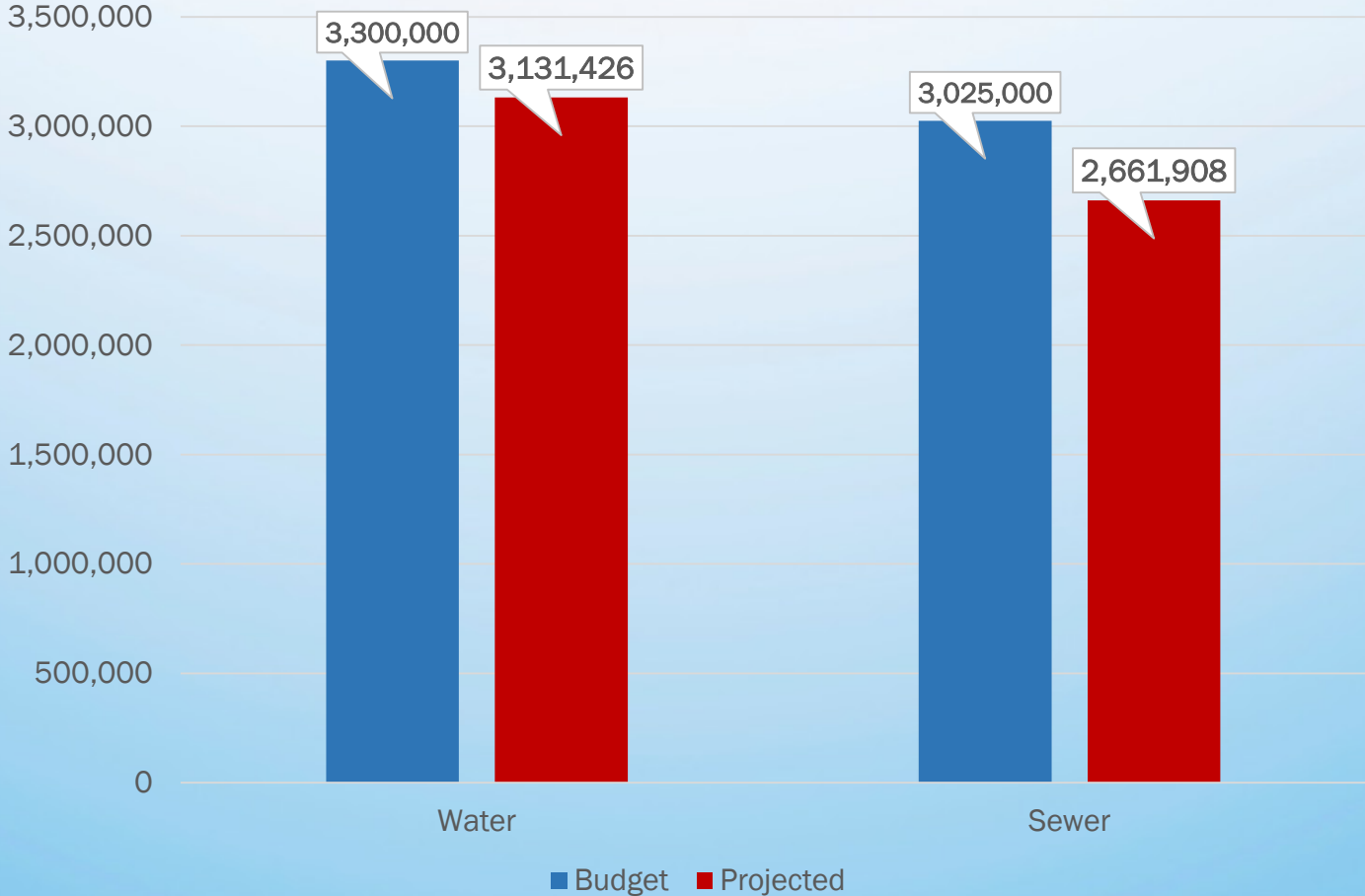
Finance: Cash Flow Status*



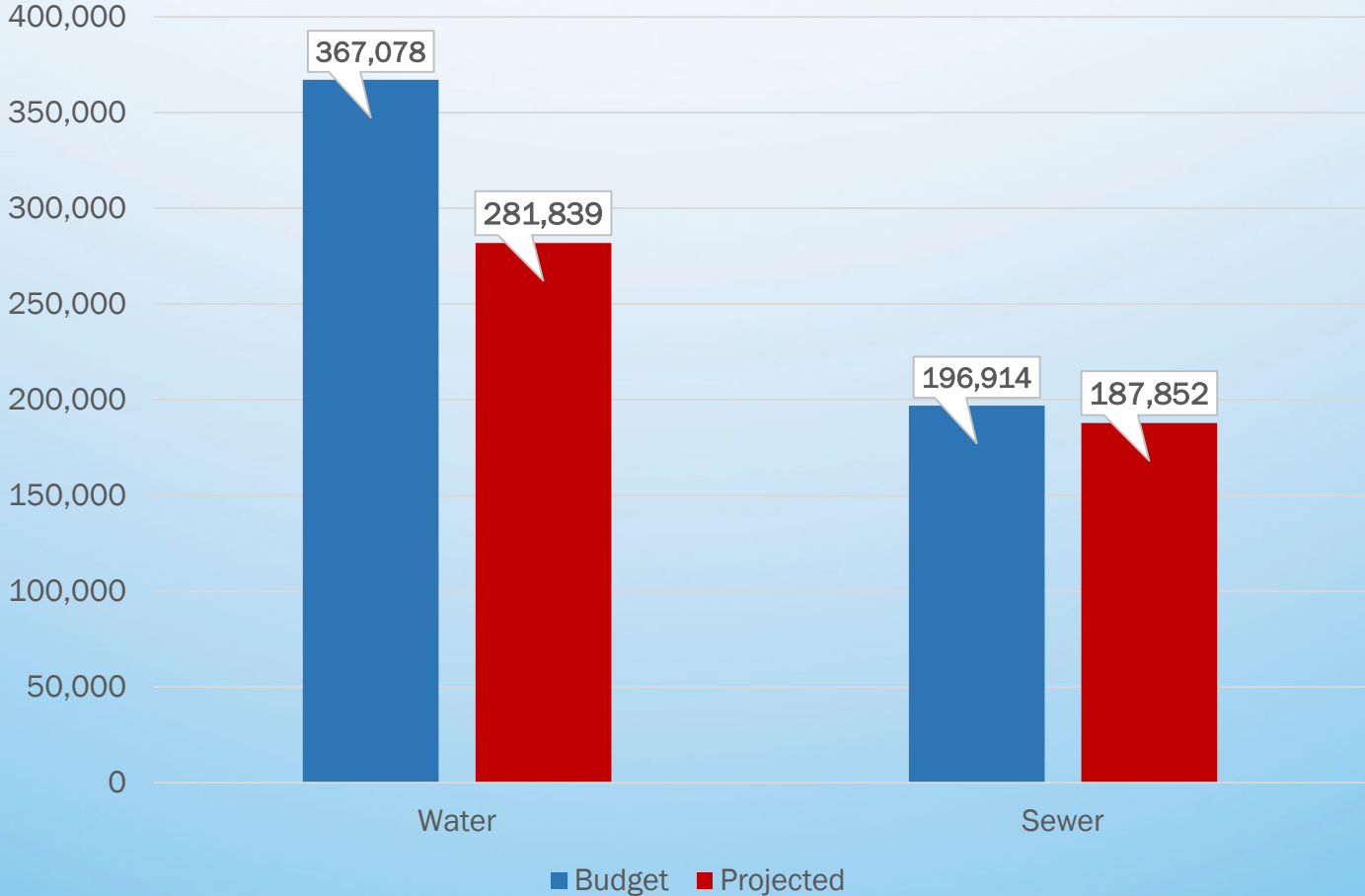
*Cash flow statement is pro forma. DWSD lacks certain data to perform a full reconciliation. Unreconciled balance as of April 30, 2016 approximates \$4 million (actual cash approximates \$49 million versus \$45 million combined cash from cash flow statement).



Finance: Commodity Volumes



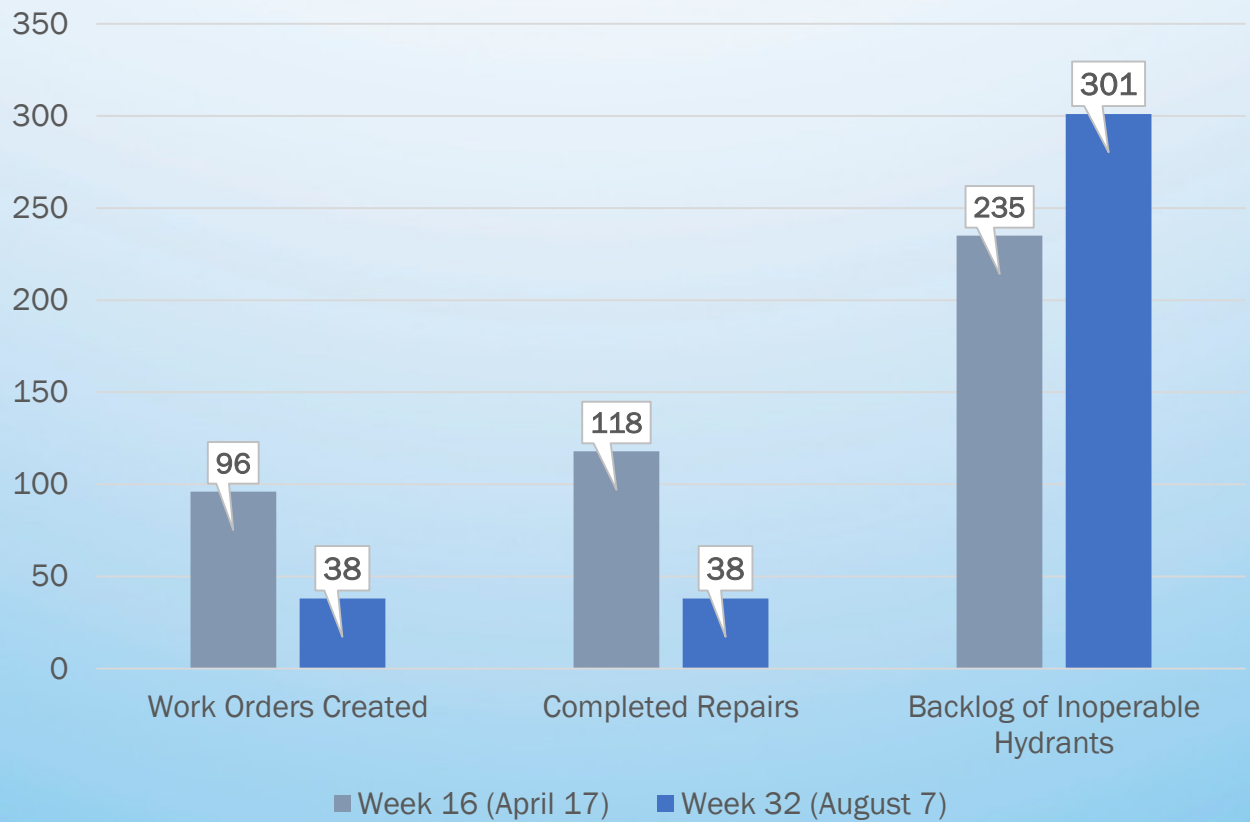
Finance: Equivalent Accounts



Field Services



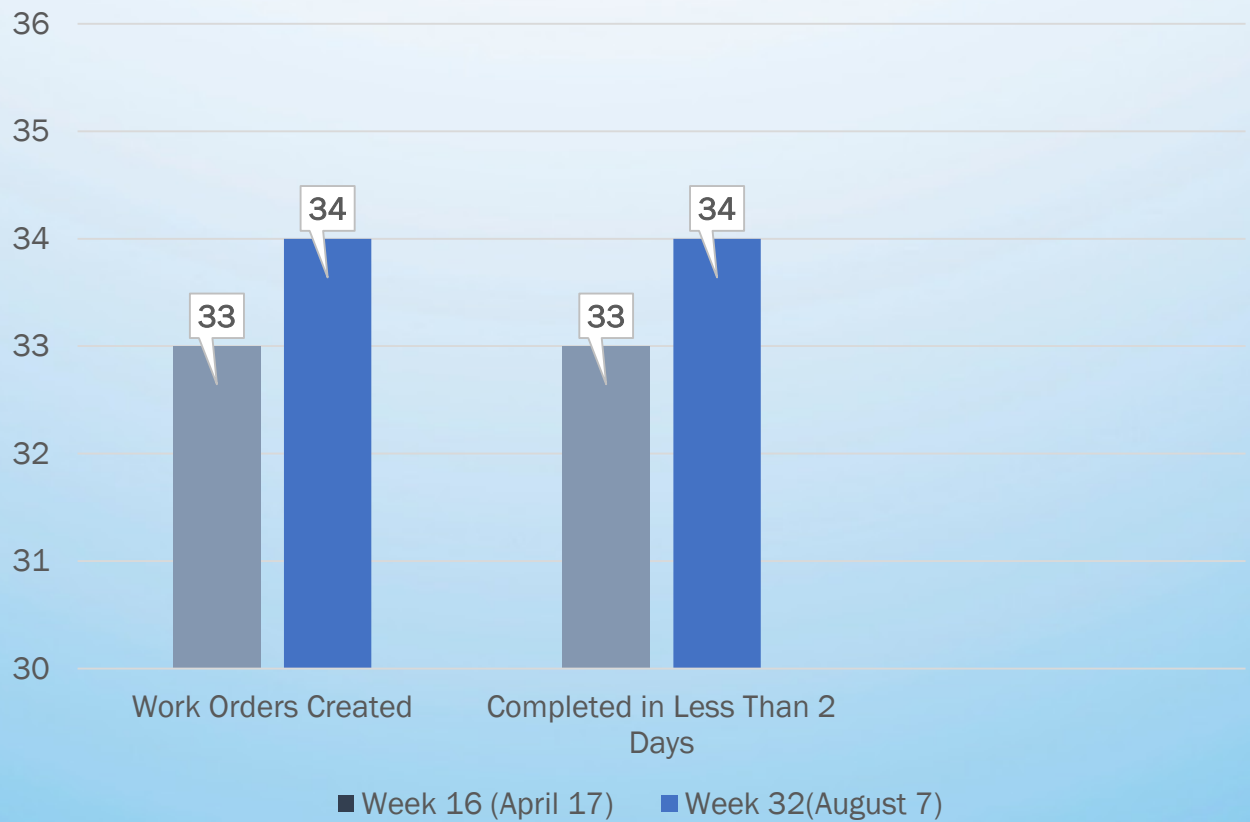
Field Services: Fire Hydrant Repairs



Field Services: Backlog of Inoperable Fire Hydrants



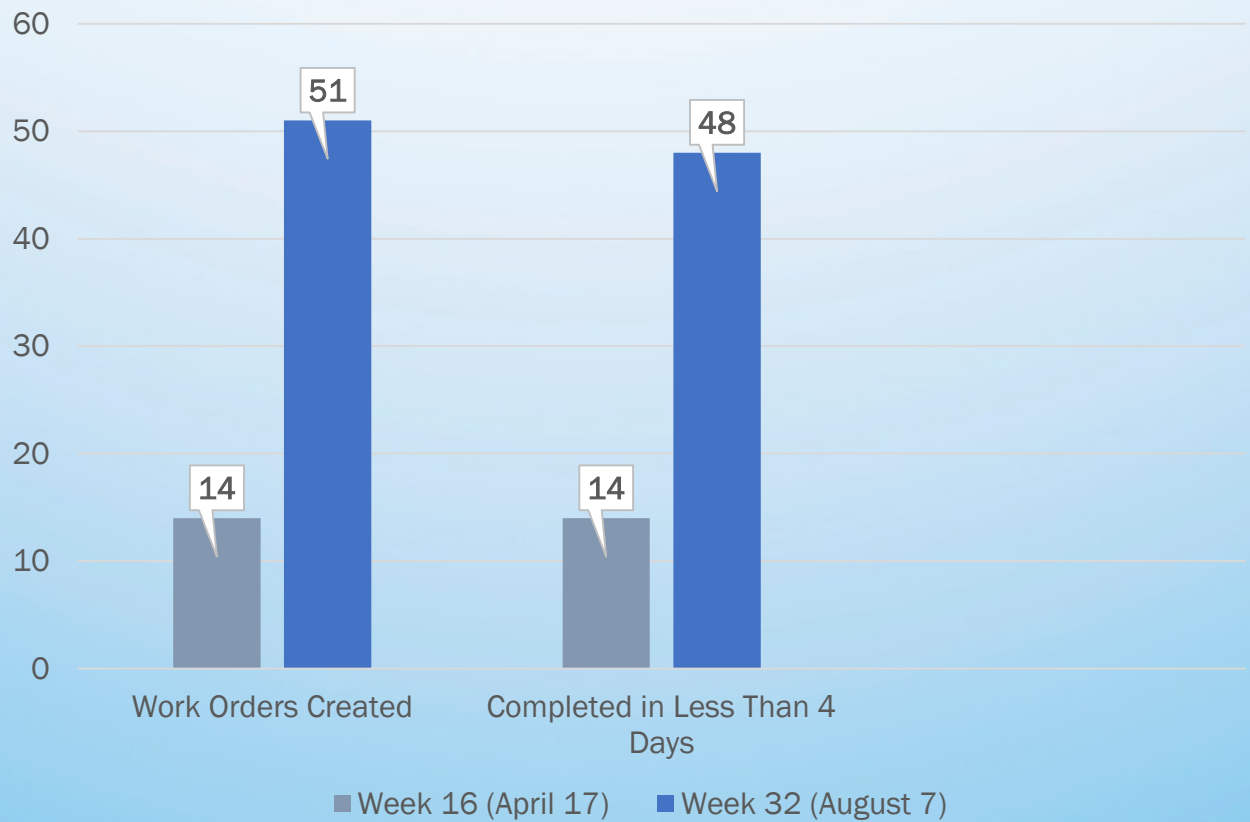
Field Services: Reports of Running Water



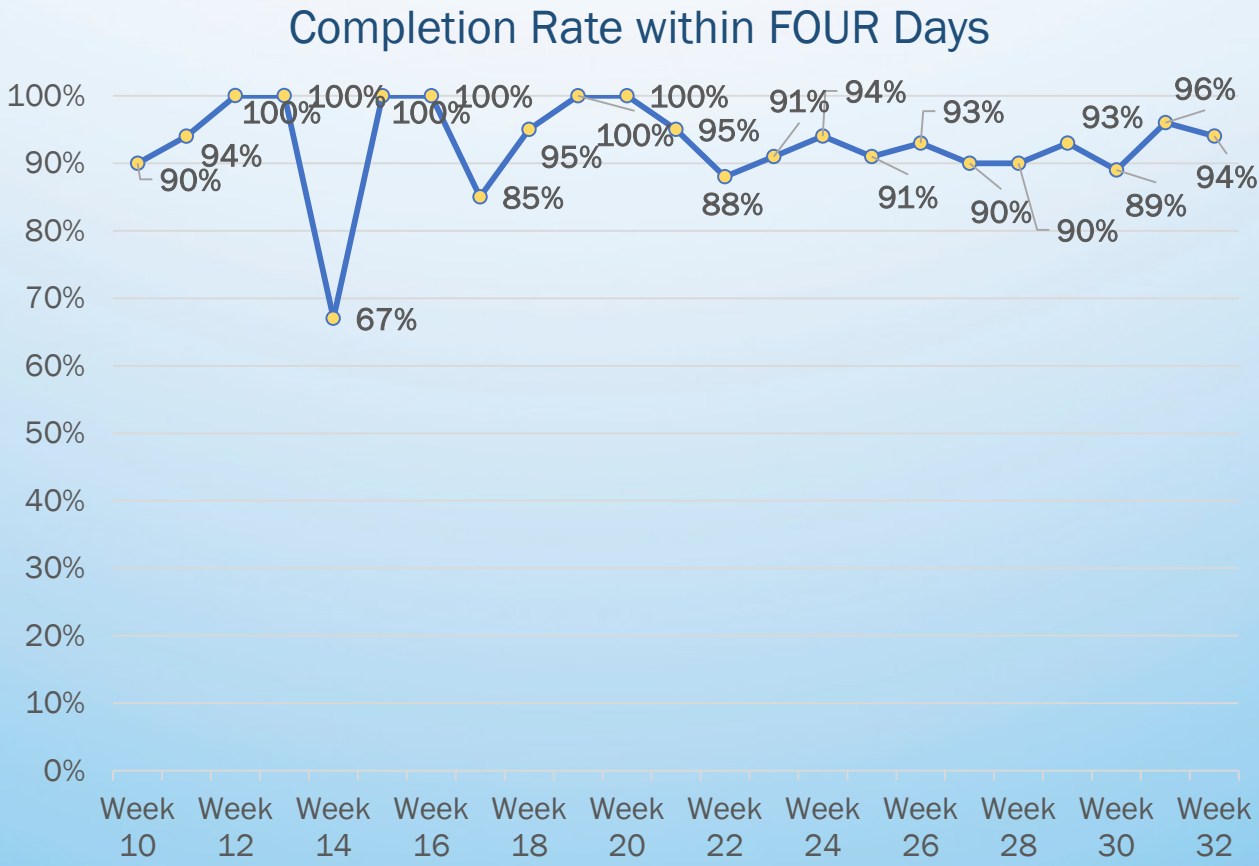
Field Services: Reports of Running Water



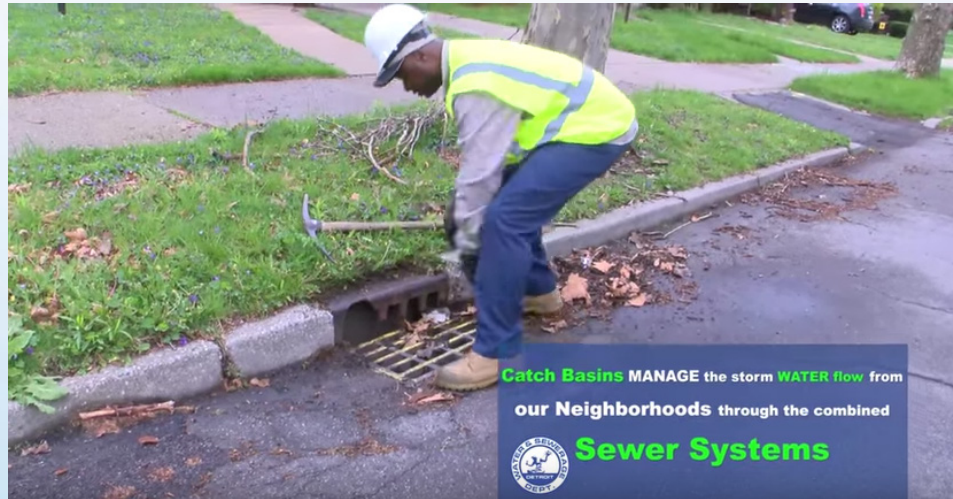
Field Services: Water Main Repairs



Field Services: Water Main Repairs



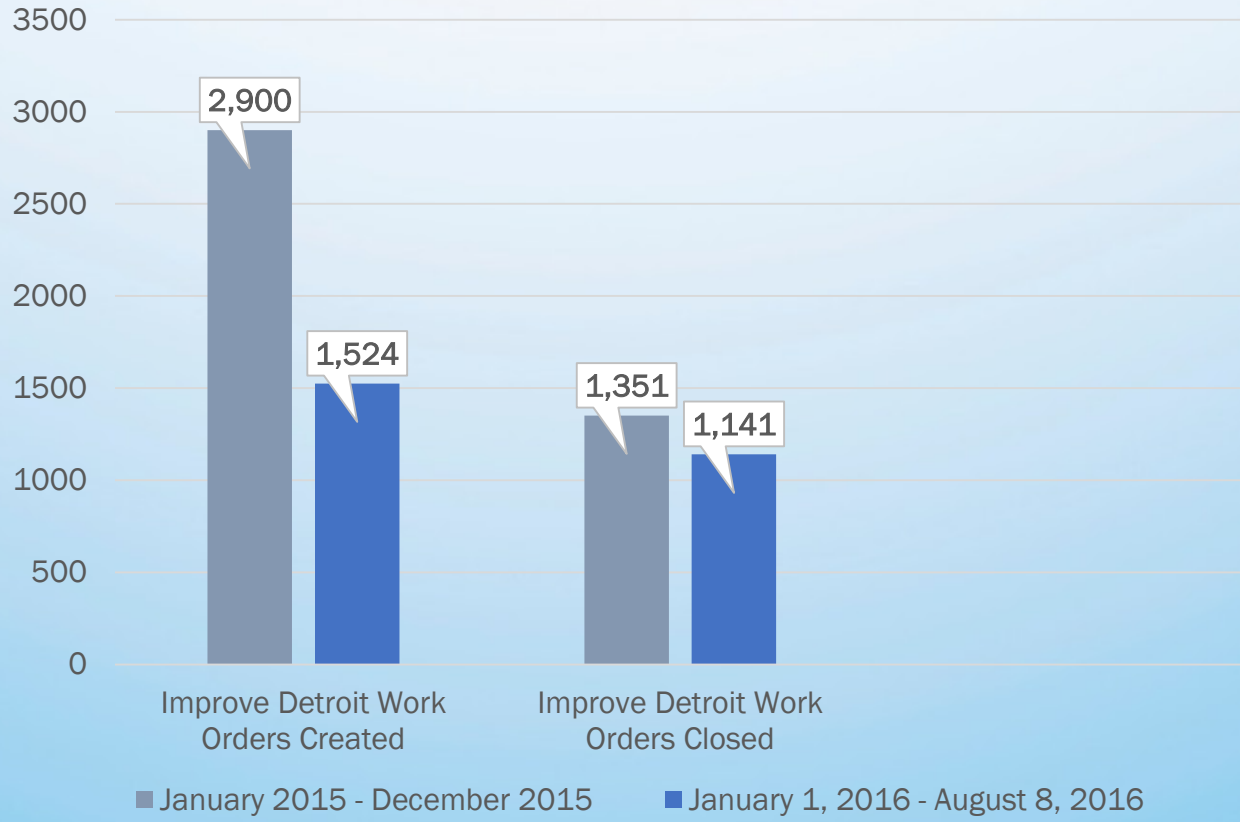
Field Services: Catch Basins



- ❑ 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



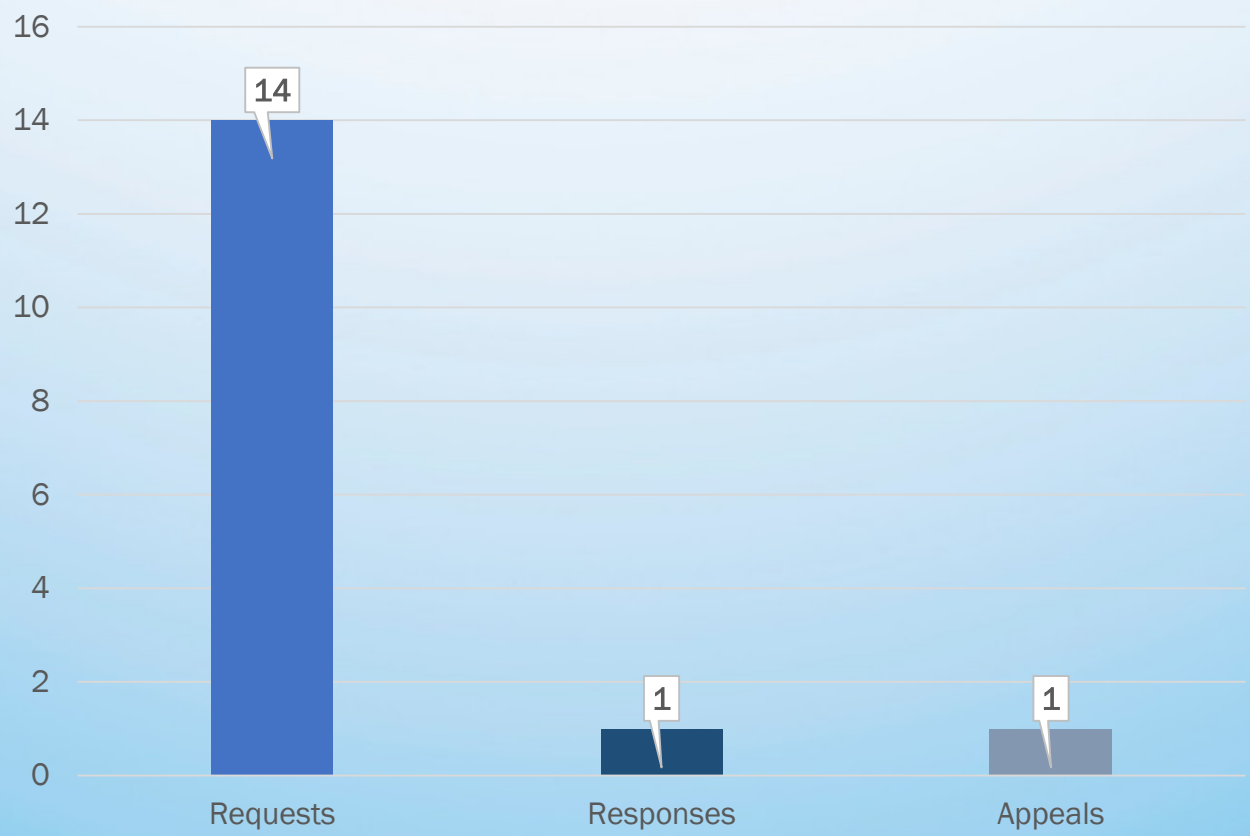
Field Services: Catch Basins



Legal Services



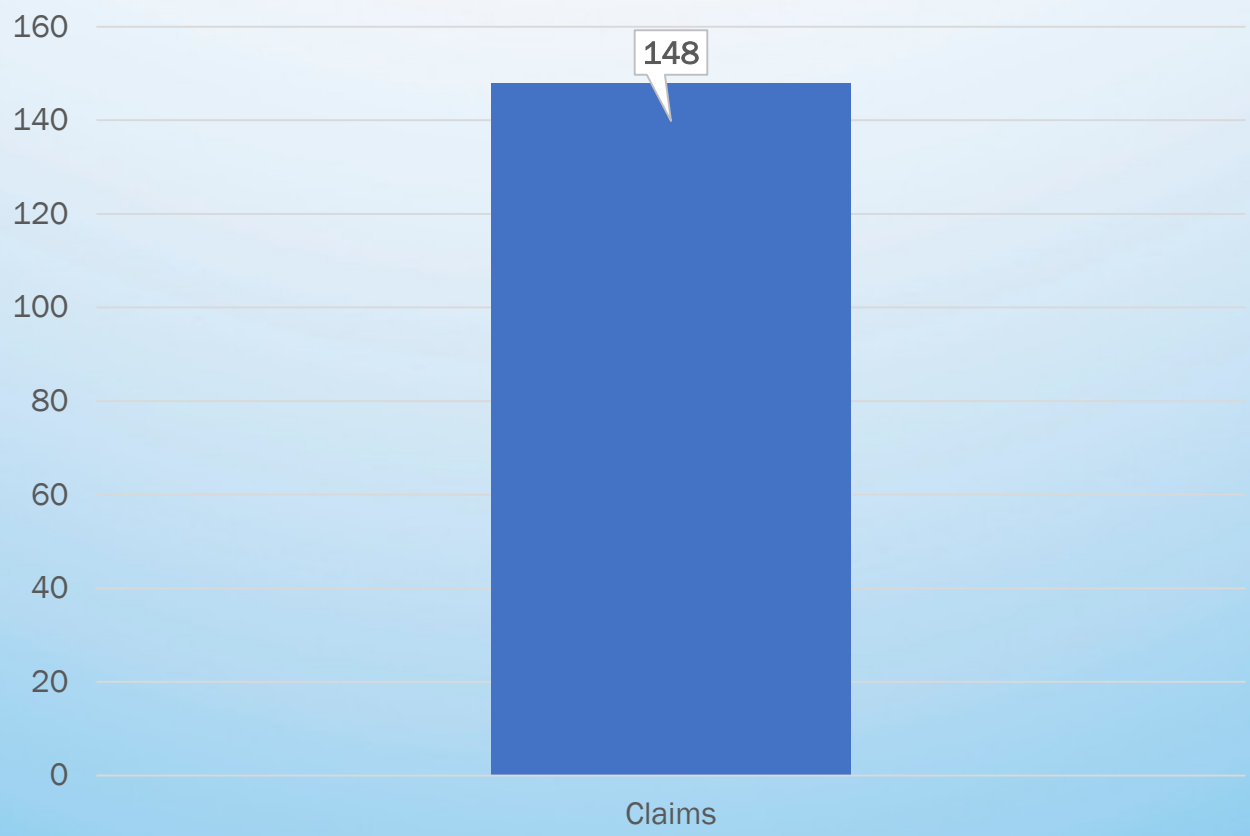
Legal: FOIA Requests



Legal: Subpoenas



Legal: Customer Claims*



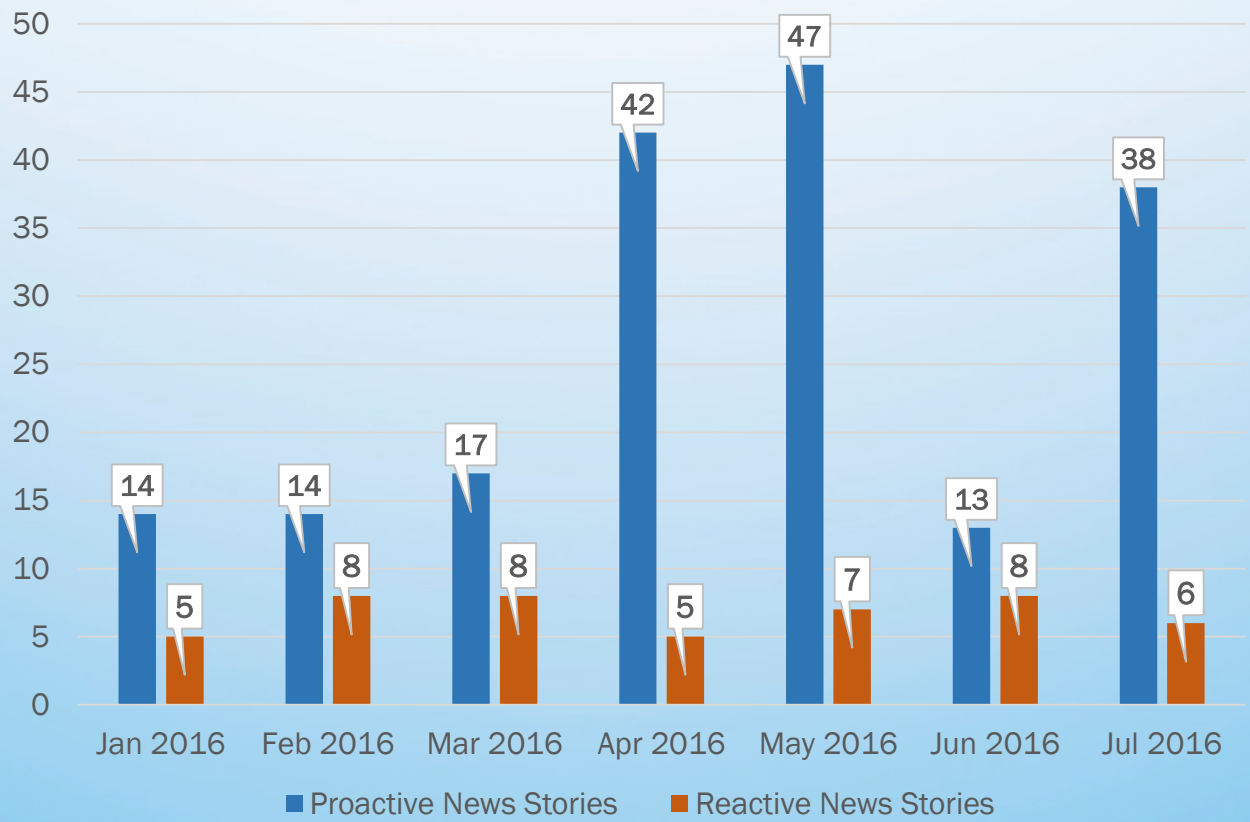
*The majority of claims are basement backups in the Jefferson Chalmers and Cornerstone Village neighborhoods following the July 8, 2016 rainstorm.



Public Affairs



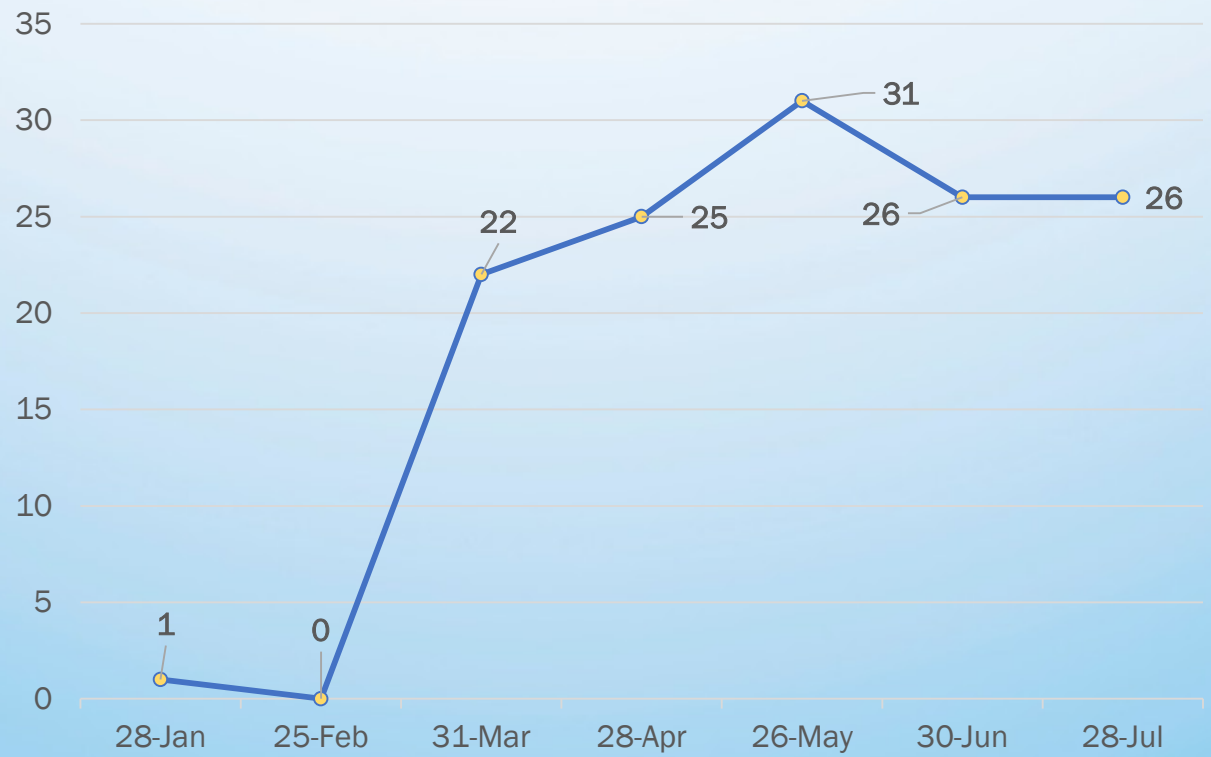
Public Affairs: News Media Placements



Public Affairs: Social Media Reach



Public Affairs: Community Engagement Activities



Information Technology



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

Customer Service Application Availability Last 90-Days

