



# **DIRECTOR'S REPORT**

## **September 20, 2017**

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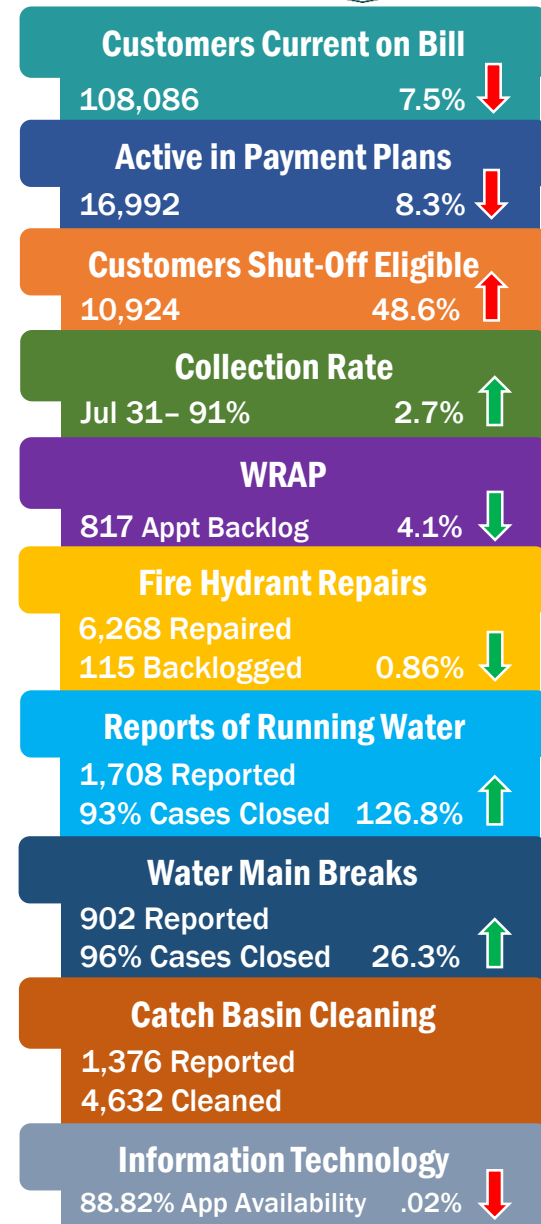
# Director's Update

## Recent Actions and Events:

- The Customer Care Web Portal launched on August 21 and to date there has been 2,669 customers registered and 7,183 transactions completed with a total of \$1,221,896.37 in payments.
  - Two animated videos were posted on the city website and sent to news media informing customers about the portal and illustrating how to register.
  - Additional videos on how to track water usage and how to enter a payment plan will be available by the end of September.
- The phase-in of residential customers from the meter-based drainage charge to the impervious acreage rate has been moved from October 2017 to April 2018 to allow time for DWSD to provide the necessary outreach and education to customers.
- The new Fraud Unit, composed of retired law enforcement investigators, has identified more than \$500,000 in either under-billing, unpaid accounts and illegal service hookups by commercial customers.
  - The Legal Group and Public Affairs are closely working with the Fraud Unit to pursue the proper legal channels for these commercial customers who have not made payment arrangements, and tell the story through the news media of DWSD's new aggressive approach utilizing the Fraud Unit.

## Upcoming Actions and Events (September - October):

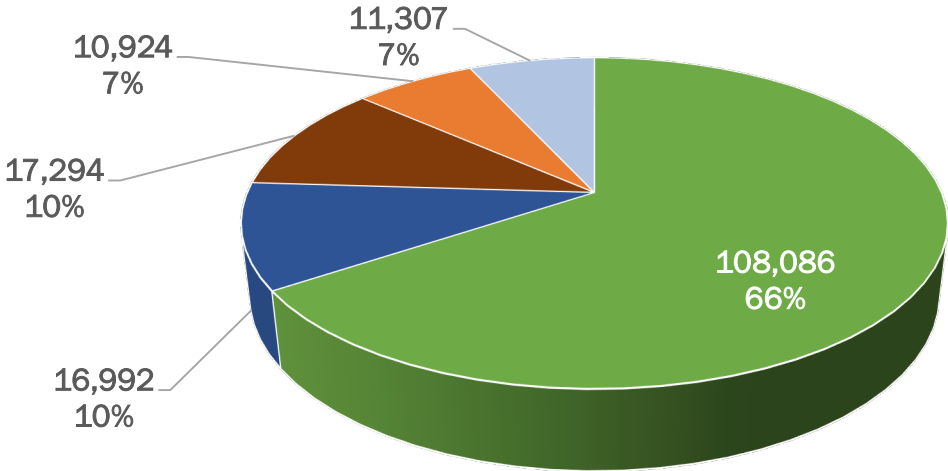
- The Toilet Replacement Program (official name to be determined) pilot will begin in October to replace high-volume toilets at 500 low-income households with low-volume 1.7 gallon toilets to help reduce their monthly water and sewer bills.
- The Capital Improvement Program will conduct a pilot assessment of the water and sewer infrastructure in North Rosedale Park and Cornerstone Village, beginning in October and concluding after six weeks.
- DWSD is partnering with the Detroit Land Bank and the Wayne County Treasurer's Office to educate low-income customers on the resources available to them.





# Customer Care

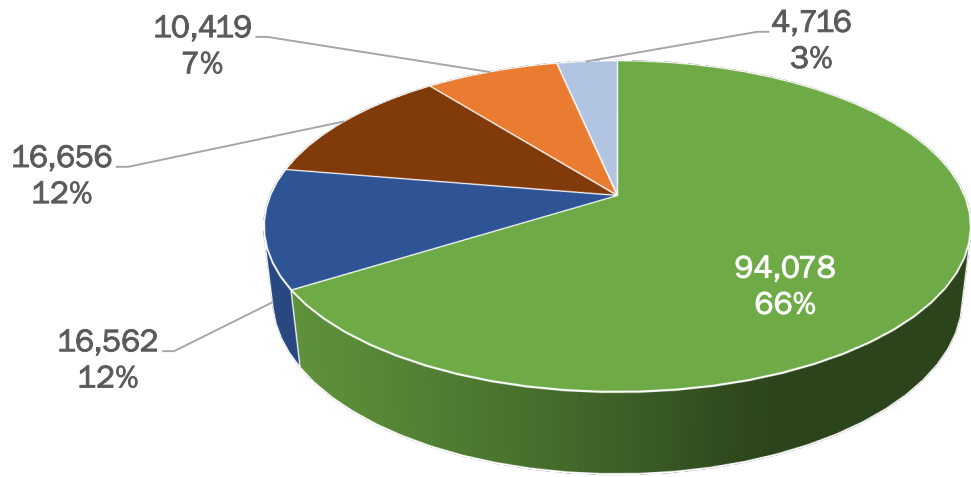
# Customer Care: Account Status\*



- 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.

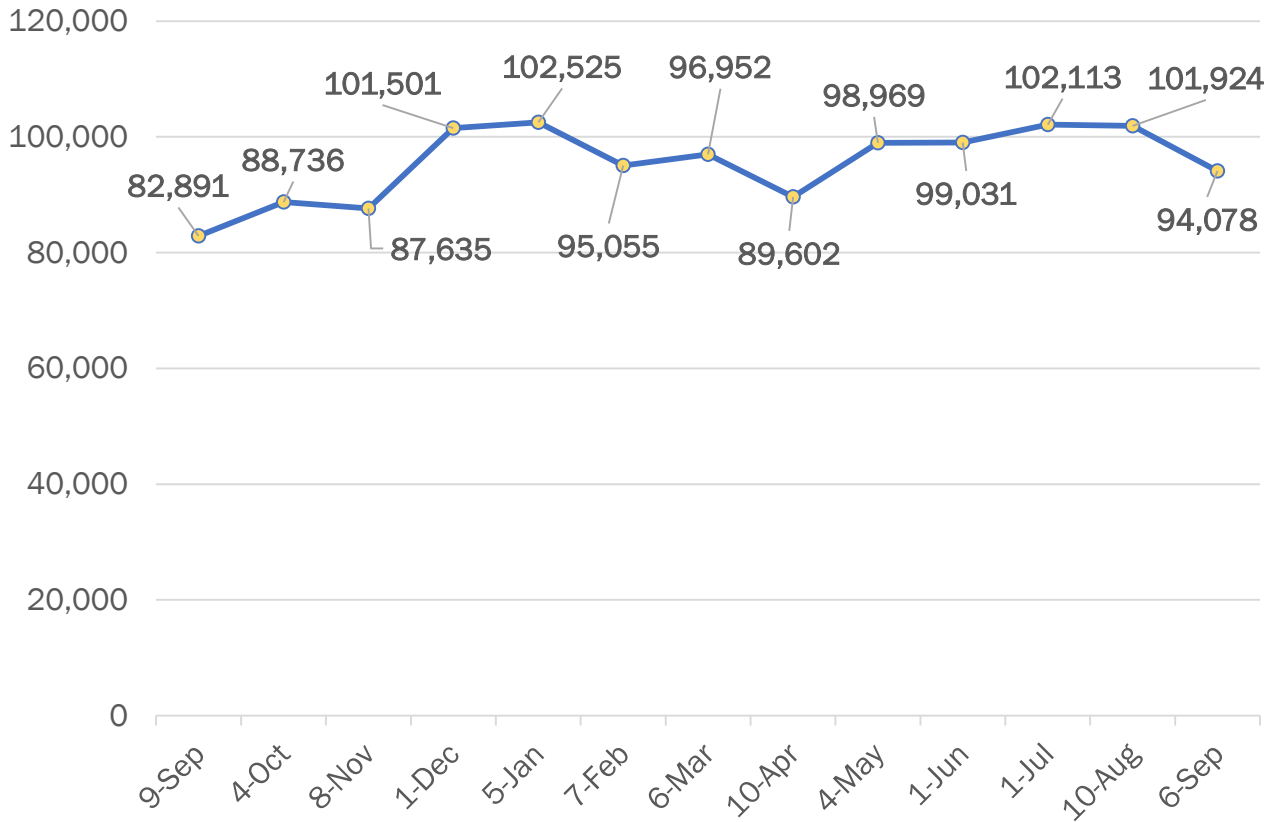
# Customer Care: Residential Account Status\*



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

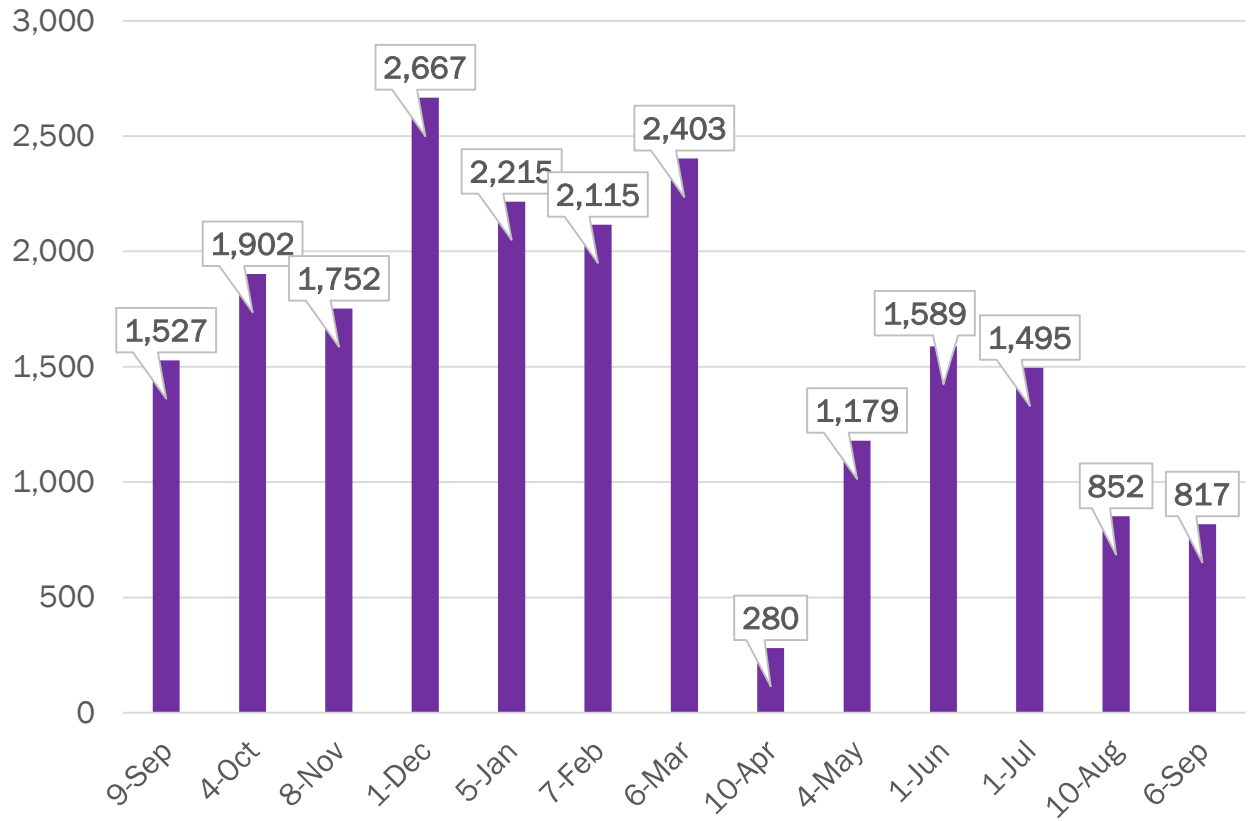
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Residential Current on Bill\*



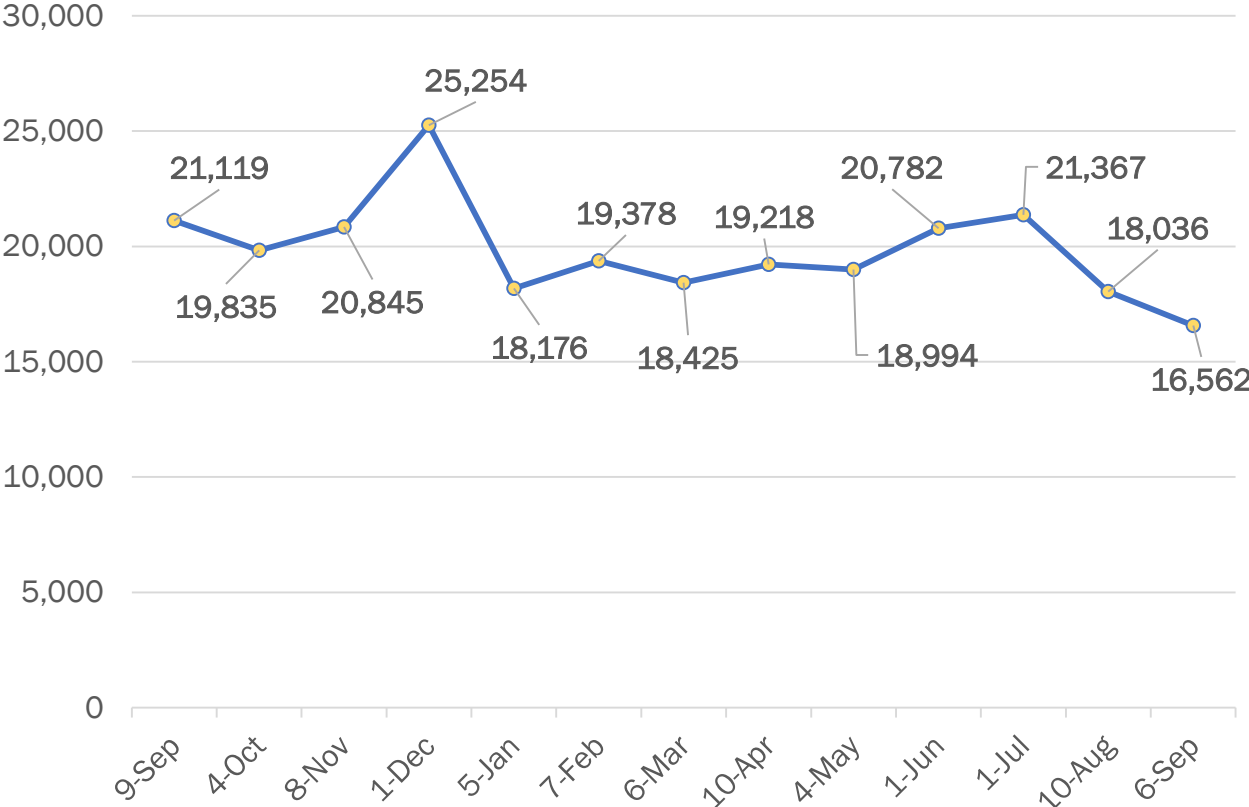
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

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

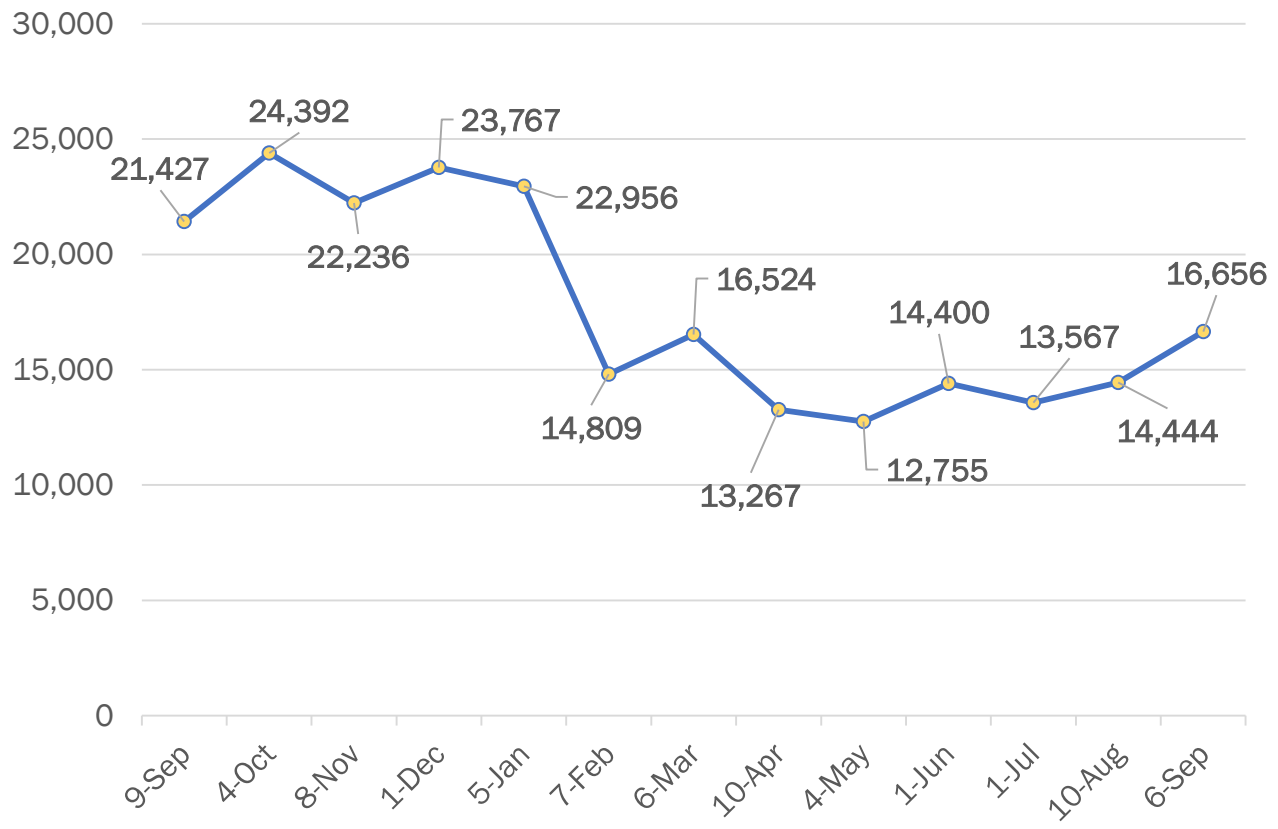




# Customer Care: Residential Payment Plans

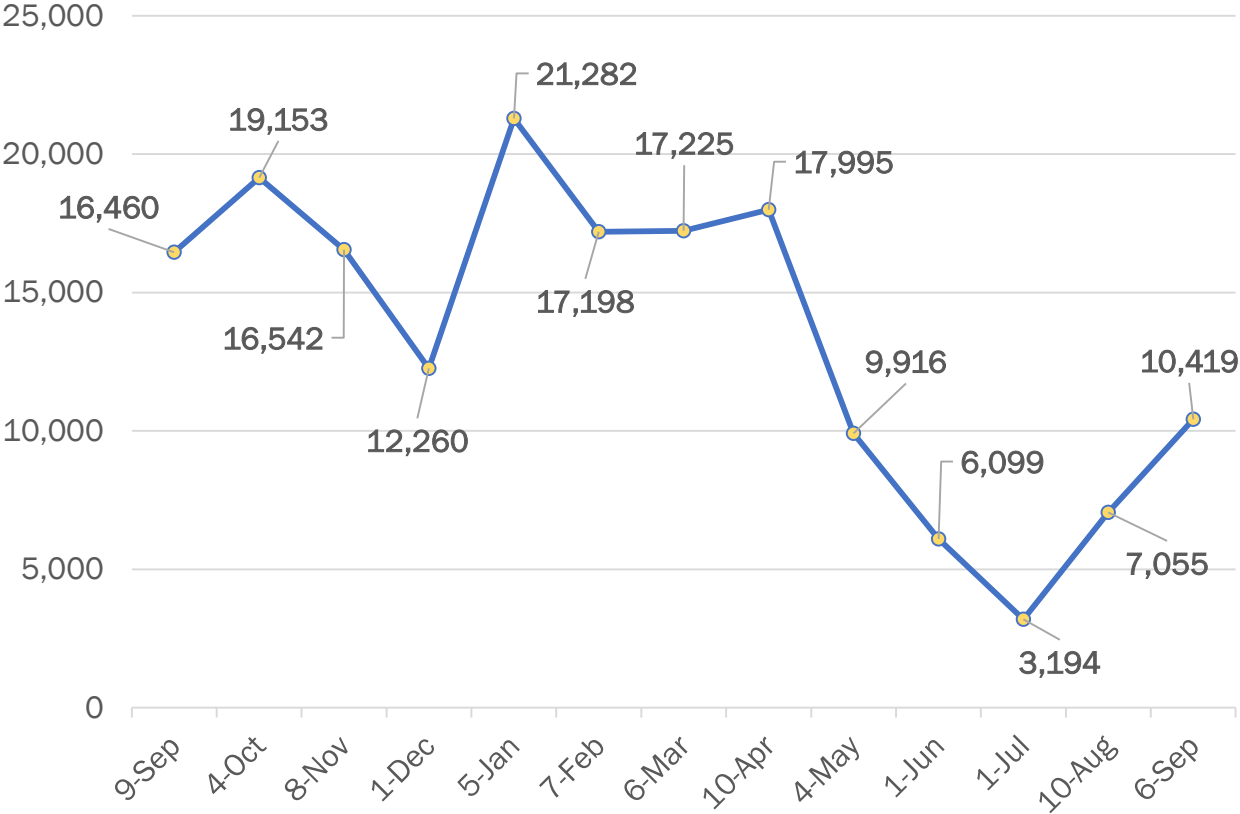


# Customer Care: Residential On the Bubble\*

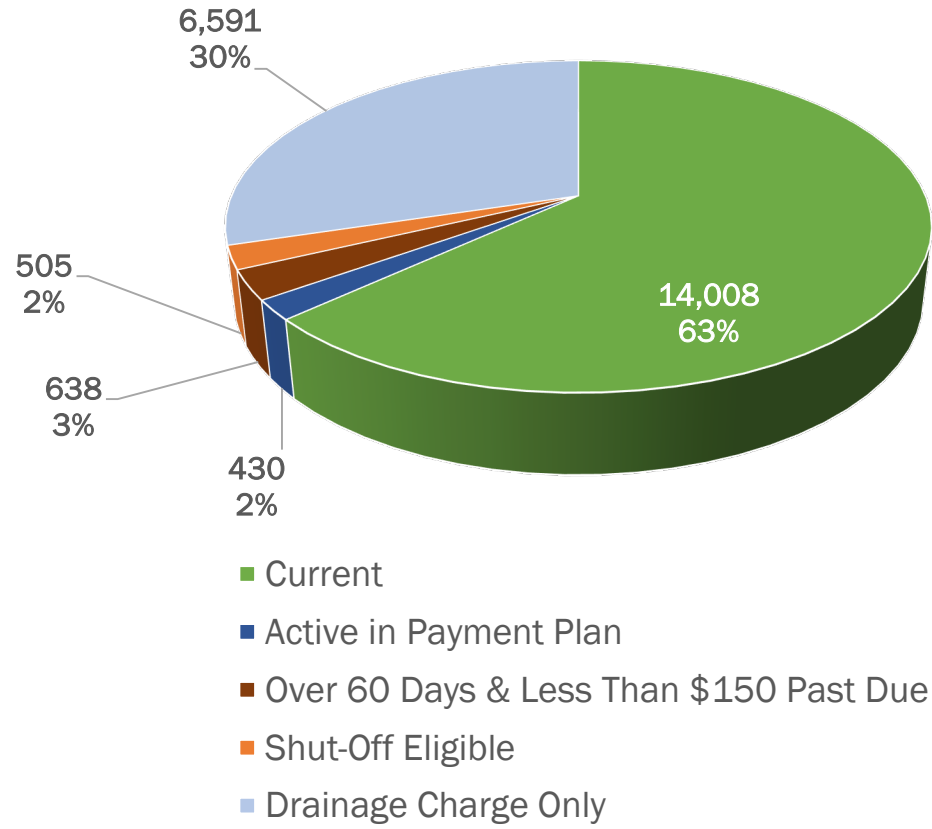


\*Past due more than 60 days and less than \$150.

# Customer Care: Residential Shut-Off Eligible

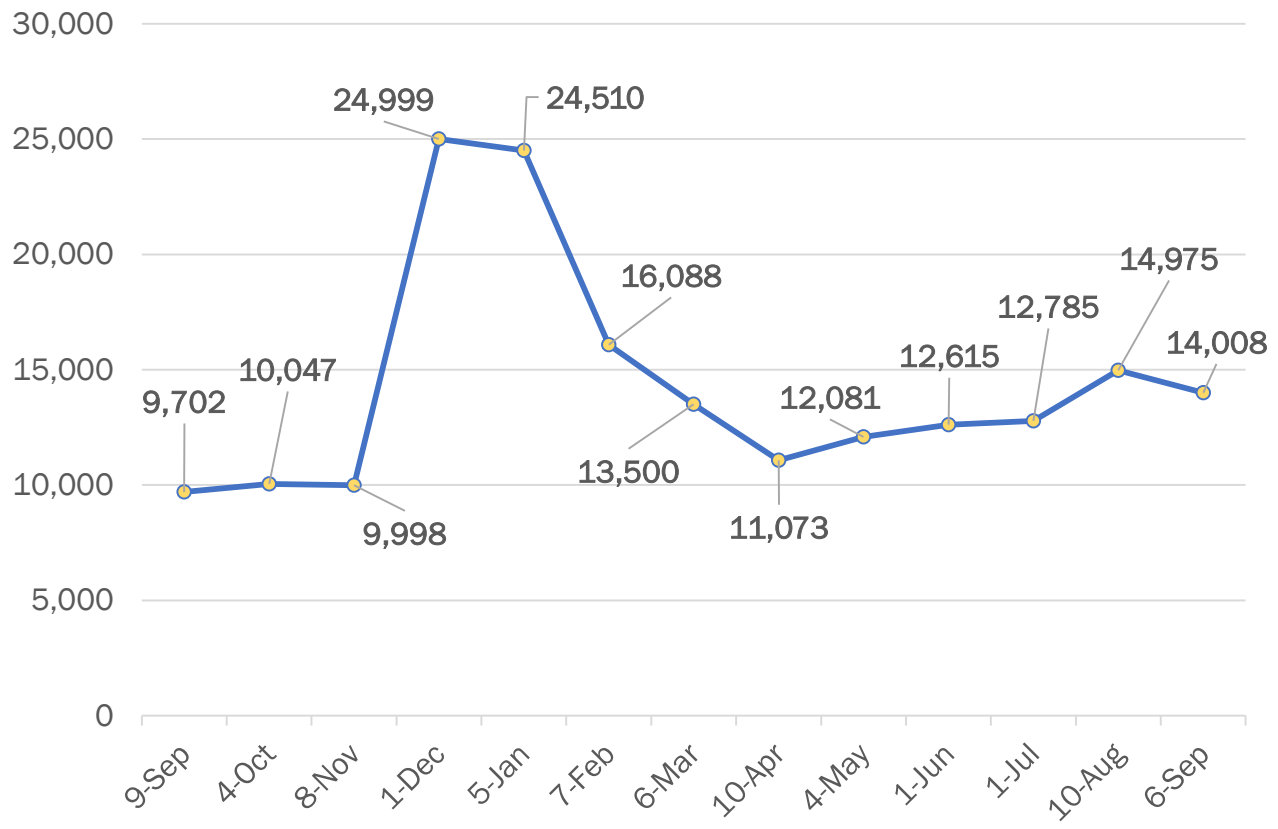


# Customer Care: Nonresidential Account Status\*



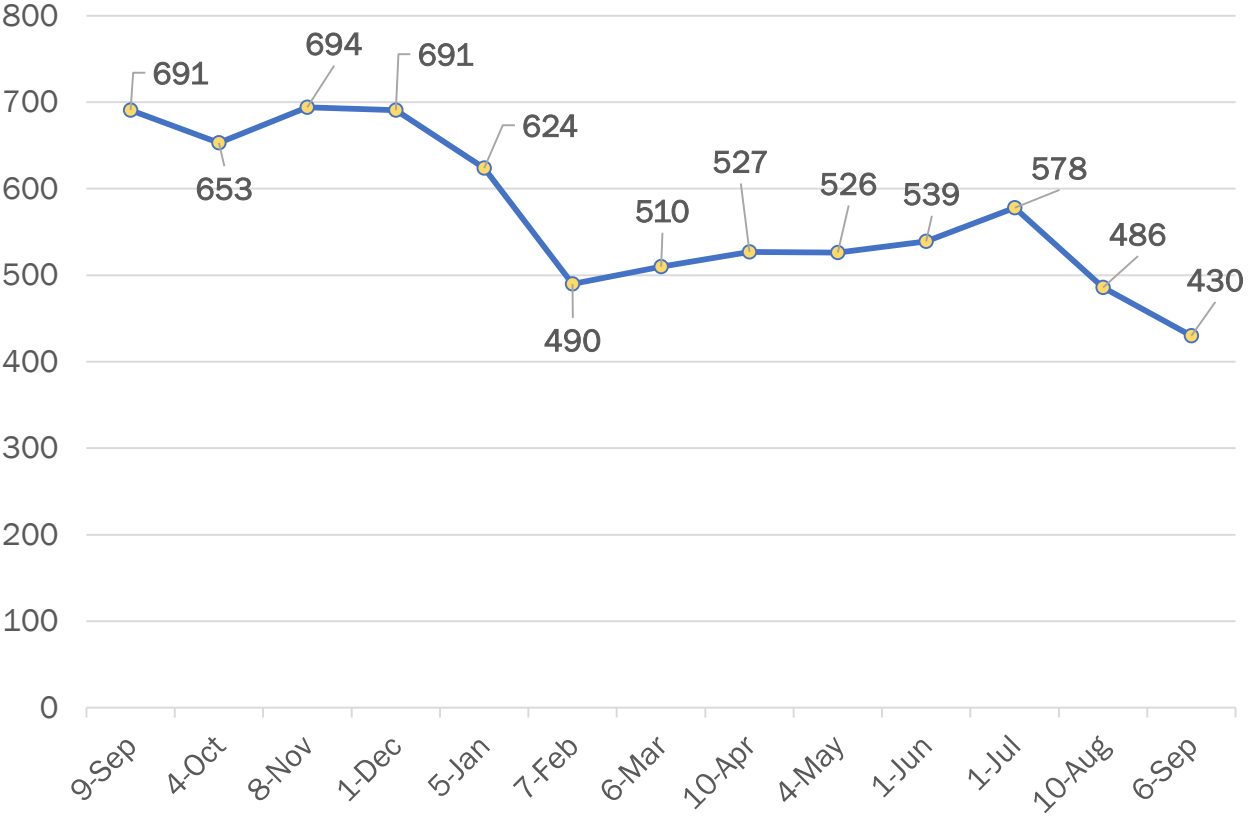
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Current on Bill\*

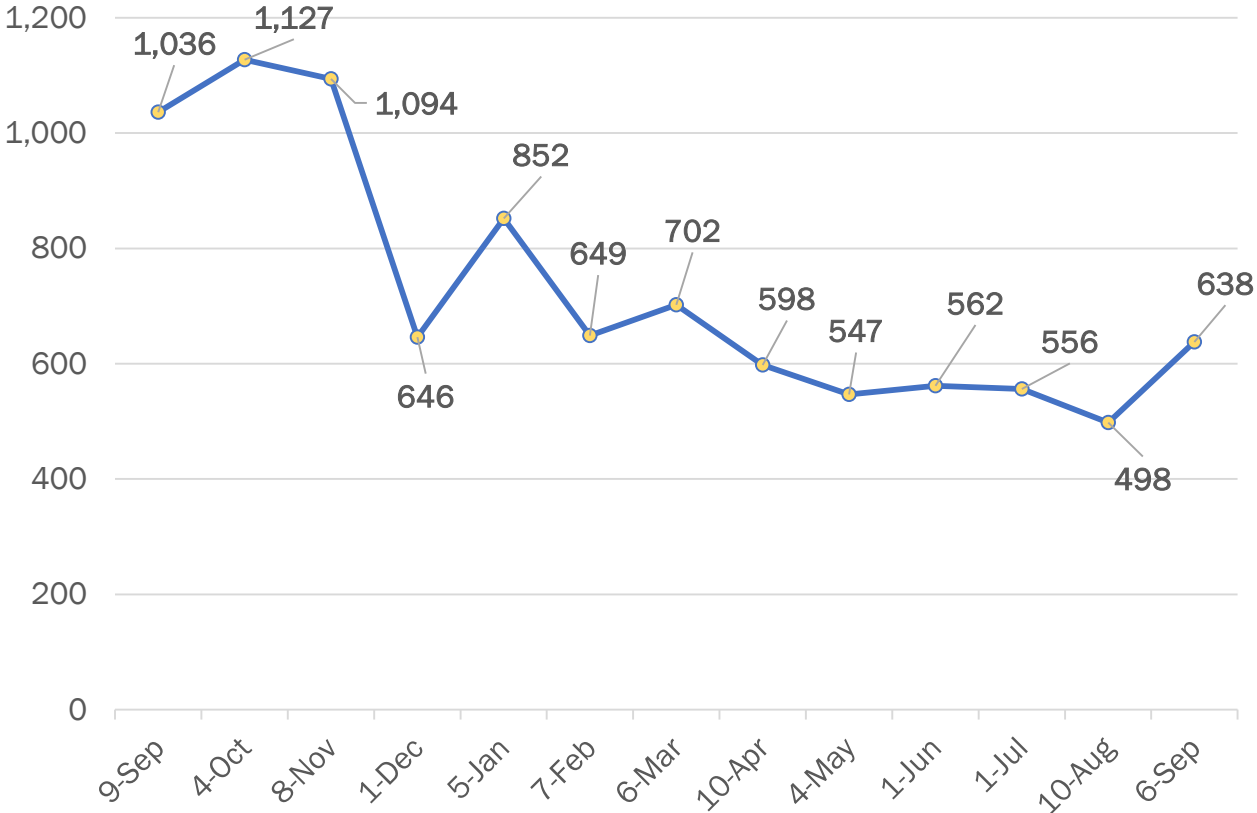


\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Payment Plans

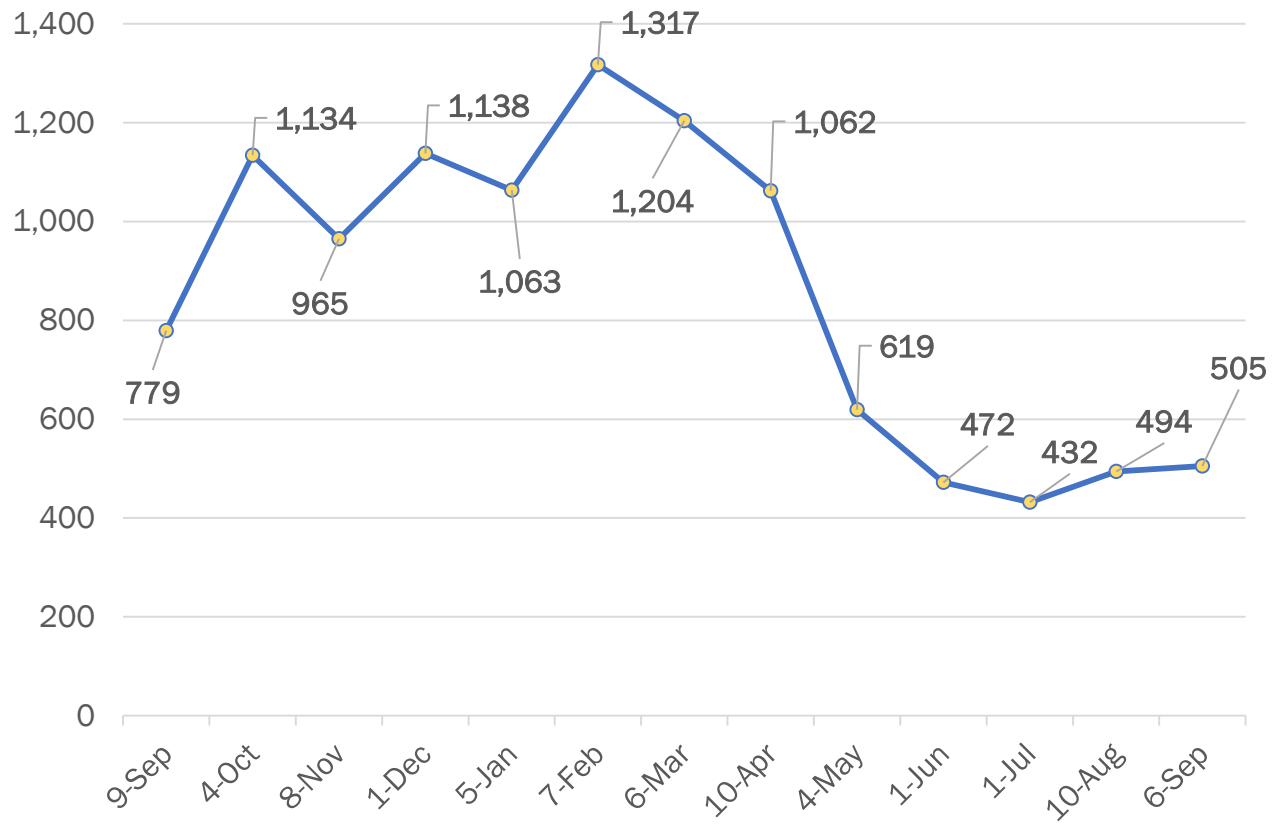


# Customer Care: Nonresidential On the Bubble\*



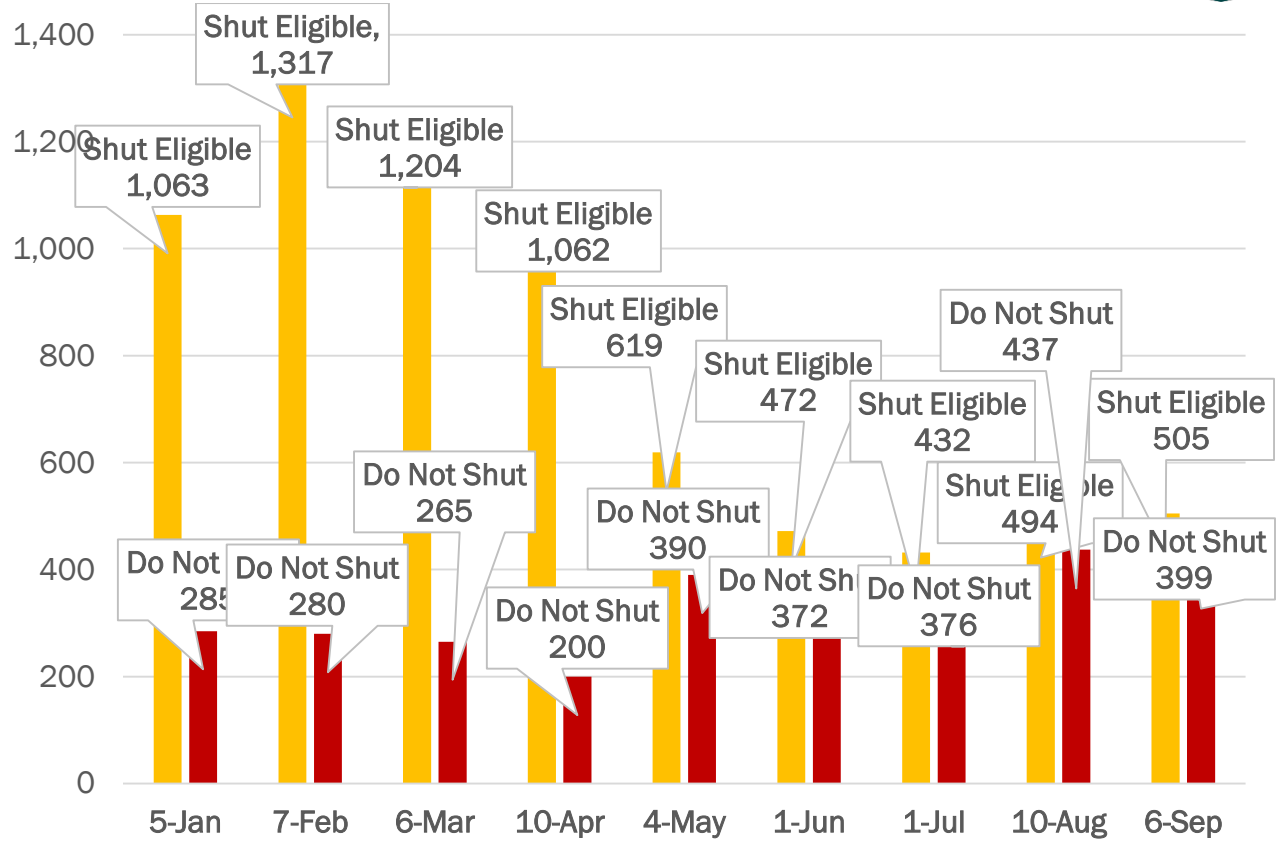
\*Past due more than 60 days and less than \$150.

# Customer Care: Nonresidential Shut-Off Eligible





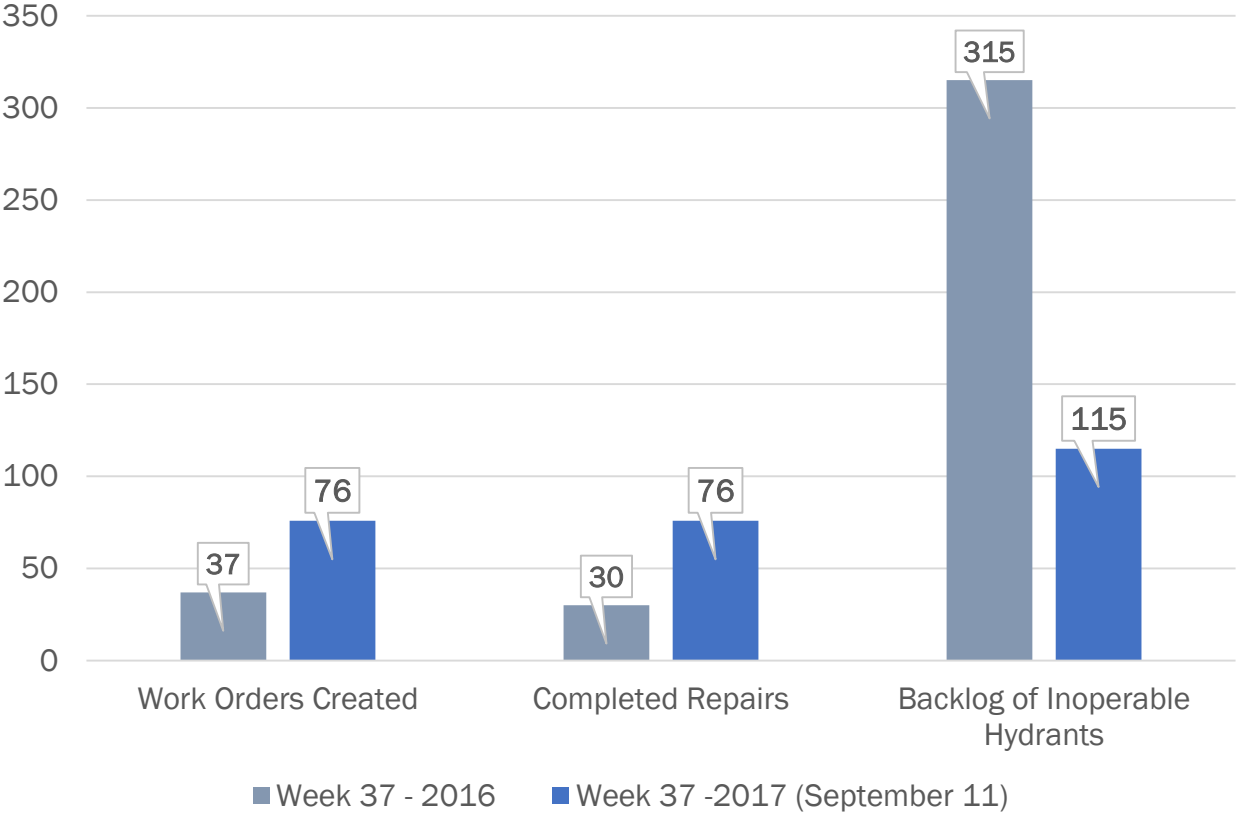
# Customer Care: Nonresidential Shut-Off Status\*



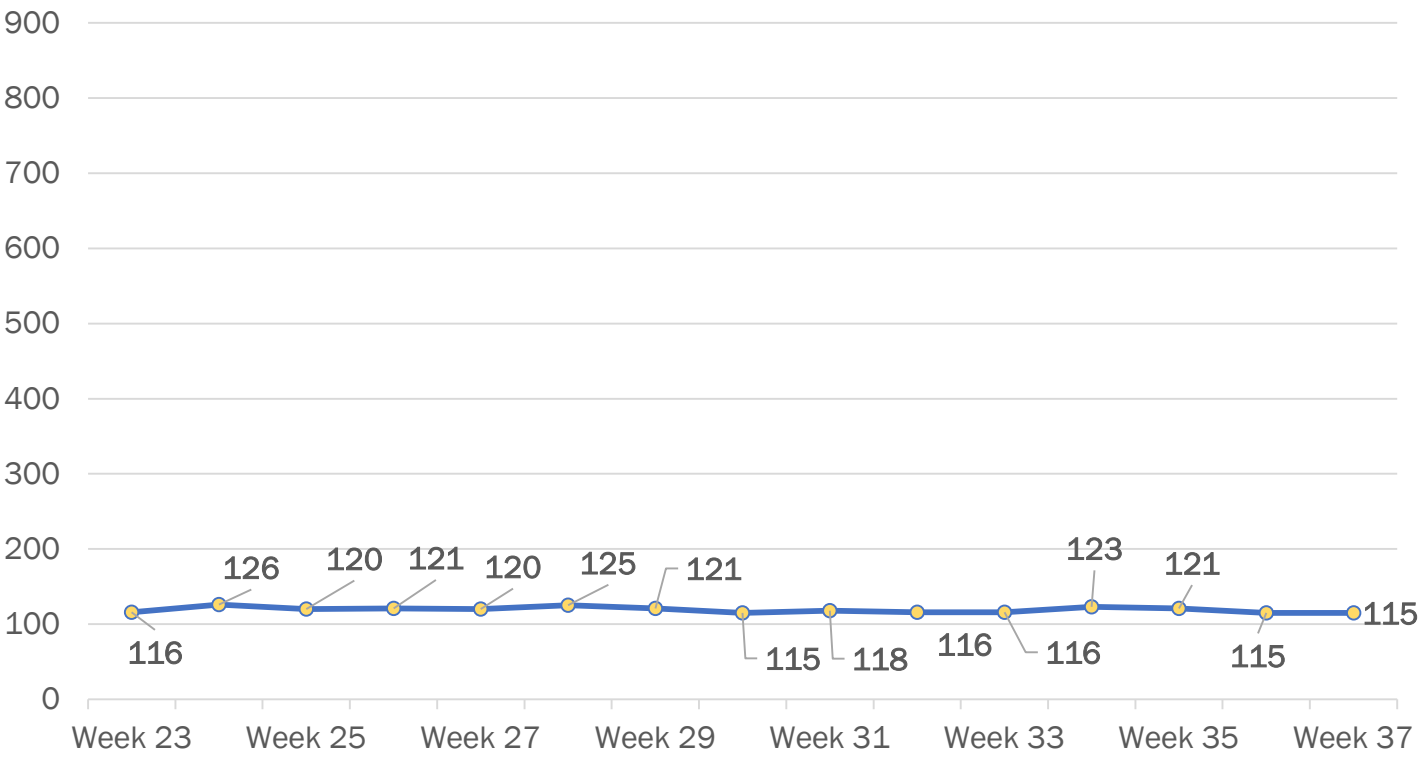
\*Customers in the “do not shut” category include nursing homes and apartment buildings.

# Field Services

# Field Services: Fire Hydrant Repairs



# Field Services: Backlog of Inoperable Fire Hydrants



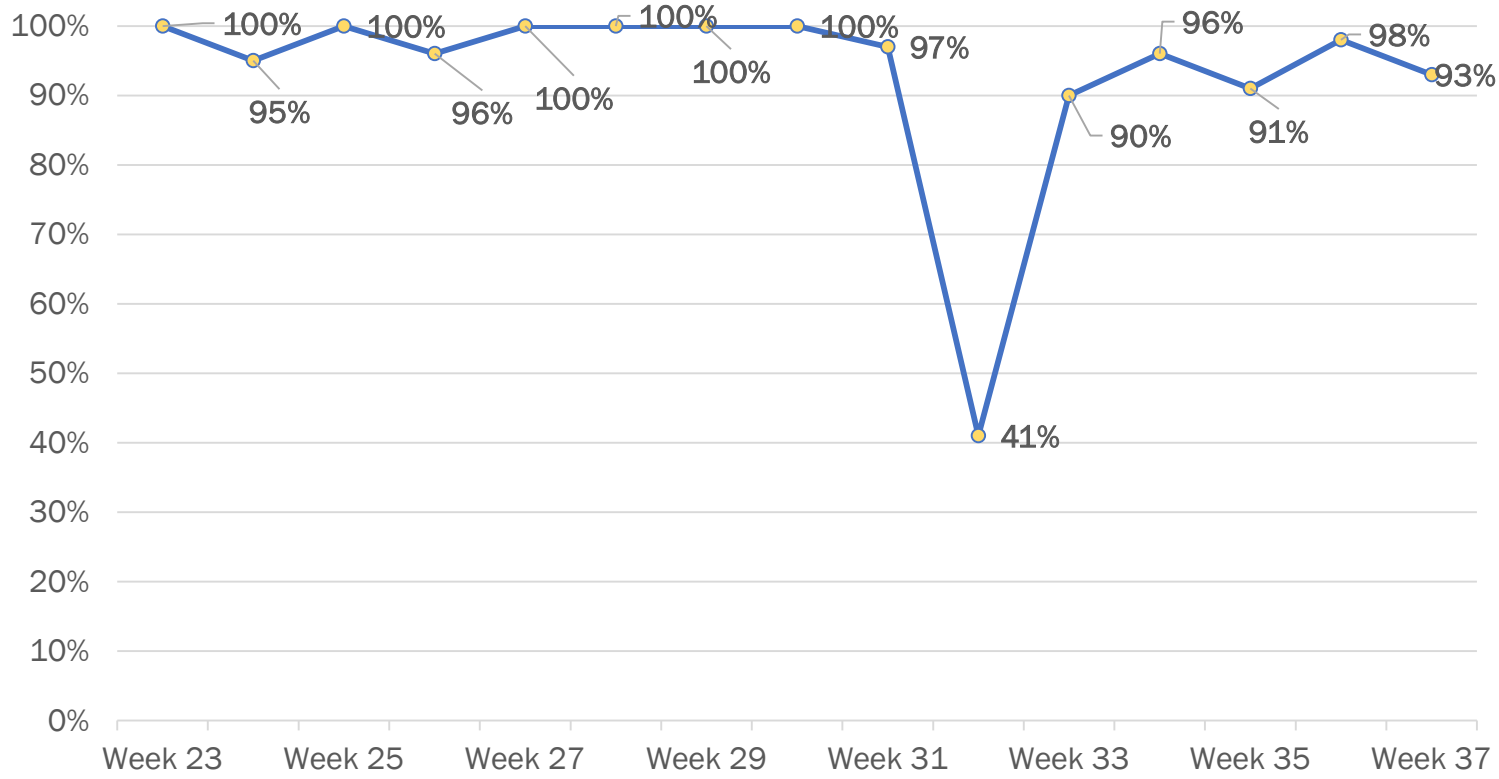
# Field Services: Reports of Running Water



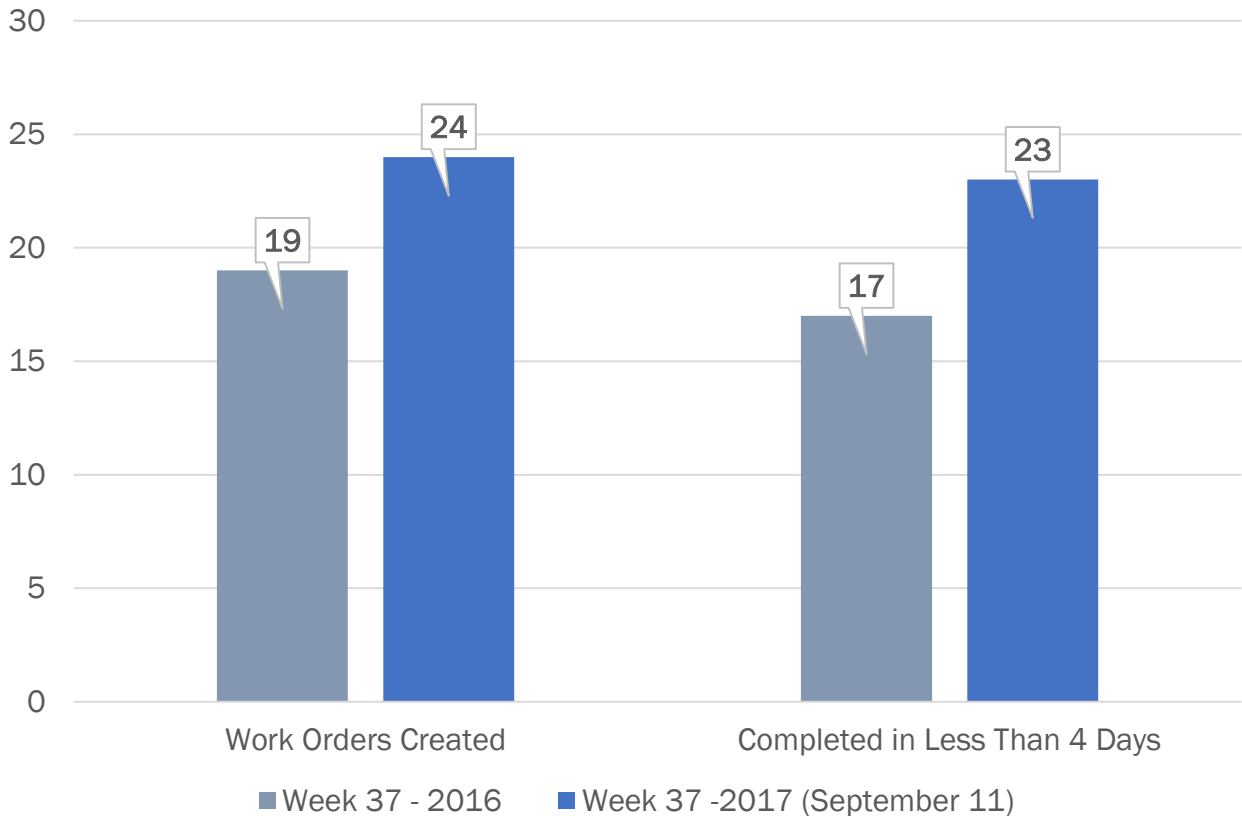
# Field Services: Reports of Running Water



## Completion Rate within TWO Days



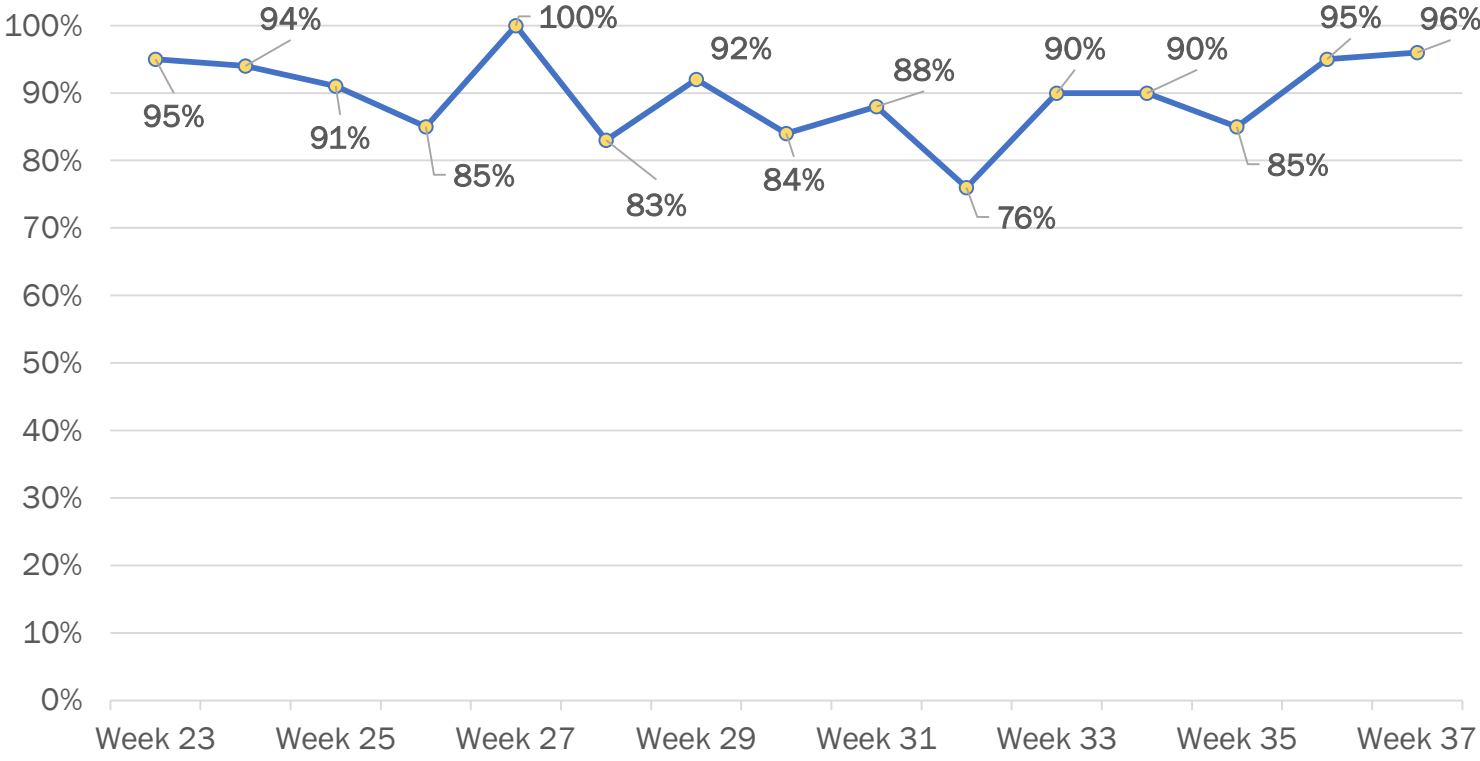
# Field Services: Water Main Repairs



# Field Services: Water Main Repairs

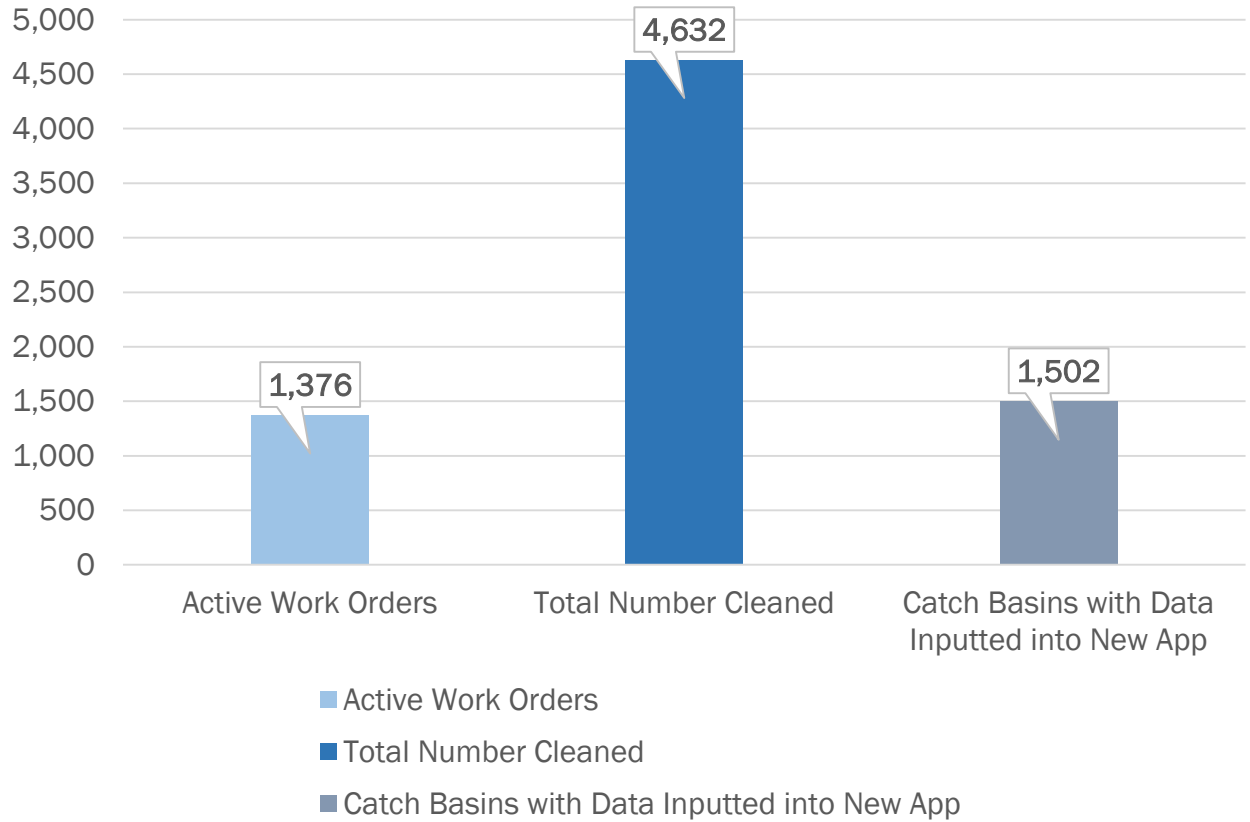


### Completion Rate within FOUR Days





# Field Services: Catch Basin Cleaning\*

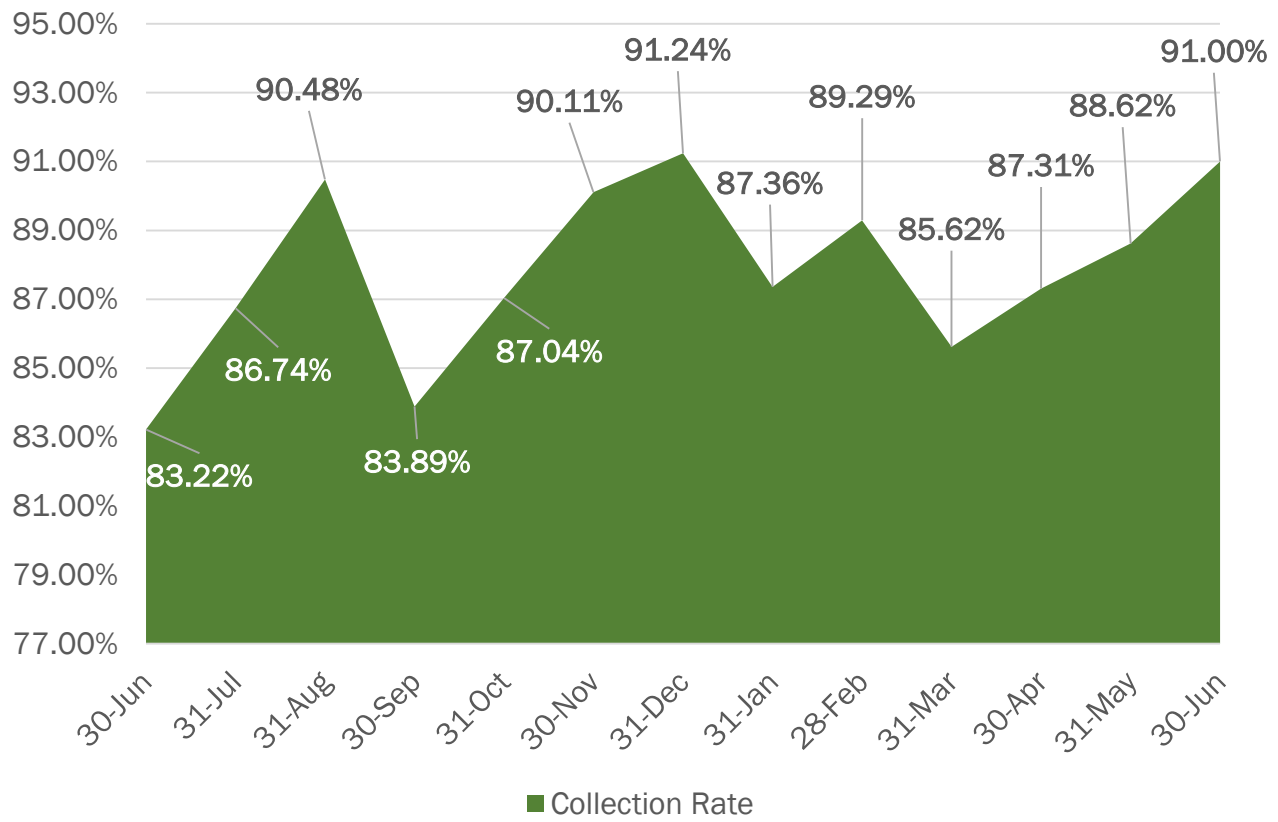


\*Figures are for the 2017 calendar year through August 31, 2017.



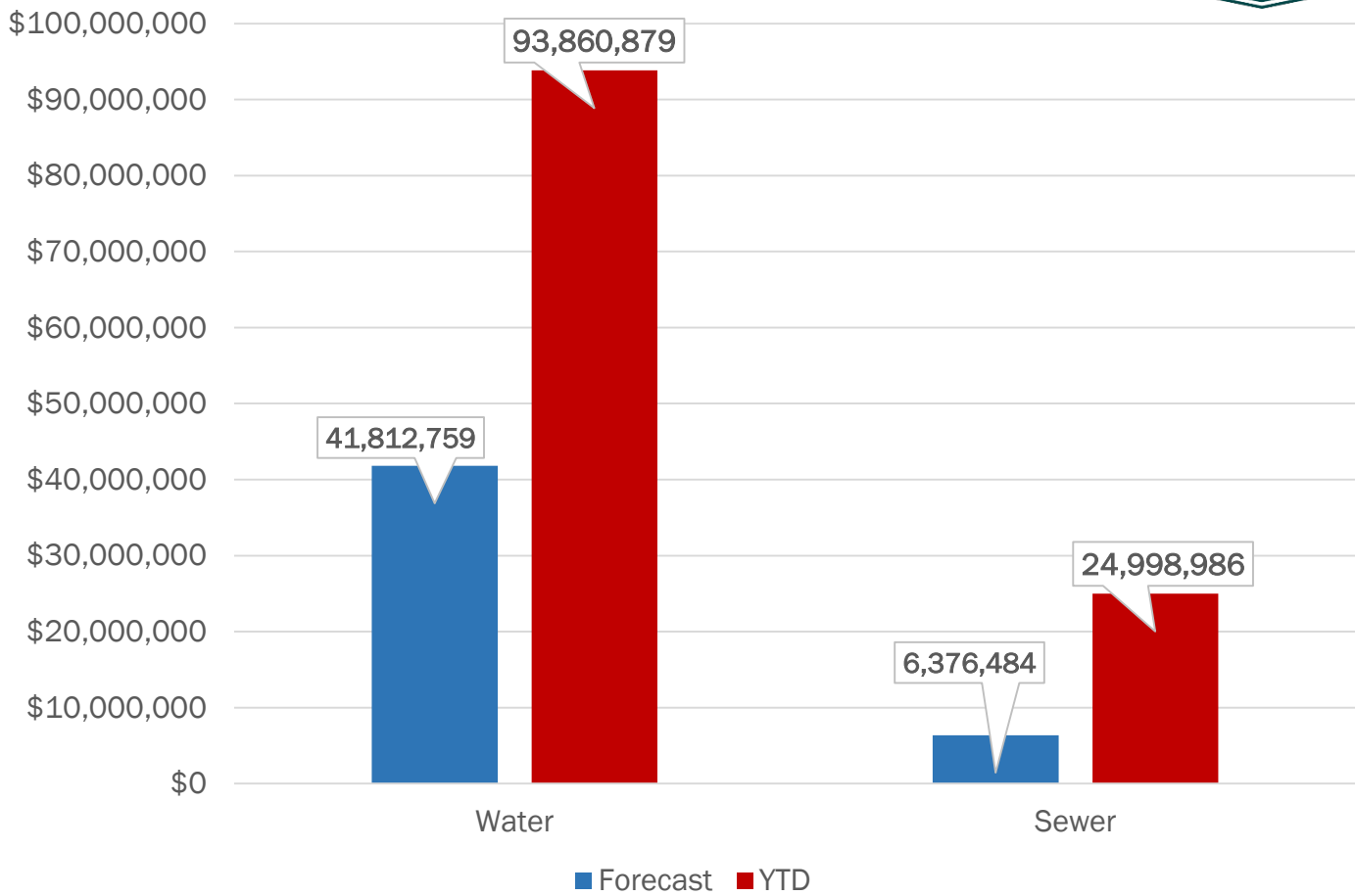
# Finance

# Finance: Collection Rate\*

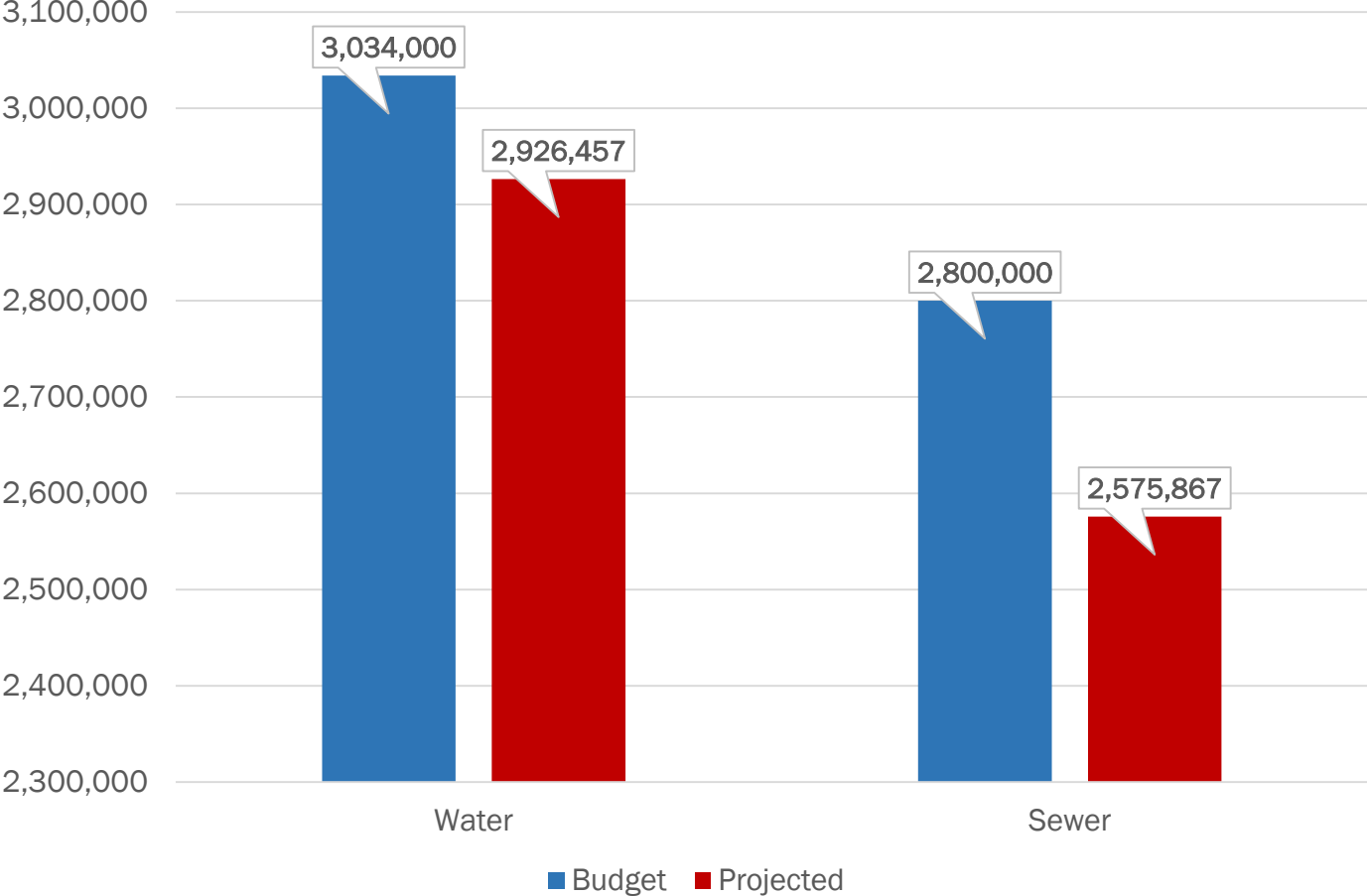


\*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

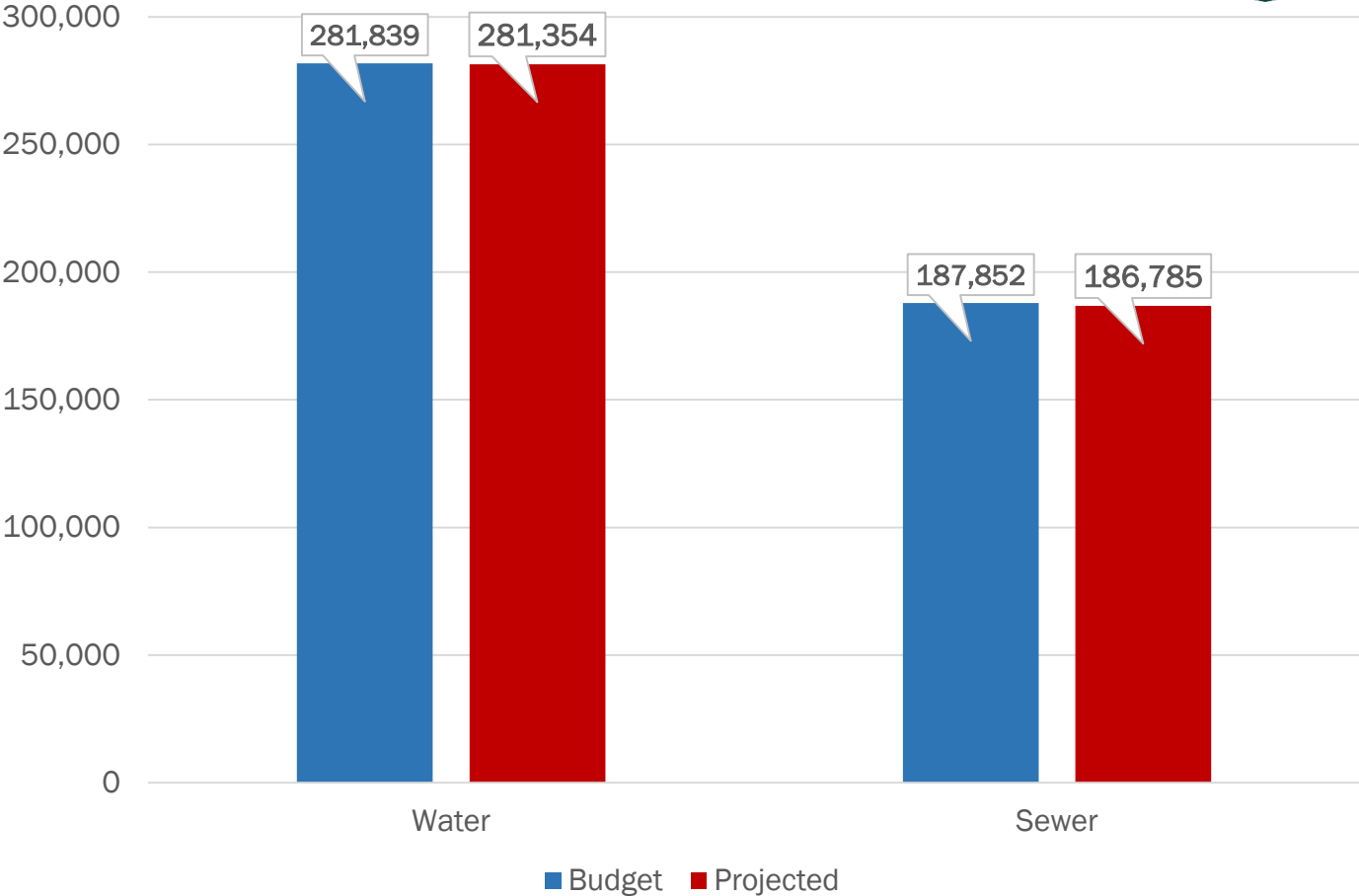
# Finance: Cash Flow Status



# Finance: Commodity Volumes



# Finance: Equivalent Accounts



# Information Technology

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



Customer Service Application Availability Last 90-Days

