



DIRECTOR'S REPORT

October 18, 2017

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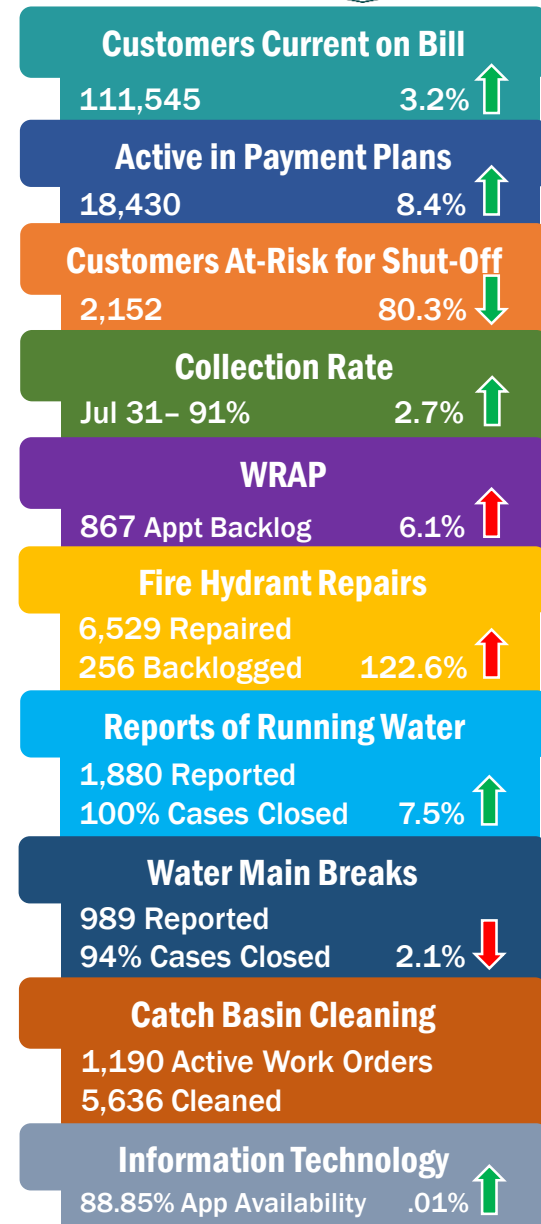
Director's Update

Recent Actions and Events:

- Across the department, staff are collaborating on a new approach to commercial account delinquency: Customer Service, Billing and Collections, Meter Operations, Field Services, Legal, Security and Public Affairs.
 - DWSD will not allow some businesses to make a decision not to pay for their water, sewerage and drainage services and place that burden on Detroit residents.
 - The Fraud Unit has closed seven of its 12 cases, inspected 138 addresses for non-compliance or fraud, and identified more than \$660,000 owed to DWSD.
 - Recently, through cooperative investigations the Legal team, through in-house staff, has filed nearly \$1 Million in lawsuits on delinquent commercial accounts.
- Since April 1, 2017, Field Services Technicians have been inputting catch basin data into a mobile app as part of a comprehensive effort to map all DWSD assets.
 - The overall closure rate for catch basin work orders in SeeClickFix has moved to the highest rate ever at 76% since Improve Detroit was launched in 2015.
- Between the new Skip the Line Web Portal and the investigations mentioned above there have been 12 positive media stories published/aired on DWSD programs.

Upcoming Actions and Events (October - November):

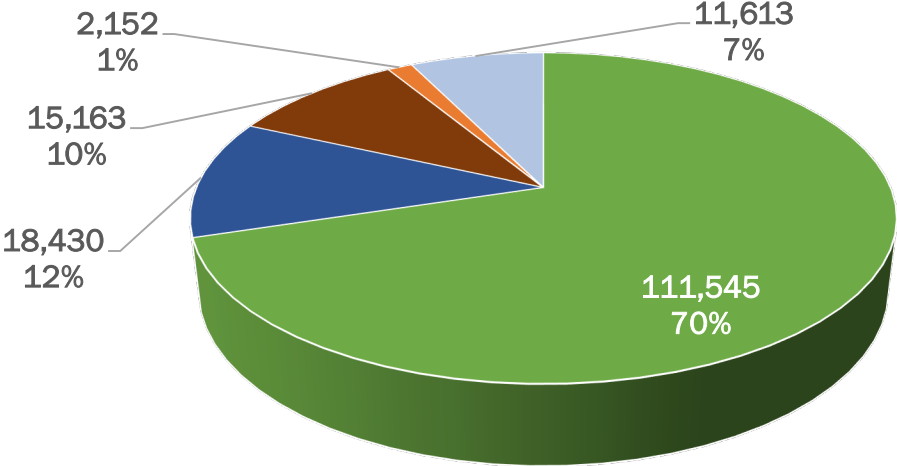
- The Toilet Replacement Program (official name to be determined) pilot has been moved to begin in November after procurement and contracts are finalized.
- The Capital Improvement Program will begin water and sewer infrastructure assessments in North Rosedale Park and Cornerstone Village on October 23.
 - The pilot program assessments will be completed within 6-8 weeks.
- The Board of Water Commissioners next evening community meeting is Wednesday, November 15, which will include presentation on assistance programs.
 - Public Affairs is working with City Council and the Mayor's Office to communicate this meeting to the public.
 - DWSD will also conduct a workshop on affordability and other programs during a City Council Committee of the Whole on Friday, December 1.





Customer Care

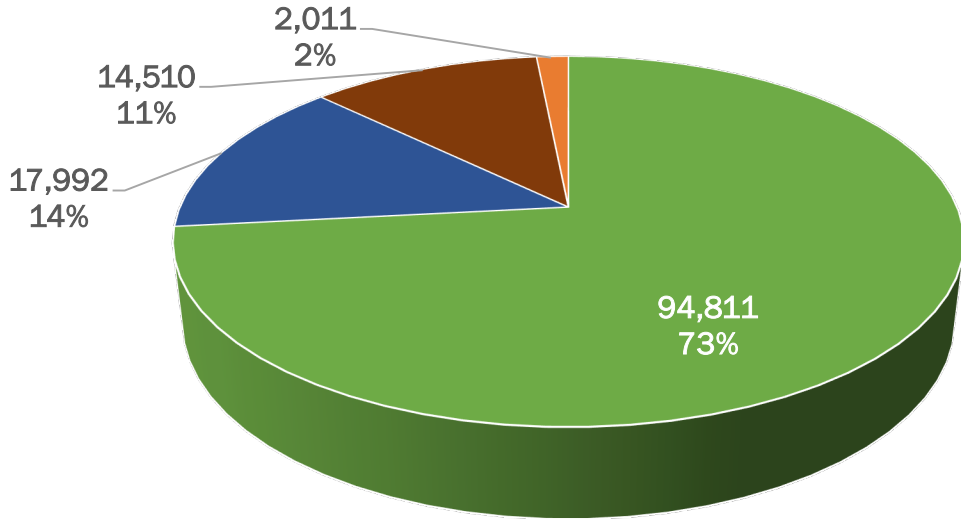
Customer Care: Account Status (all)*



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

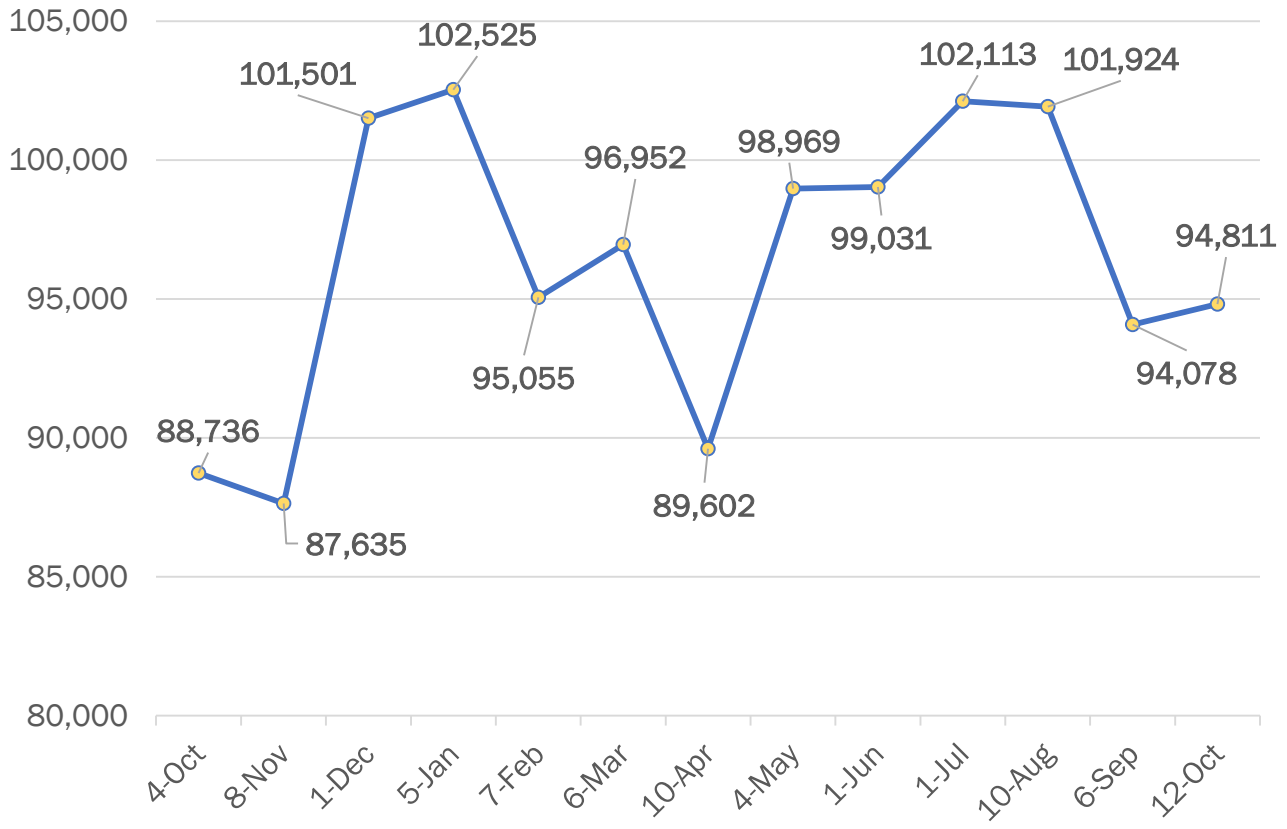
Customer Care: Residential Account Status*



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

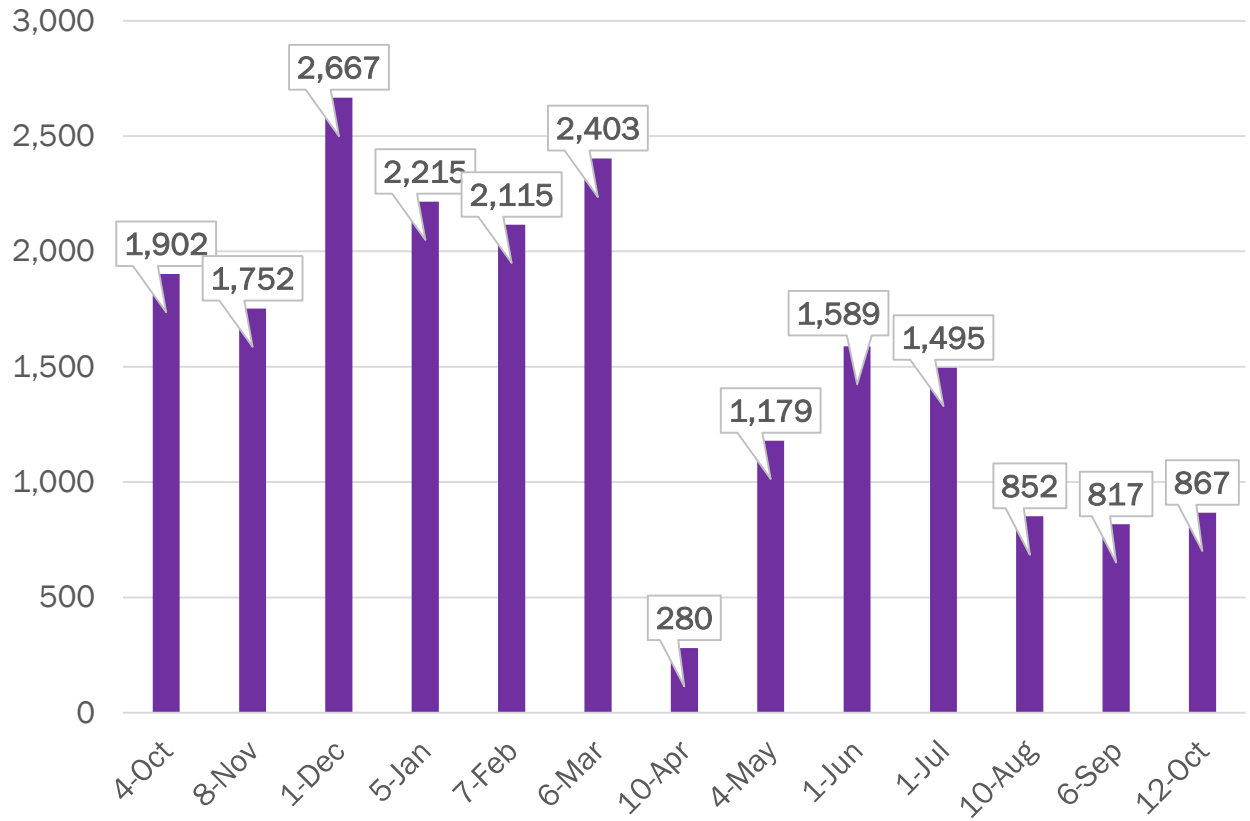
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Customer Care: Residential Current on Bill*

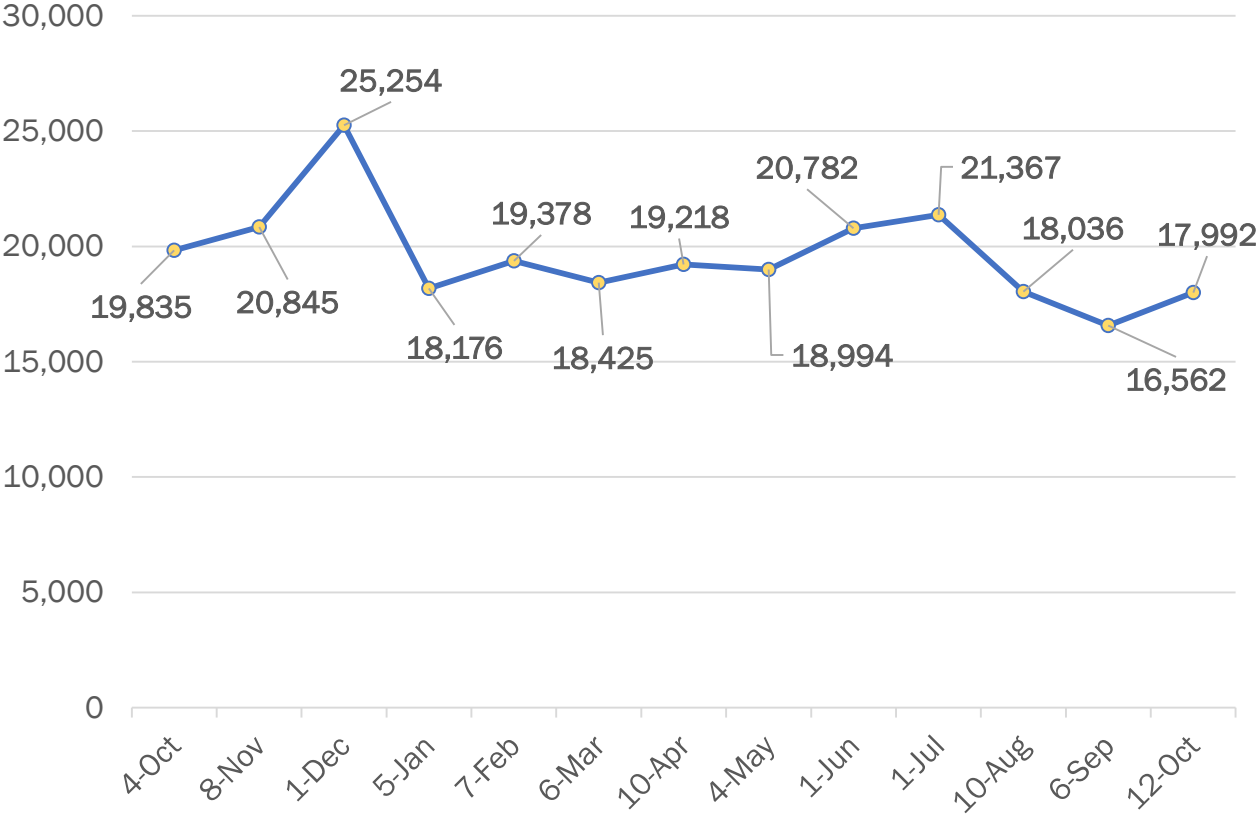


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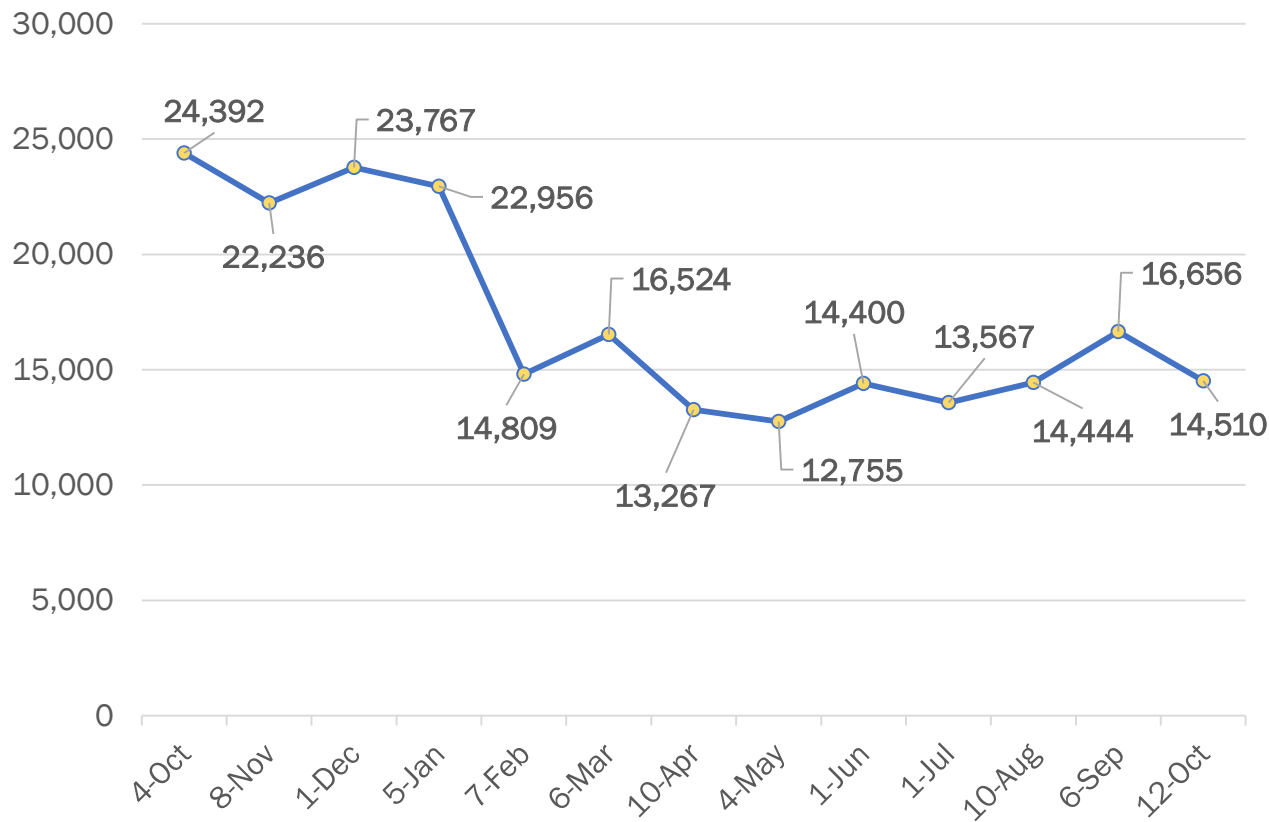
Customer Care: Appointments for Water Residential Assistance Program (WRAP)



Customer Care: Residential Payment Plans

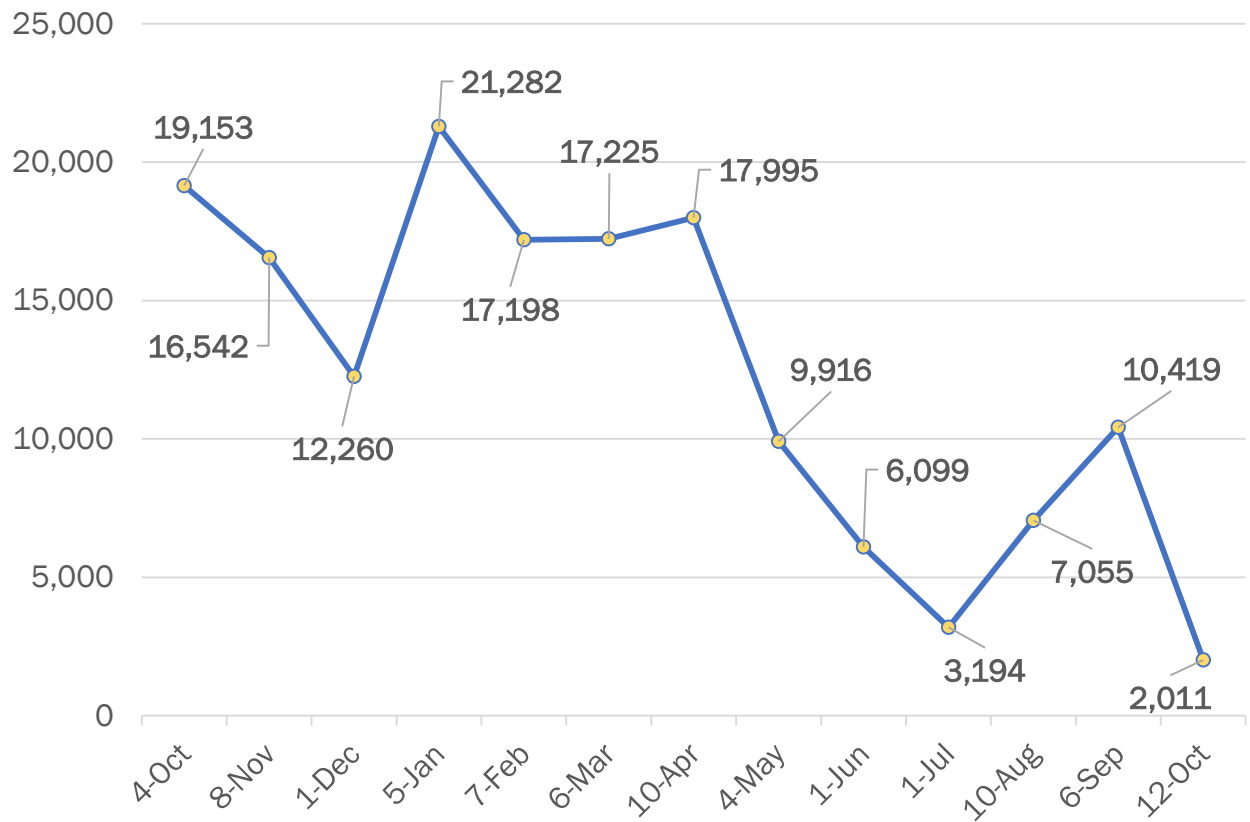


Customer Care: Residential On the Bubble*

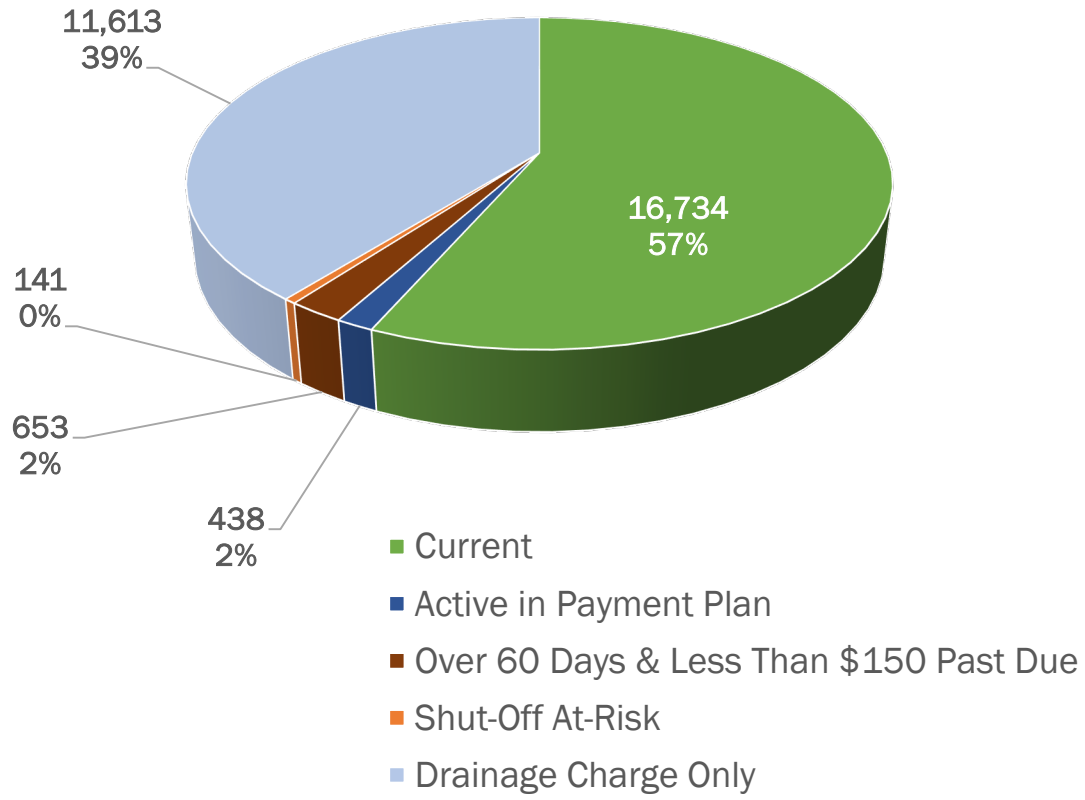


*Past due more than 60 days and less than \$150.

Customer Care: Residential At-Risk for Shut-Off

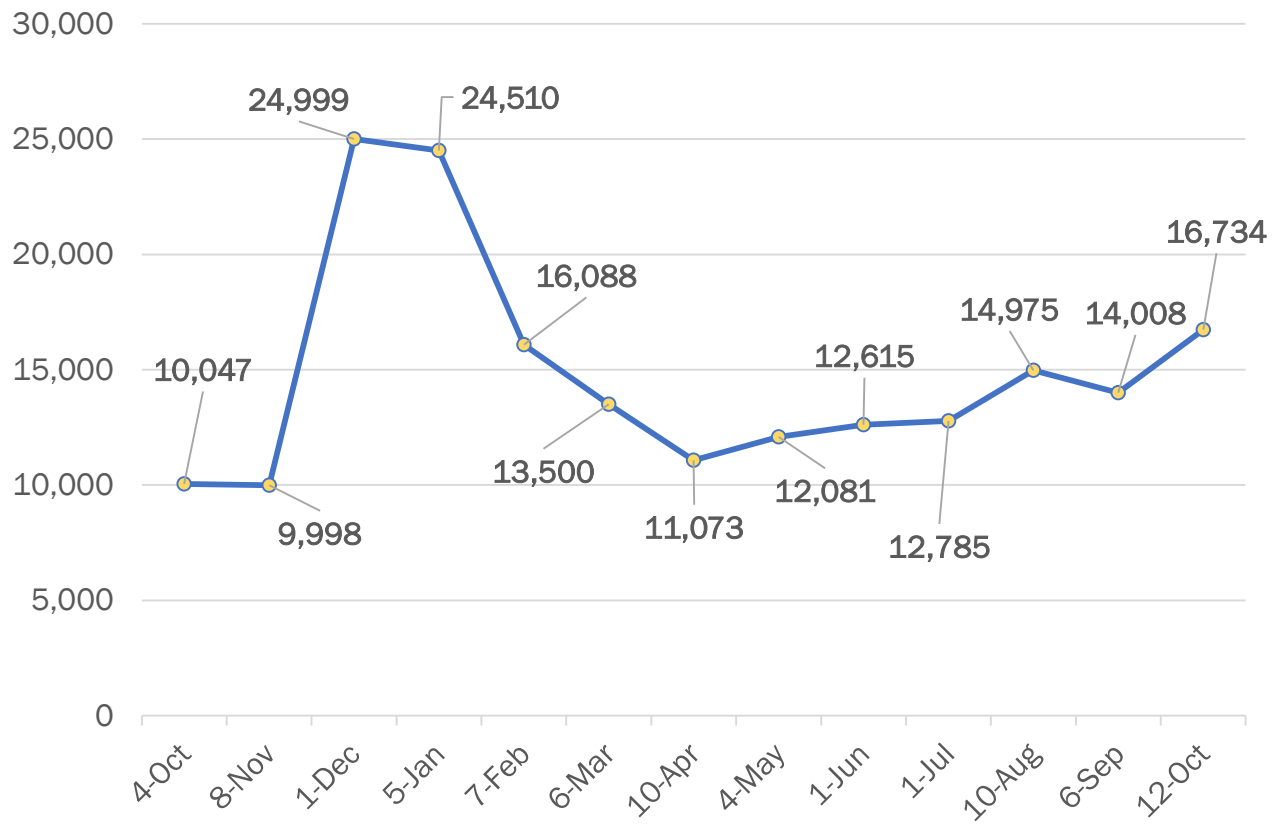


Customer Care: Nonresidential Account Status*



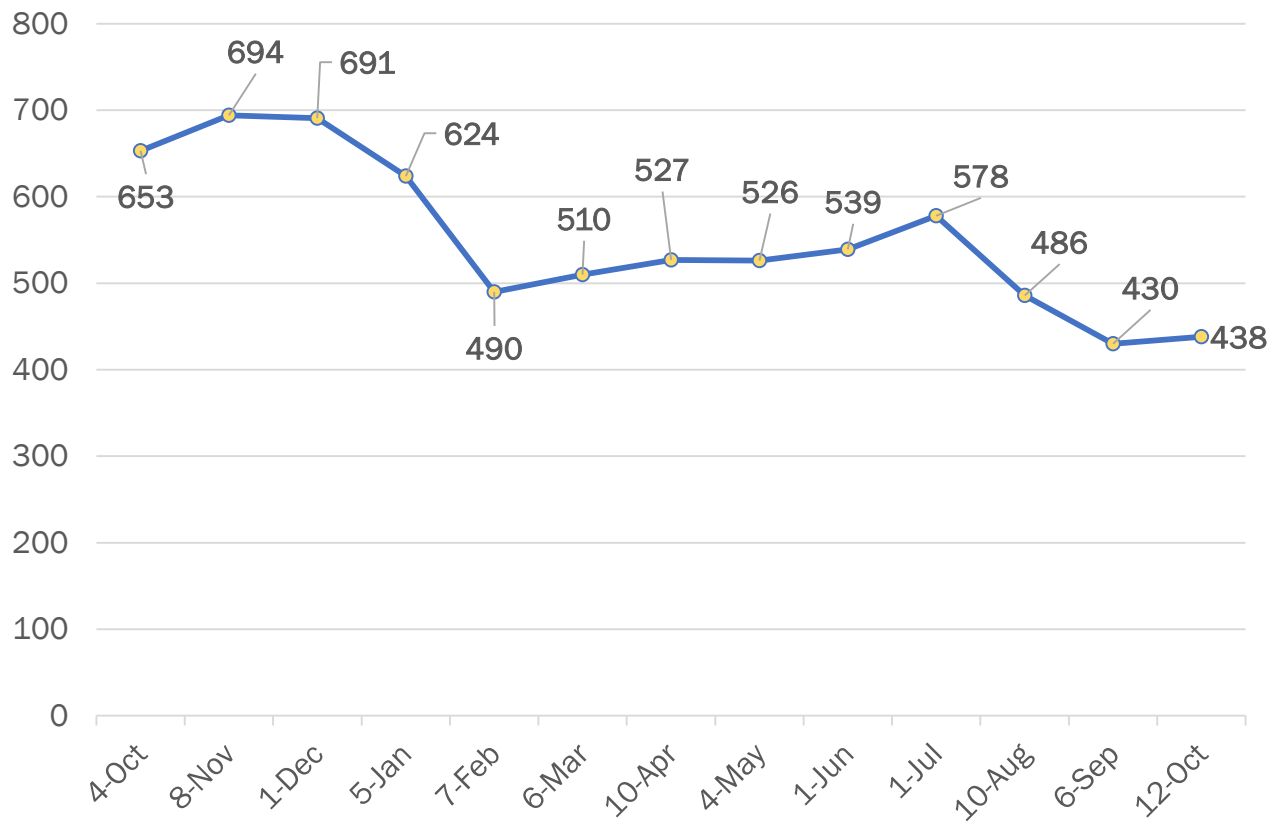
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Customer Care: Nonresidential Current on Bill*

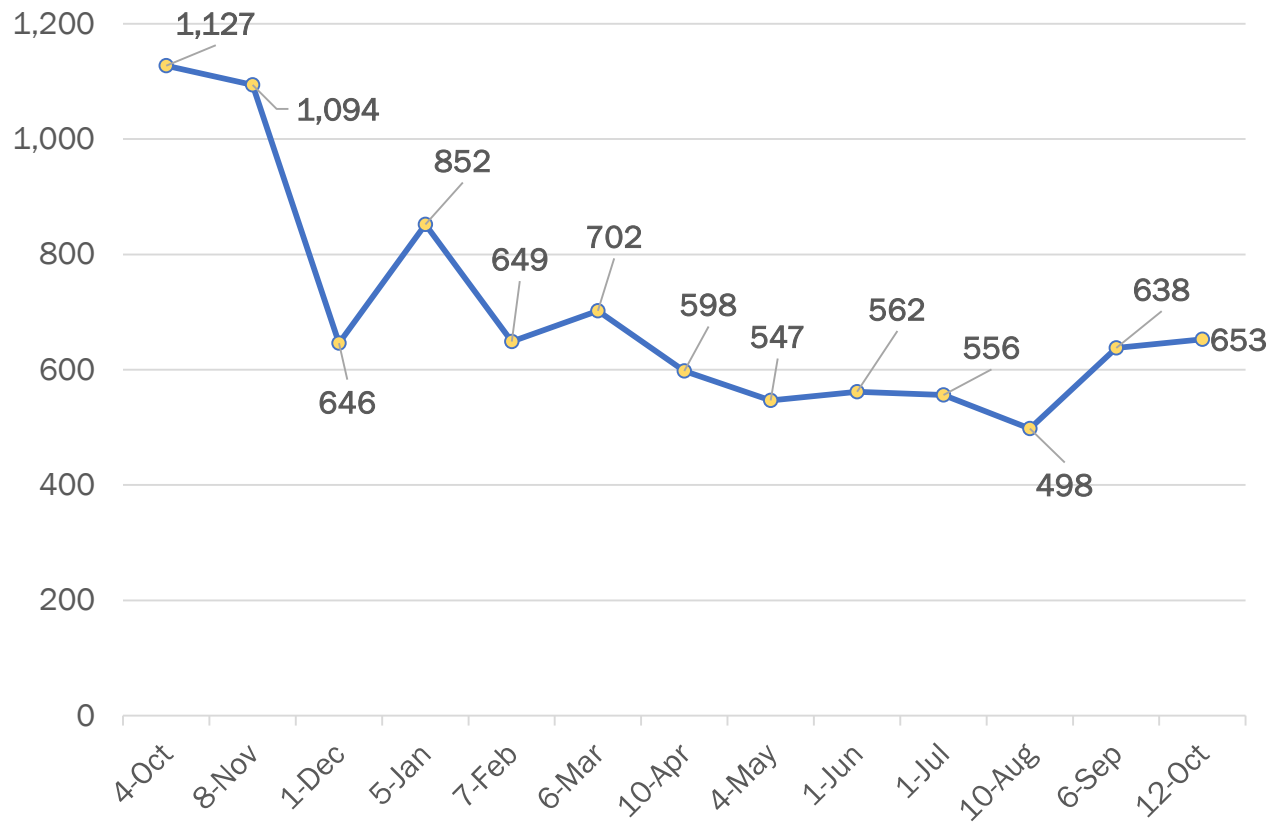


*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

Customer Care: Nonresidential Payment Plans

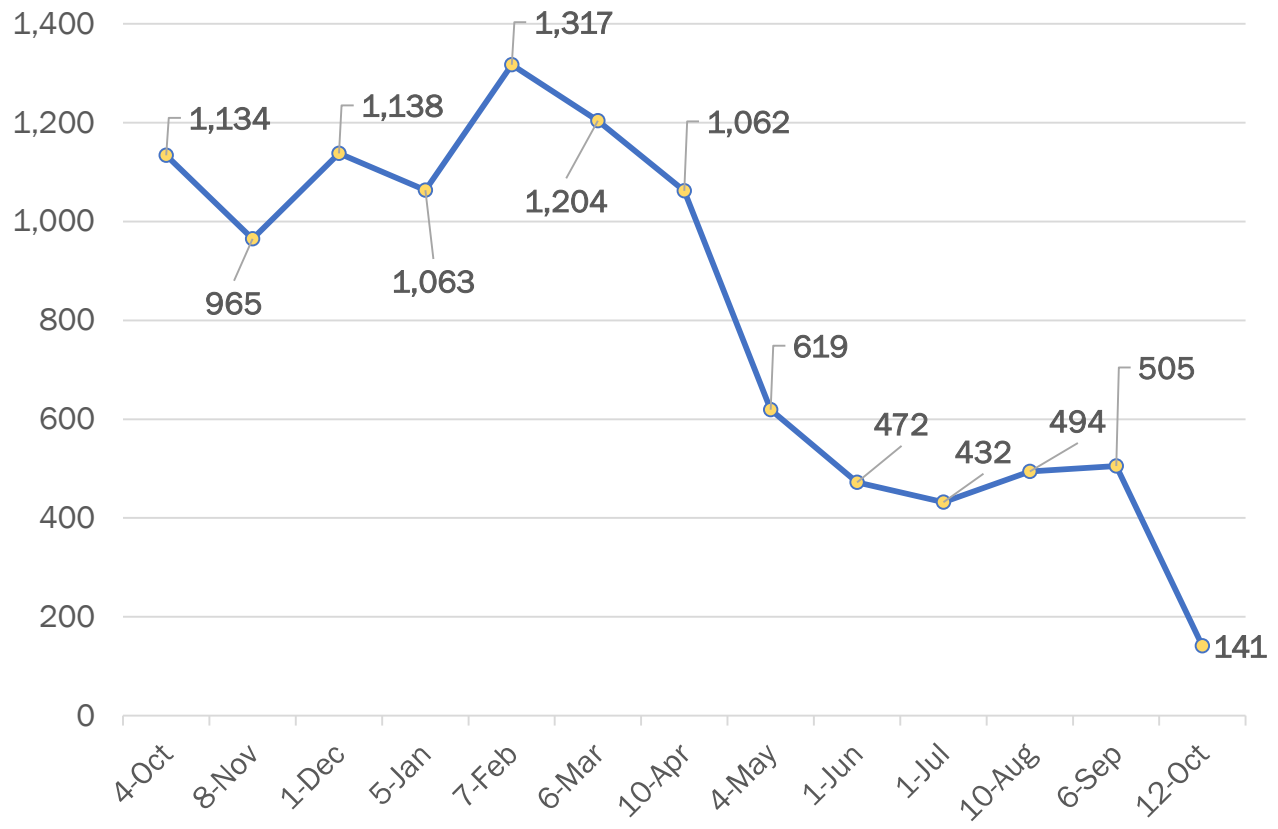


Customer Care: Nonresidential On the Bubble*

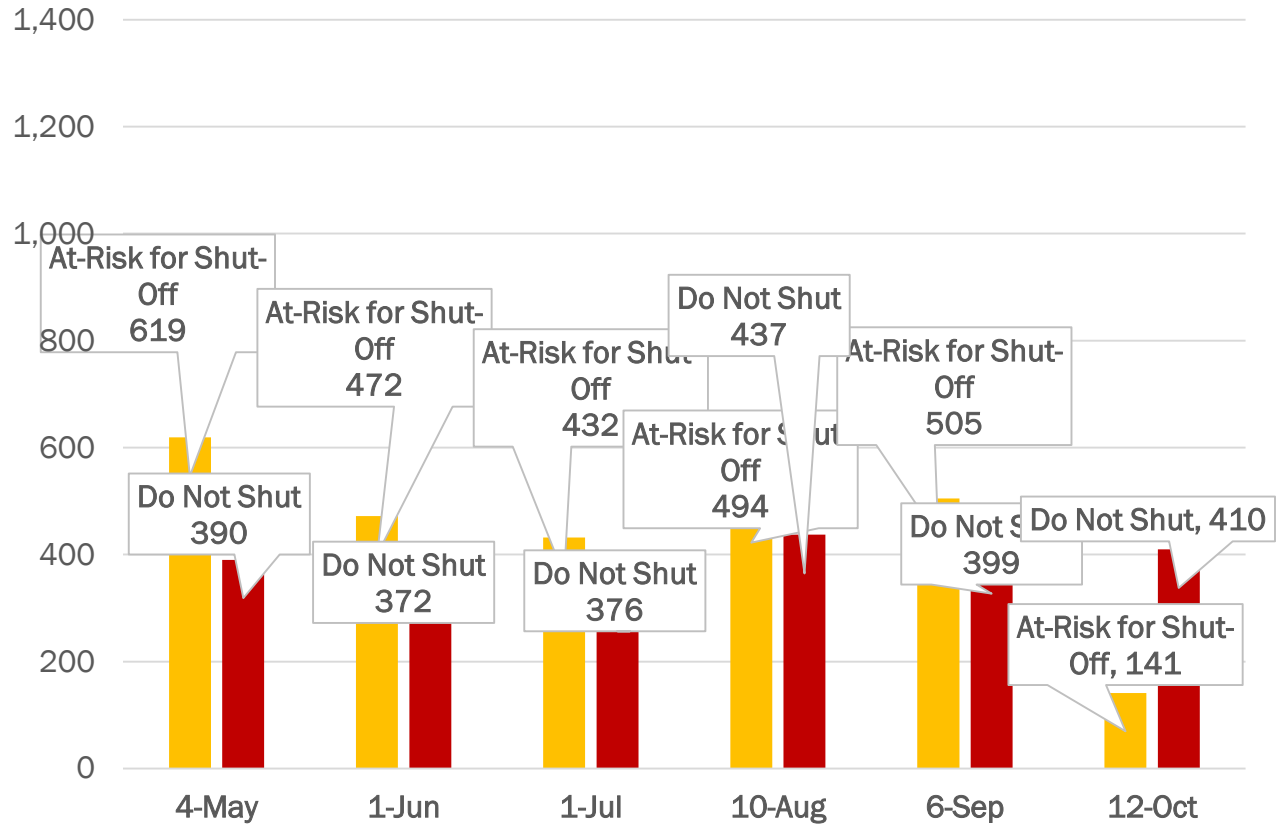


*Past due more than 60 days and less than \$150.

Customer Care: Nonresidential At-Risk for Shut-Off



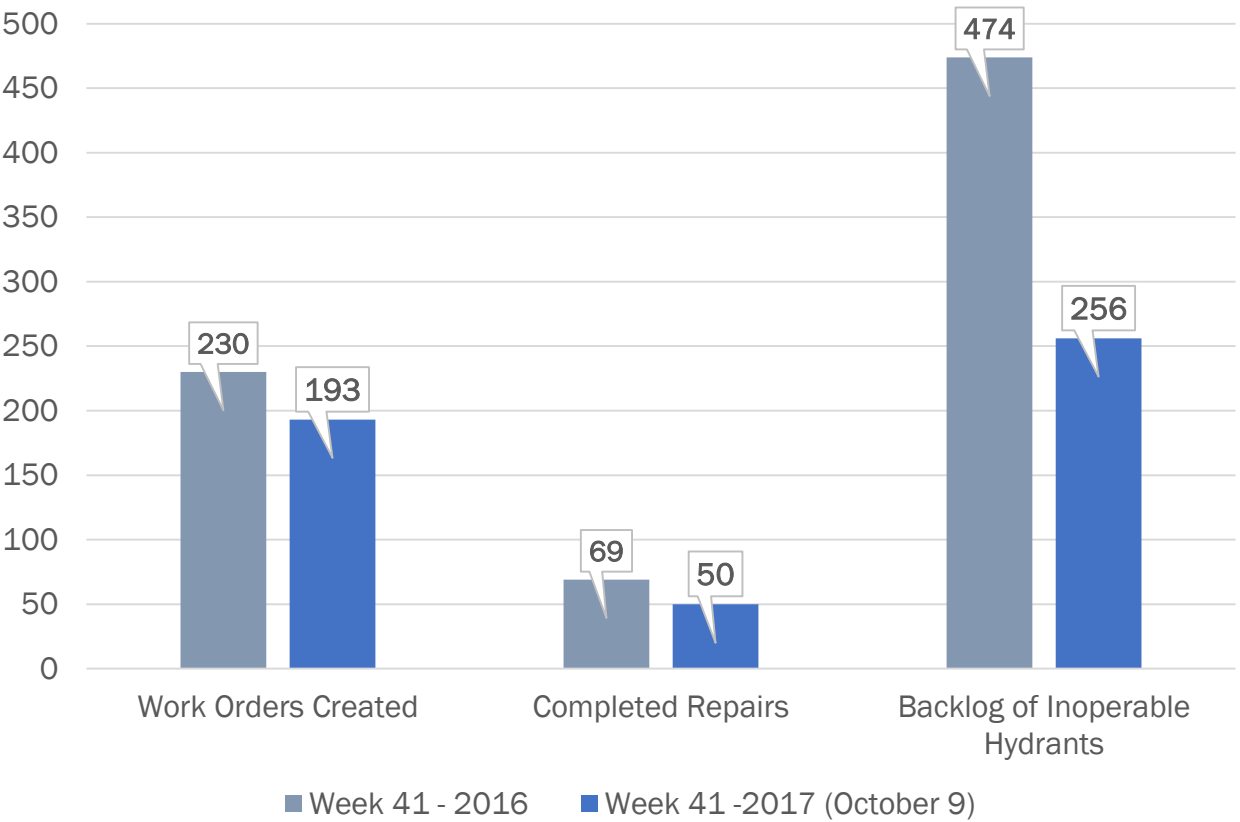
Customer Care: Nonresidential Shut-Off Status*



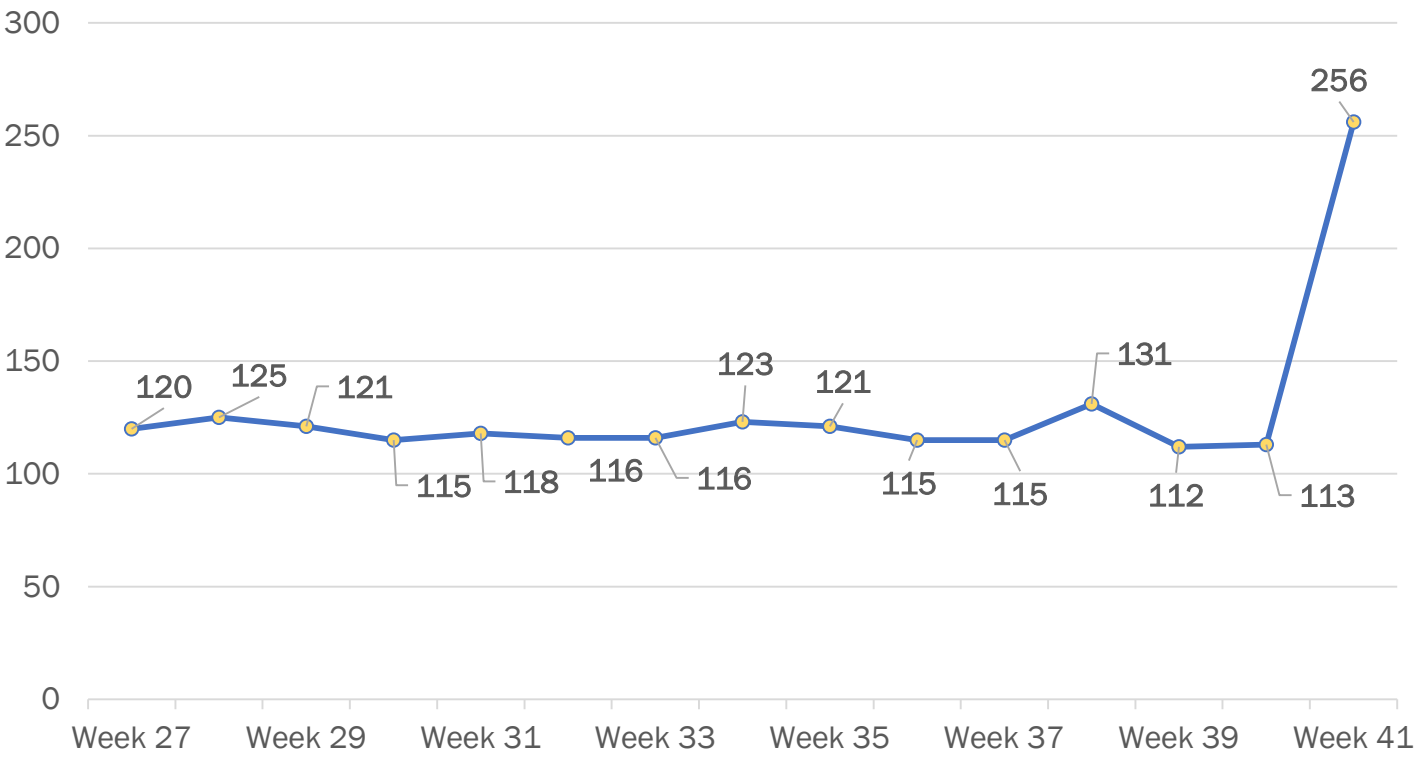
*Customers in the “do not shut” category include nursing homes and apartment buildings.

Field Services

Field Services: Fire Hydrant Repairs



Field Services: Backlog of Inoperable Fire Hydrants



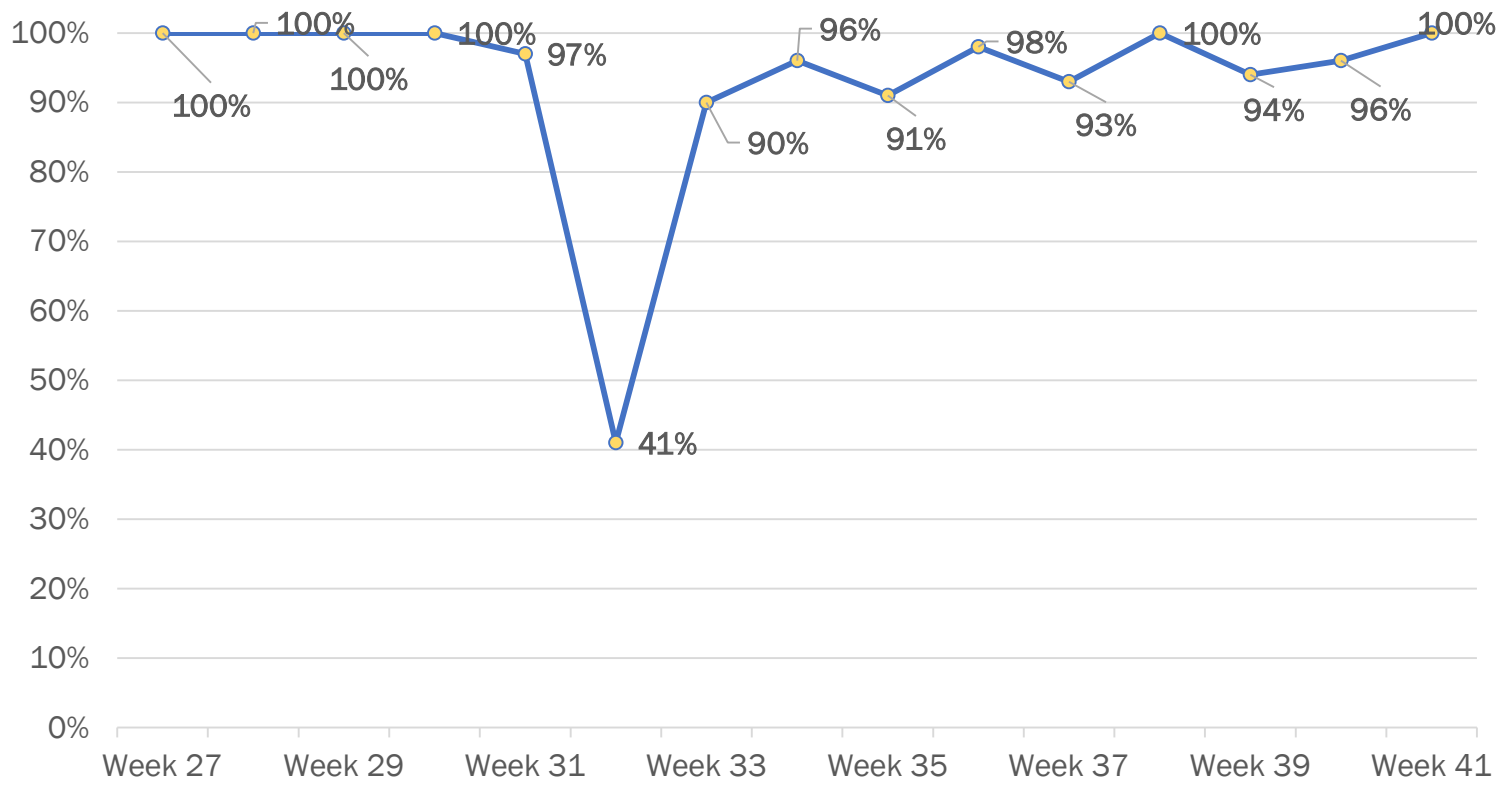
Field Services: Reports of Running Water



Field Services: Reports of Running Water



Completion Rate within TWO Days



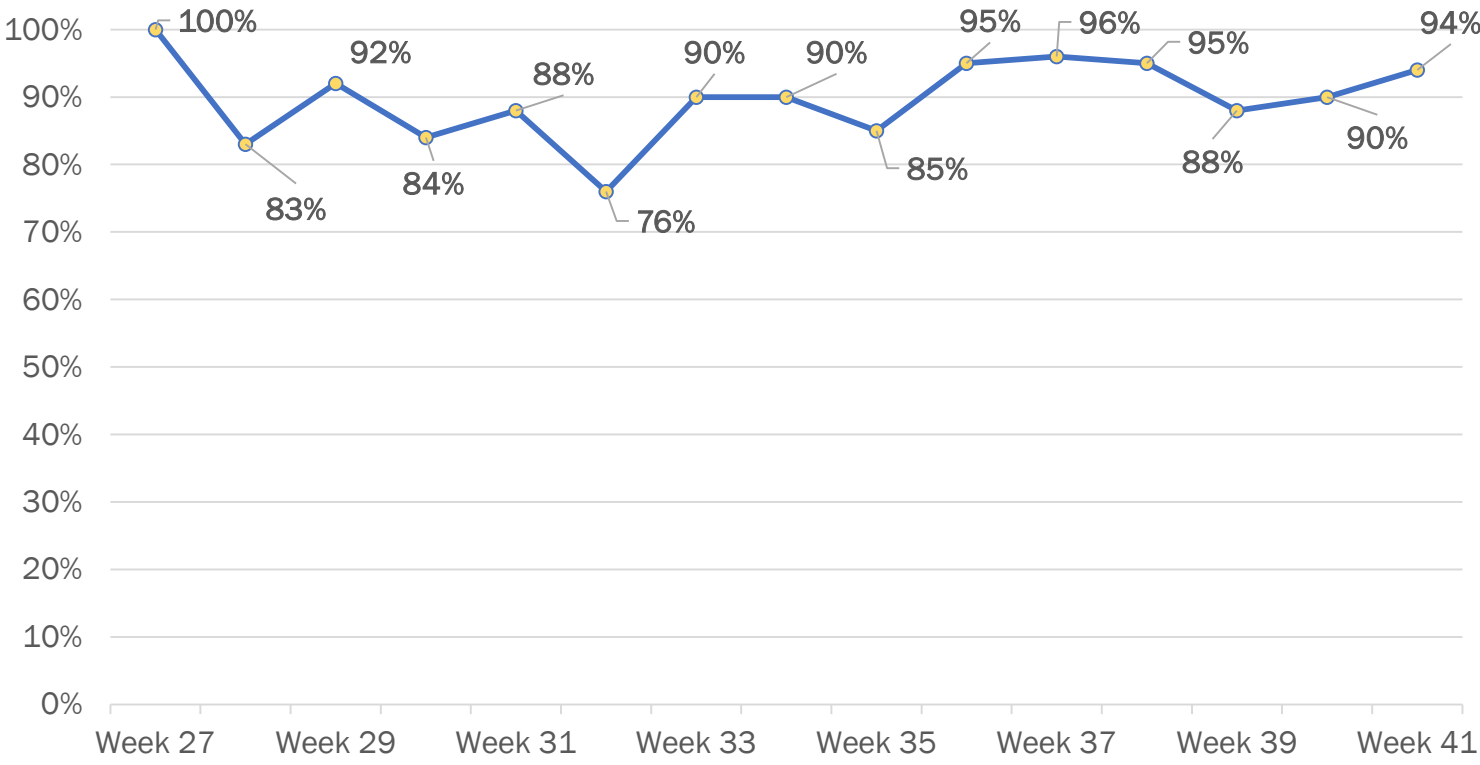
Field Services: Water Main Repairs



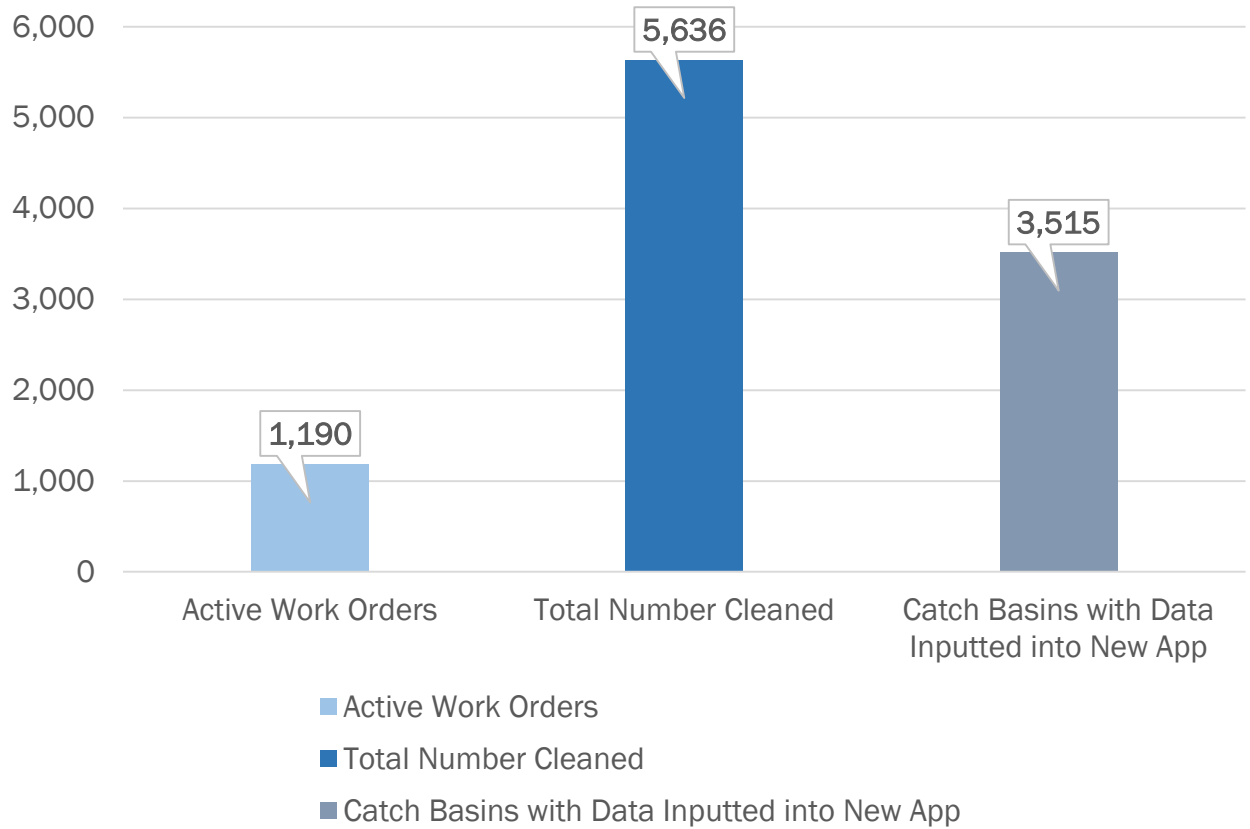
Field Services: Water Main Repairs



Completion Rate within FOUR Days



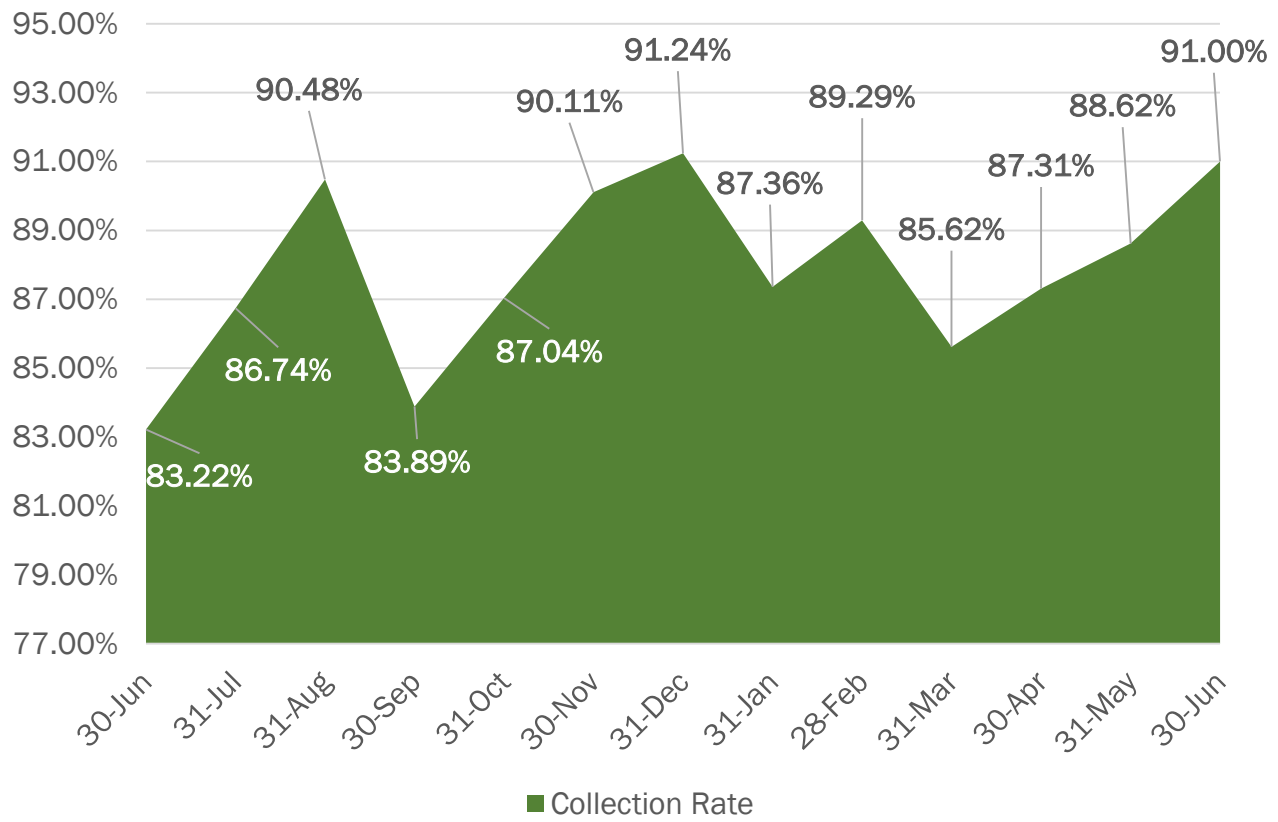
Field Services: Catch Basin Cleaning*



*Figures are for the 2017 calendar year through September 30, 2017.

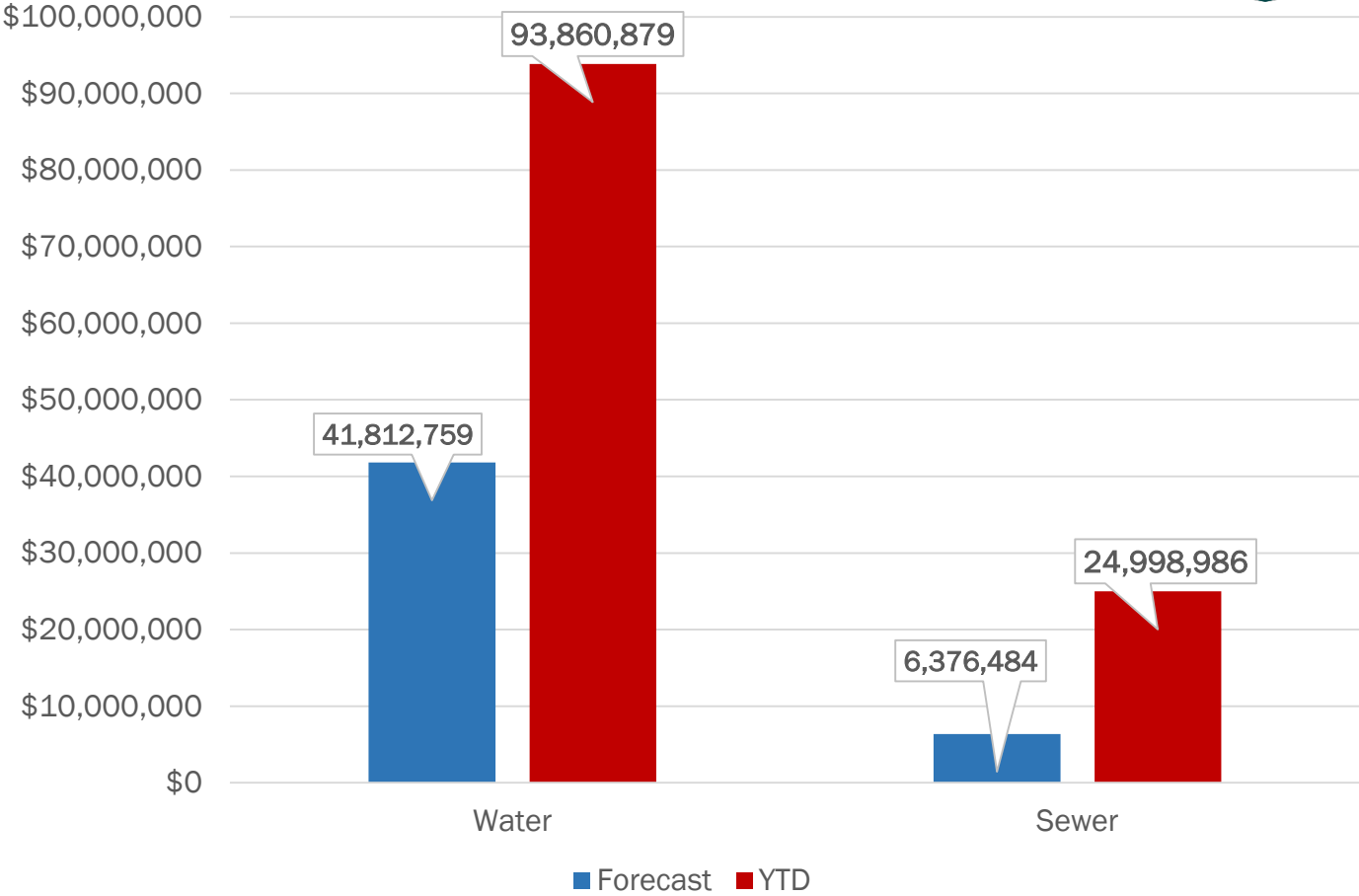
Finance

Finance: Collection Rate*

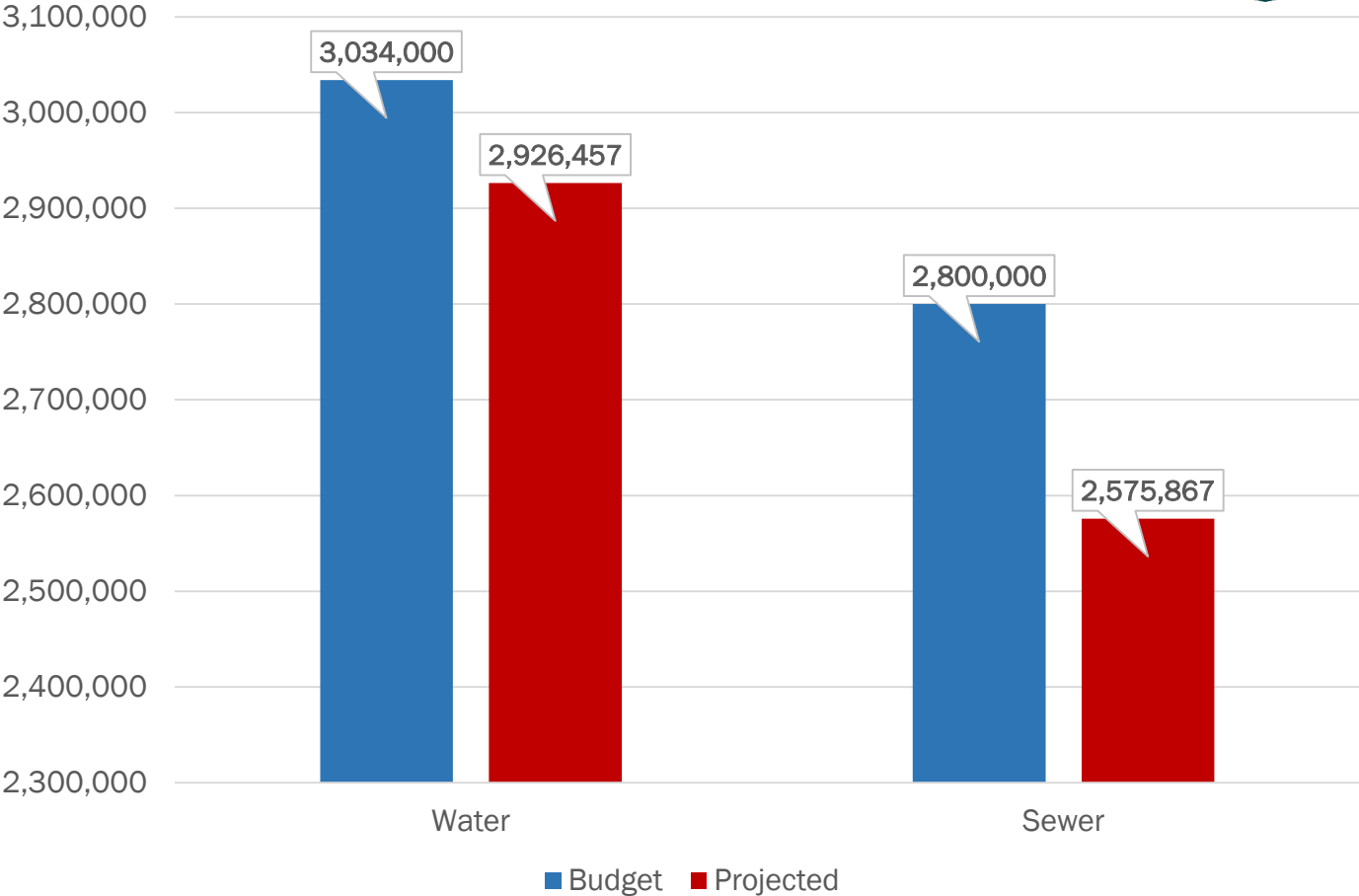


*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

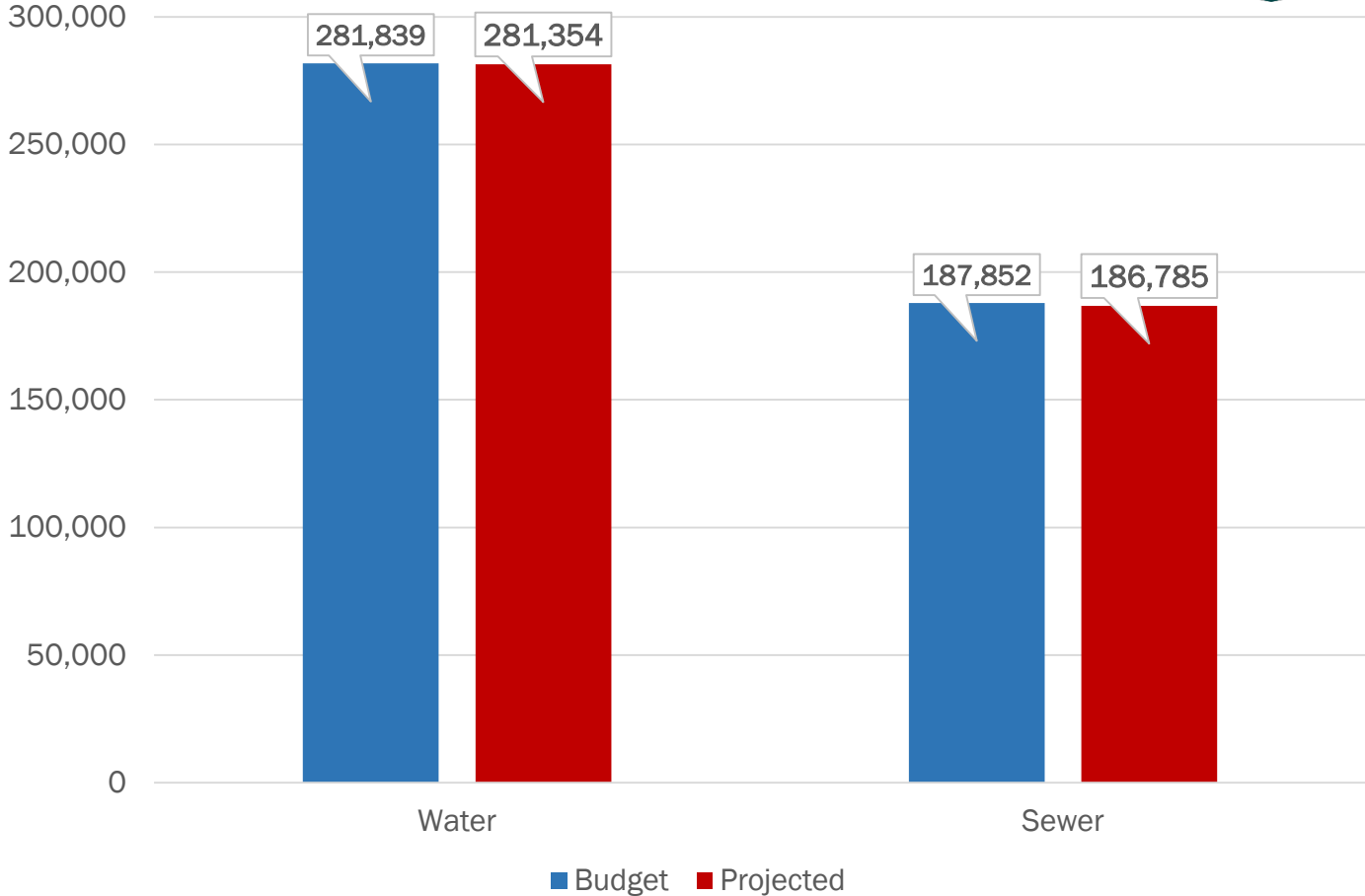
Finance: Cash Flow Status



Finance: Commodity Volumes



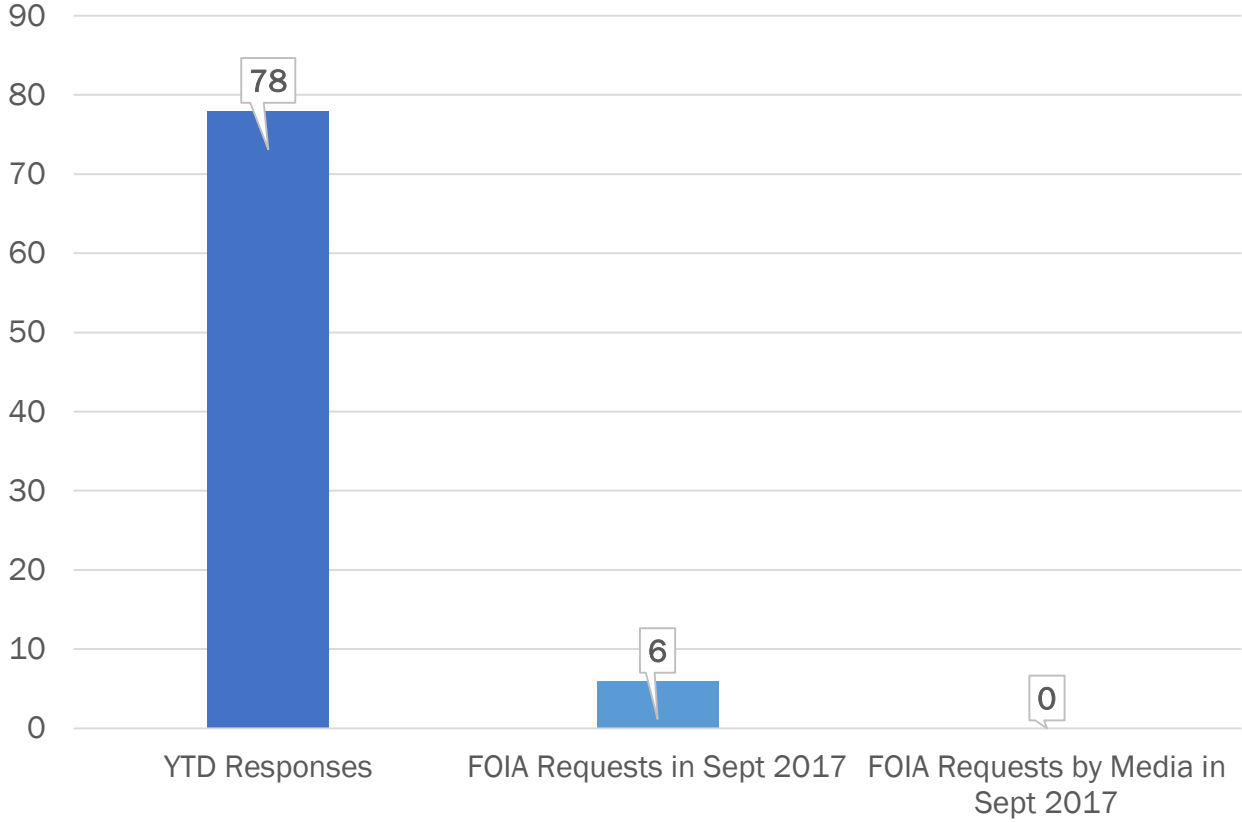
Finance: Equivalent Accounts



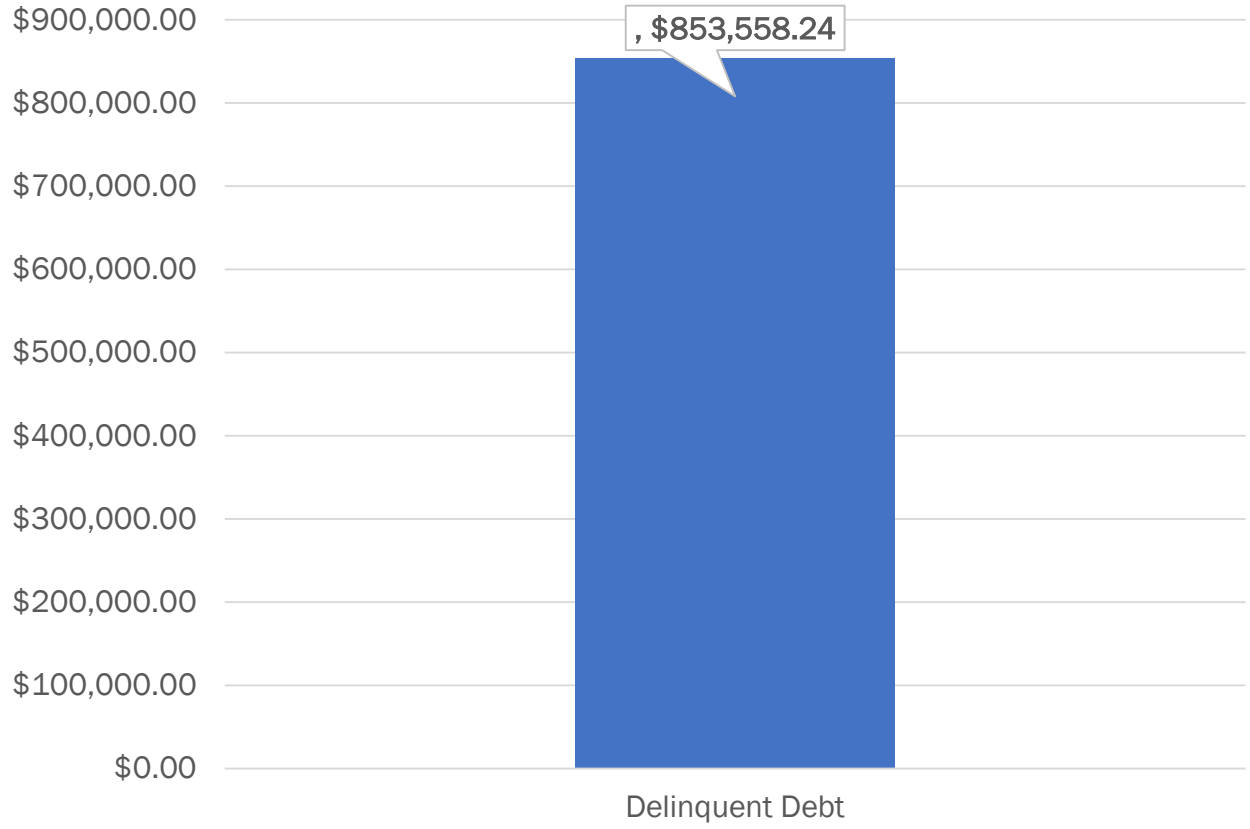


Legal Services

Legal: FOIA Requests

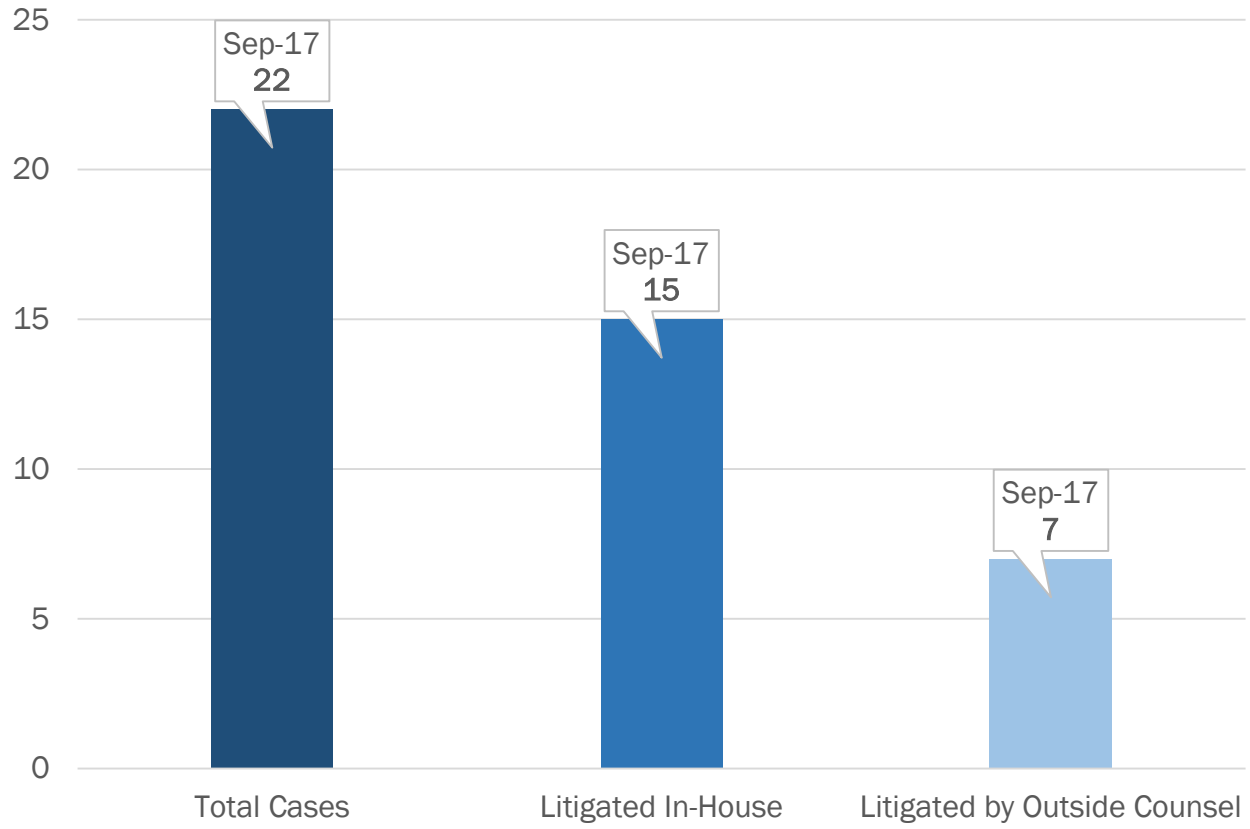


Legal: Lawsuits Filed for Delinquent Debt*

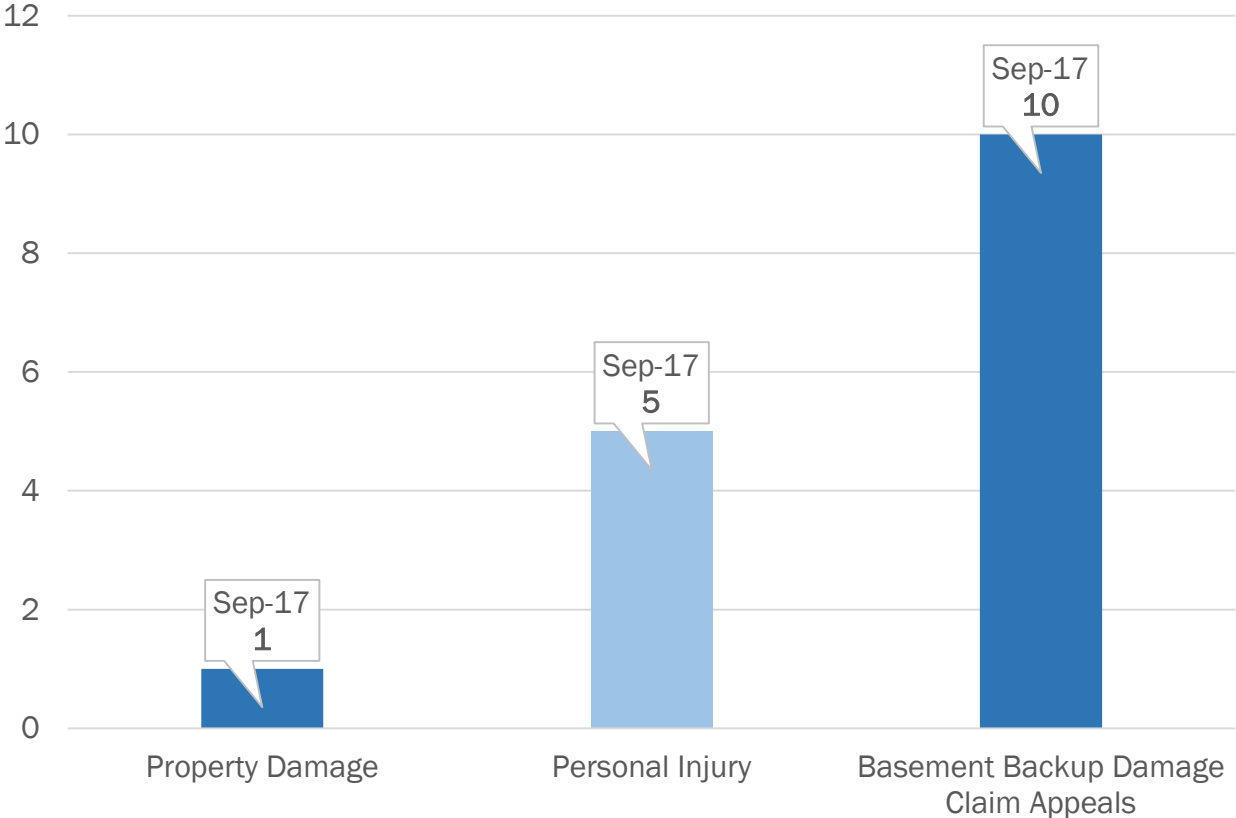


*A total of three cases have been filed.

Legal: Cases



Legal: Customer Claims



Information Technology

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



Customer Service Application Availability Last 90-Days

