



# **DIRECTOR'S REPORT**

## **December 21, 2016**

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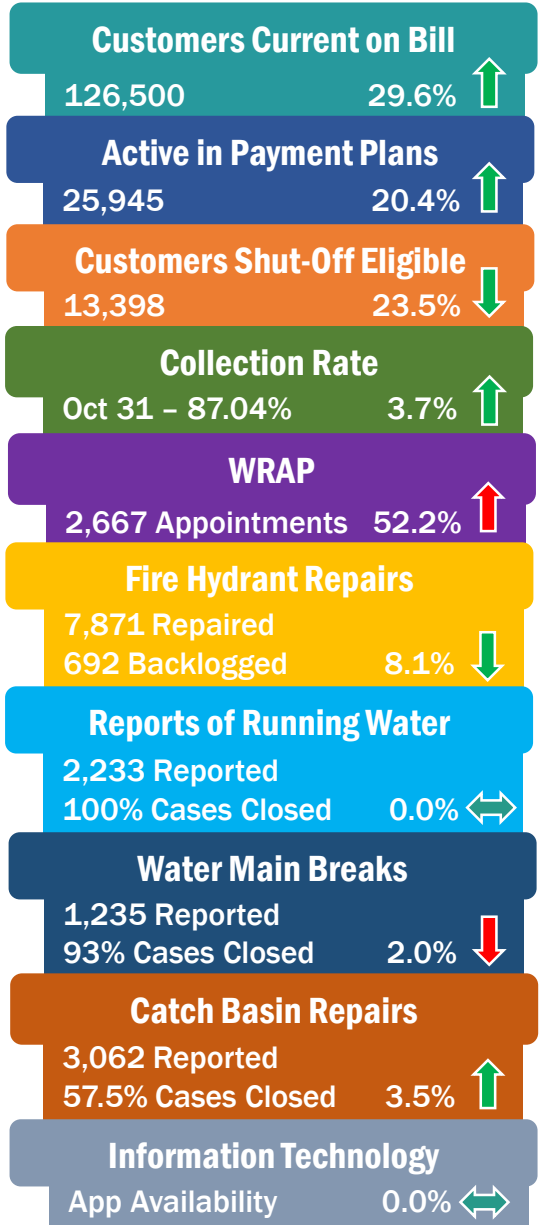
# Director's Update

## Recent Actions and Events:

- More than 20,000 never-been-billed parcels were added to the DWSD billing system following the launch of the Drainage Charge and Credit Program, significantly increasing the number of customer accounts.
- The Michigan Department of Environmental Quality certified the lead and copper testing at 4 parts per billion, well below the current EPA action level.
  - The certification letter and testing data is posted on the city [website](#).
- DWSD continues the process of settling the claims for sewage backups from the July 8 and August 16, 2016 rainstorms.
  - The staff have a directive to settle all claims that are not in a class action lawsuit by the first quarter of 2017.
- The Water Residential Assistance Program (WRAP) has a 90% enrollee retention rate; there are currently 4,814 Detroit households benefiting from the program.
- Customer service staff began beta testing the new payment kiosk and have a demo unit on the eighth floor of the Water Board Building.

## Upcoming Actions and Events (Dec - Jan):

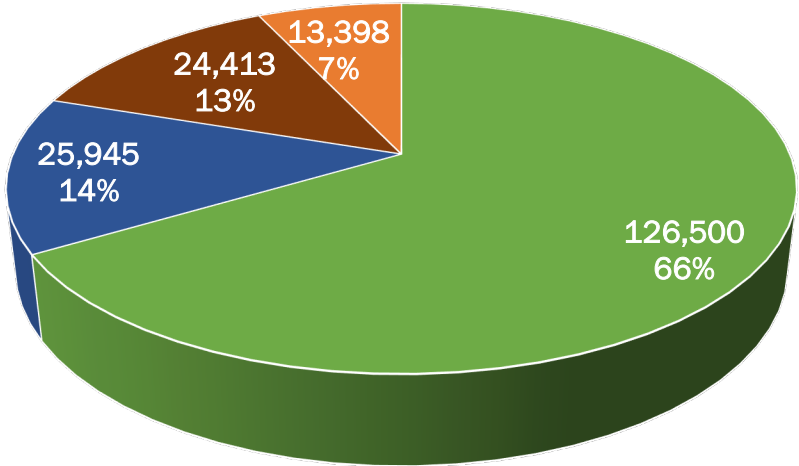
- The department – customer service and public affairs staff – are preparing the activation of more than 30 payment kiosks and the marketing rollout.
- The Drainage Charge and Credit Program is in the Industrial Customer billing phase, whereby notification letters are being mailed and the updated drainage charge based on acreage will reflect on their February bill.
- Field Services staff and contractors are ready to respond to the anticipated increase in water main breaks during the winter season.





# Customer Care

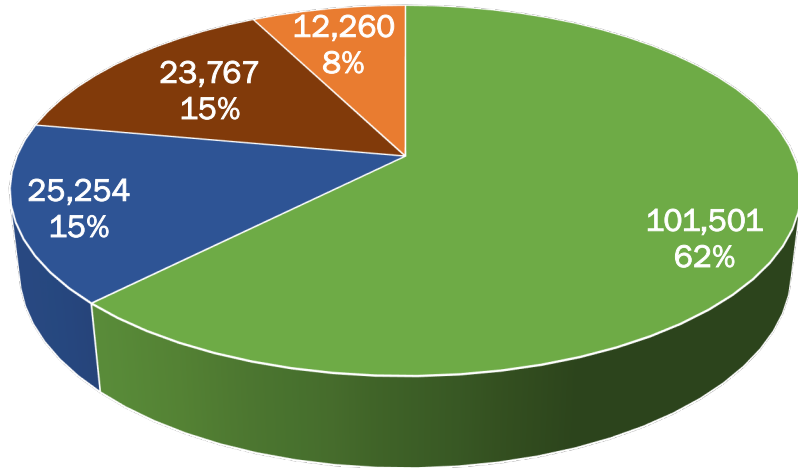
# Customer Care: Account Status\*



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

\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system as part of the Drainage Charge Program, which reflect a significant increase in customer accounts compared with the November 2016 report.

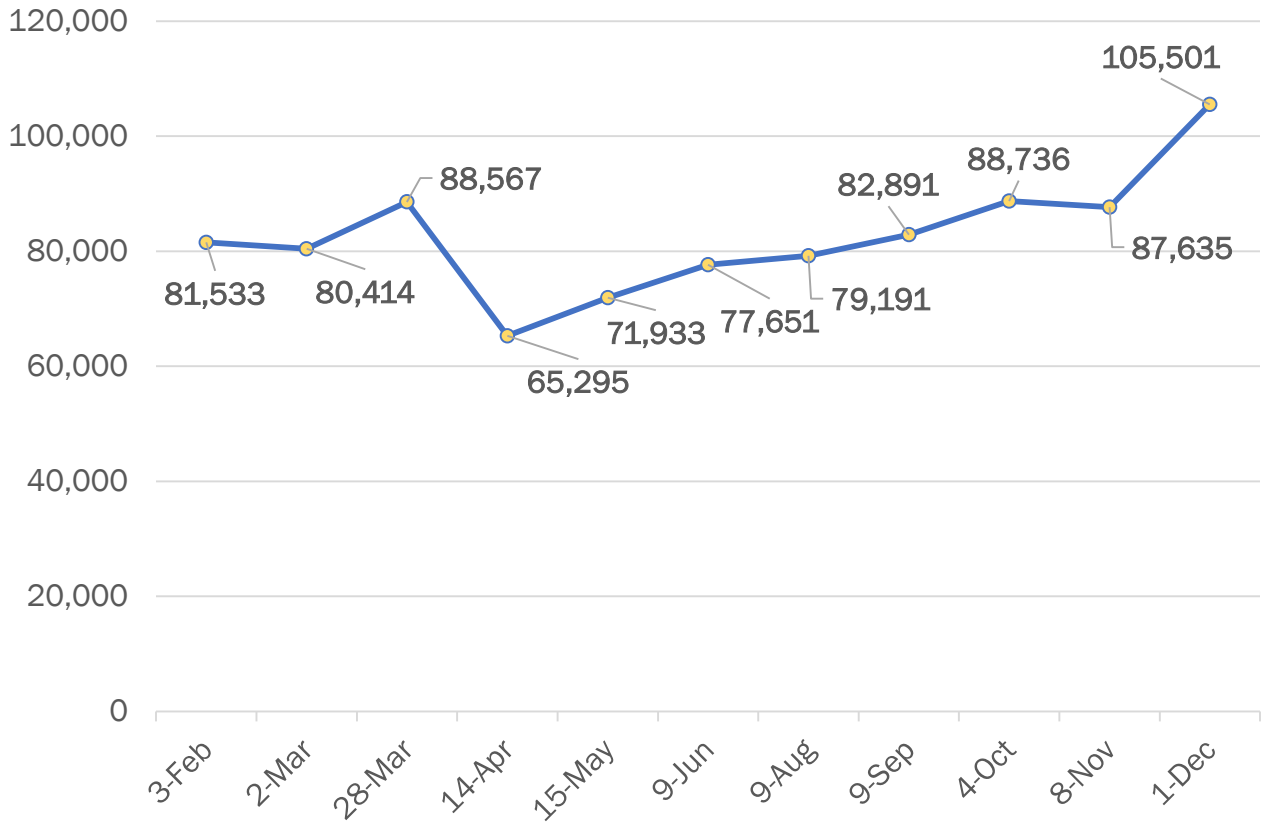
# Customer Care: Residential Account Status\*



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

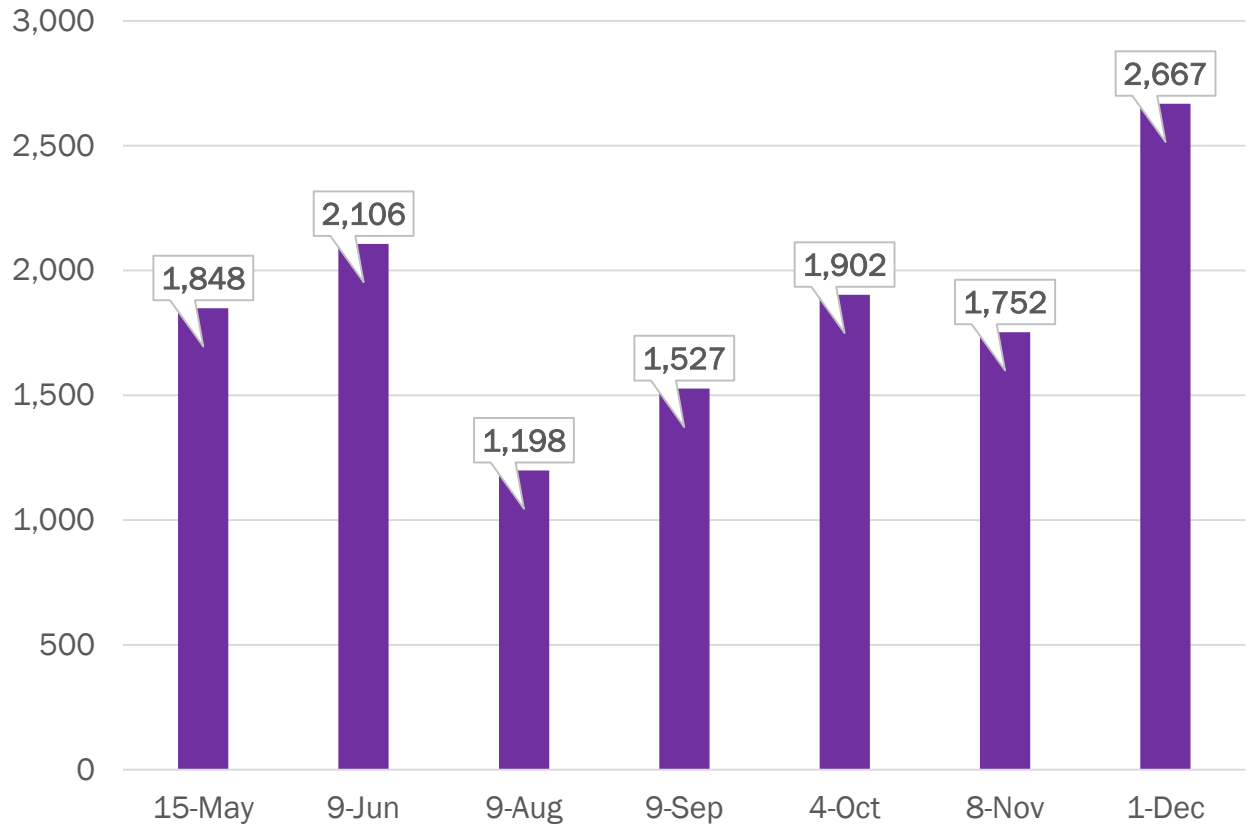
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system as part of the Drainage Charge Program, which reflect a significant increase in customer accounts compared with the November 2016 report.

# Customer Care: Residential Current on Bill\*



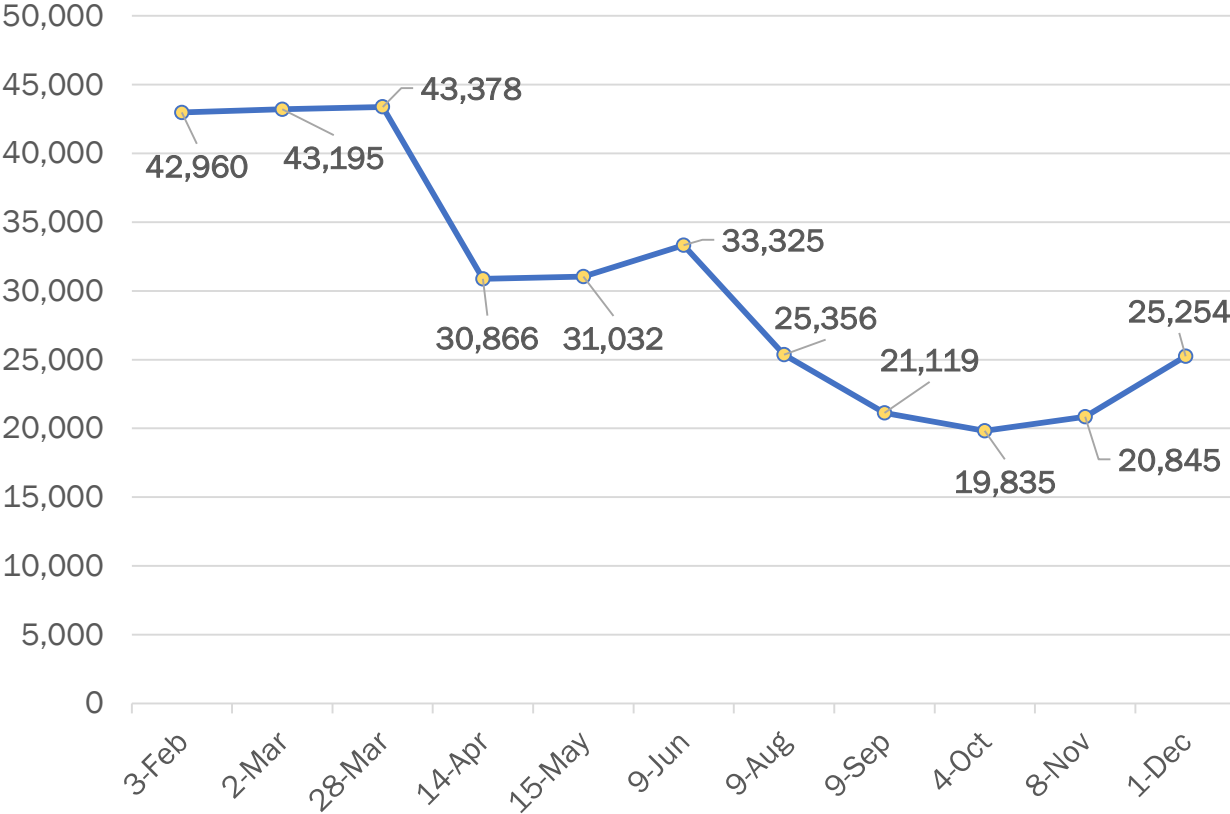
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system as part of the Drainage Charge Program, which reflect a significant increase in customer accounts compared with the November 2016 report.

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

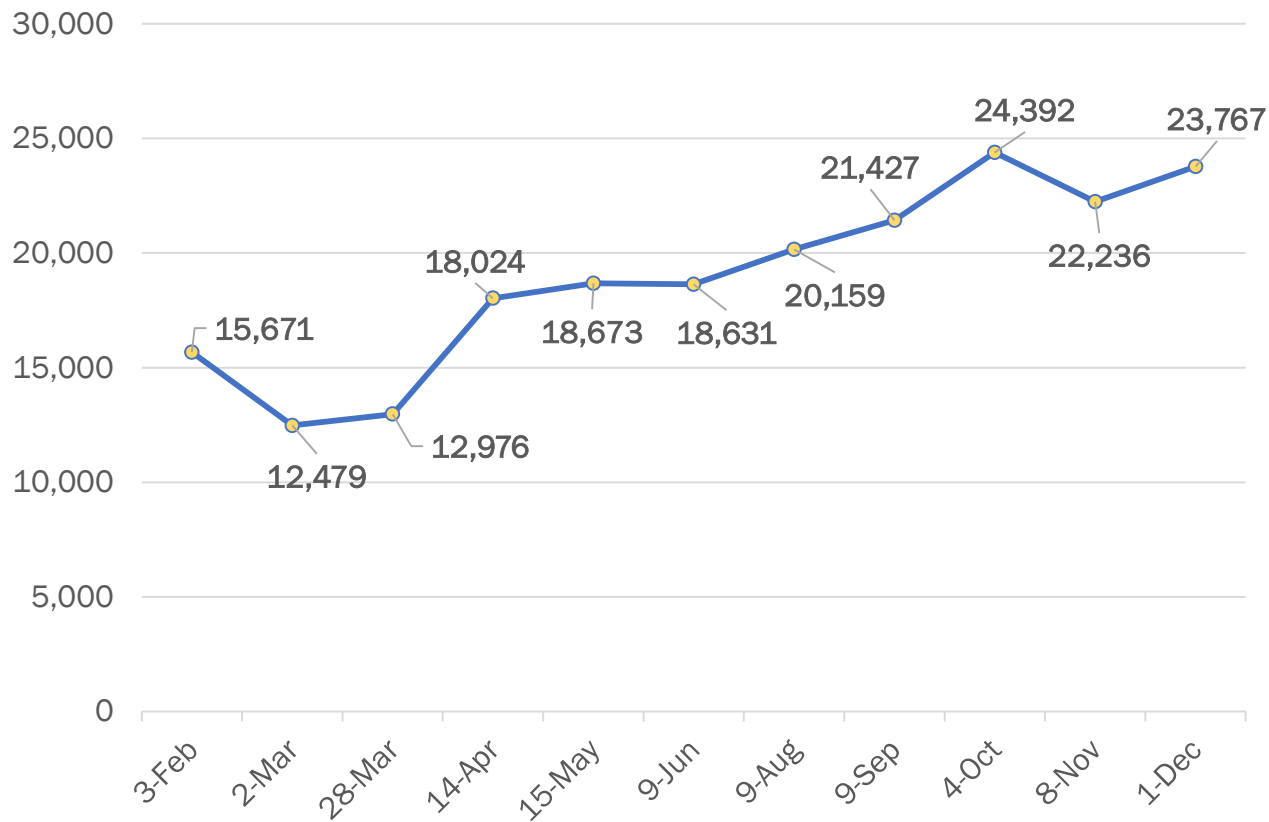




# Customer Care: Residential Payment Plans

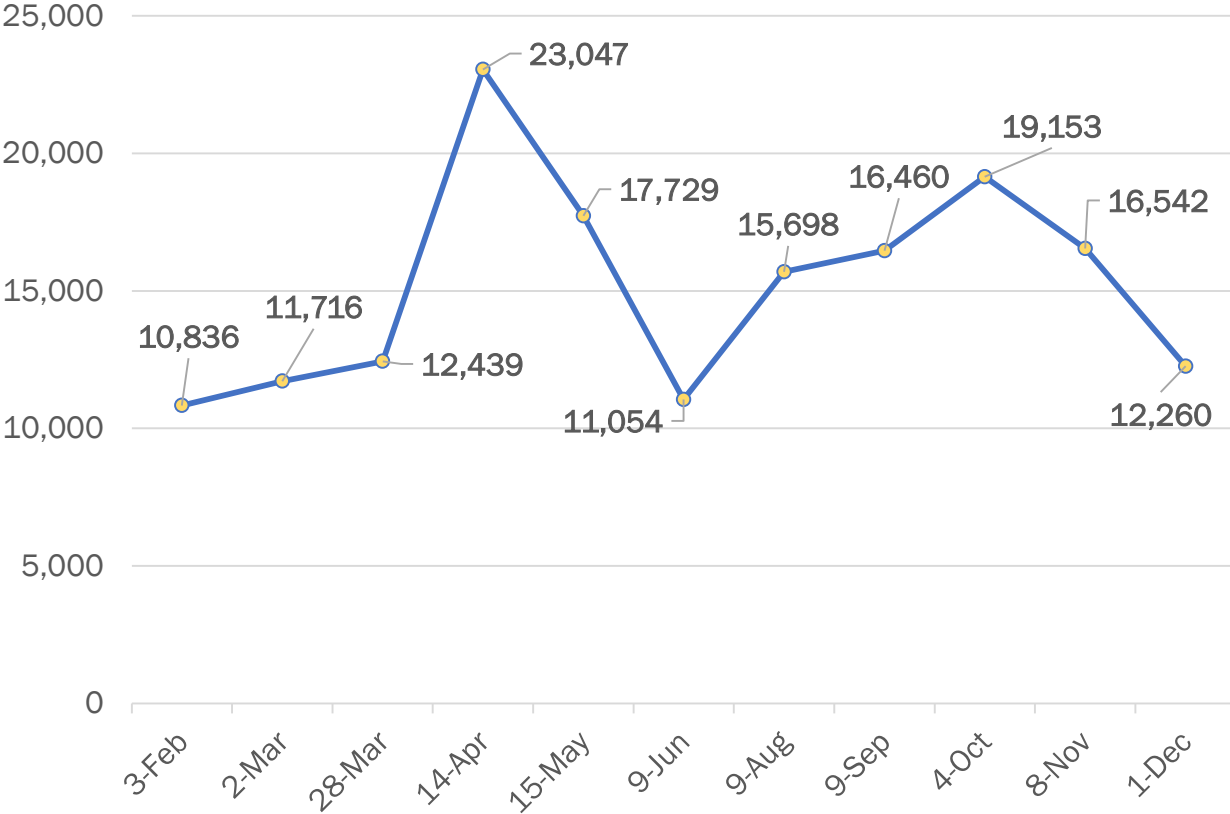


# Customer Care: Residential On the Bubble\*

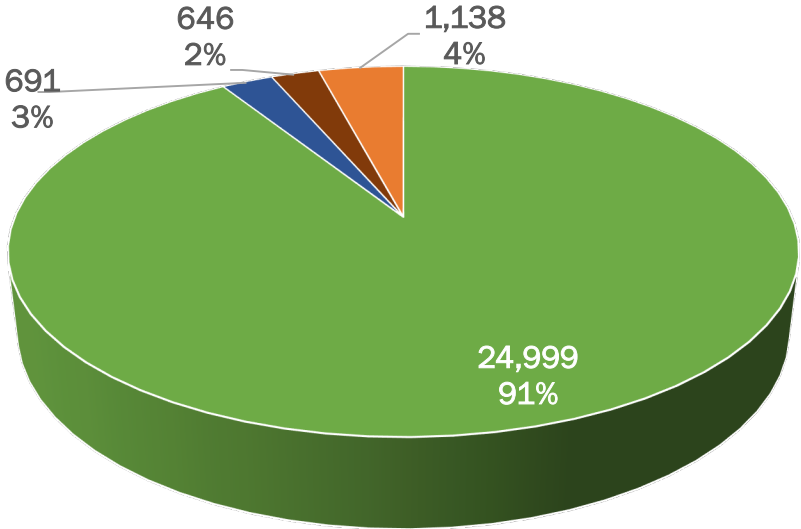


\*Past due more than 60 days and less than \$150.

# Customer Care: Residential Shut-Off Eligible



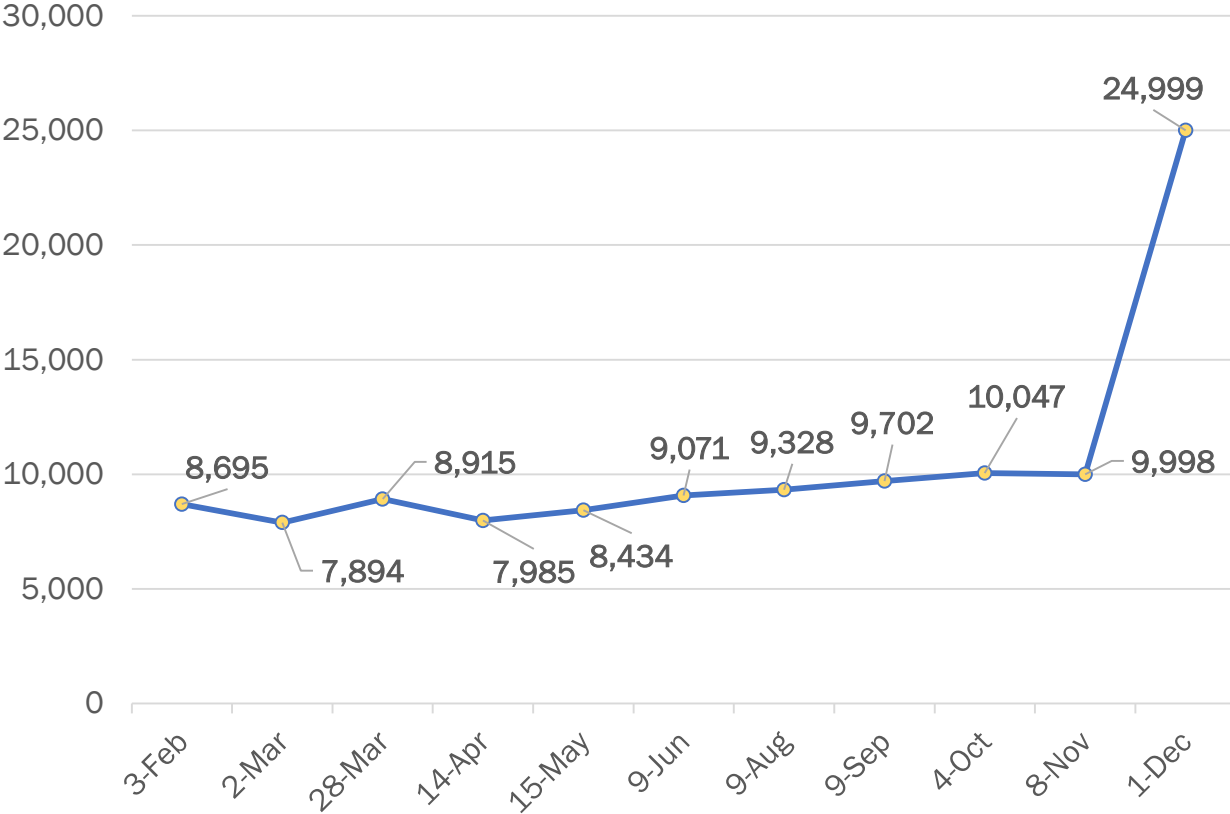
# Customer Care: Commercial Account Status\*



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

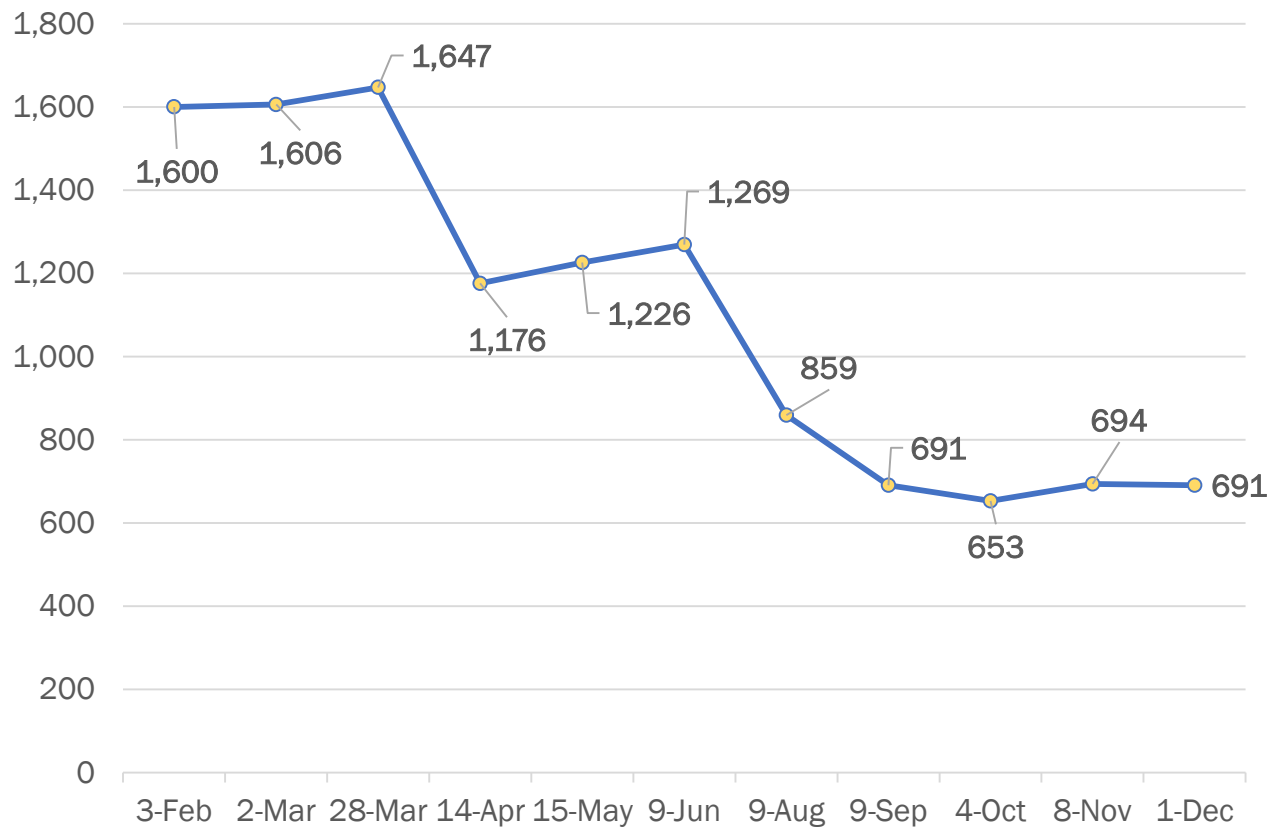
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system as part of the Drainage Charge Program, which reflect a significant increase in customer accounts compared with the November 2016 report.

# Customer Care: Commercial Current on Bill\*



\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system as part of the Drainage Charge Program, which reflect a significant increase in customer accounts compared with the November 2016 report.

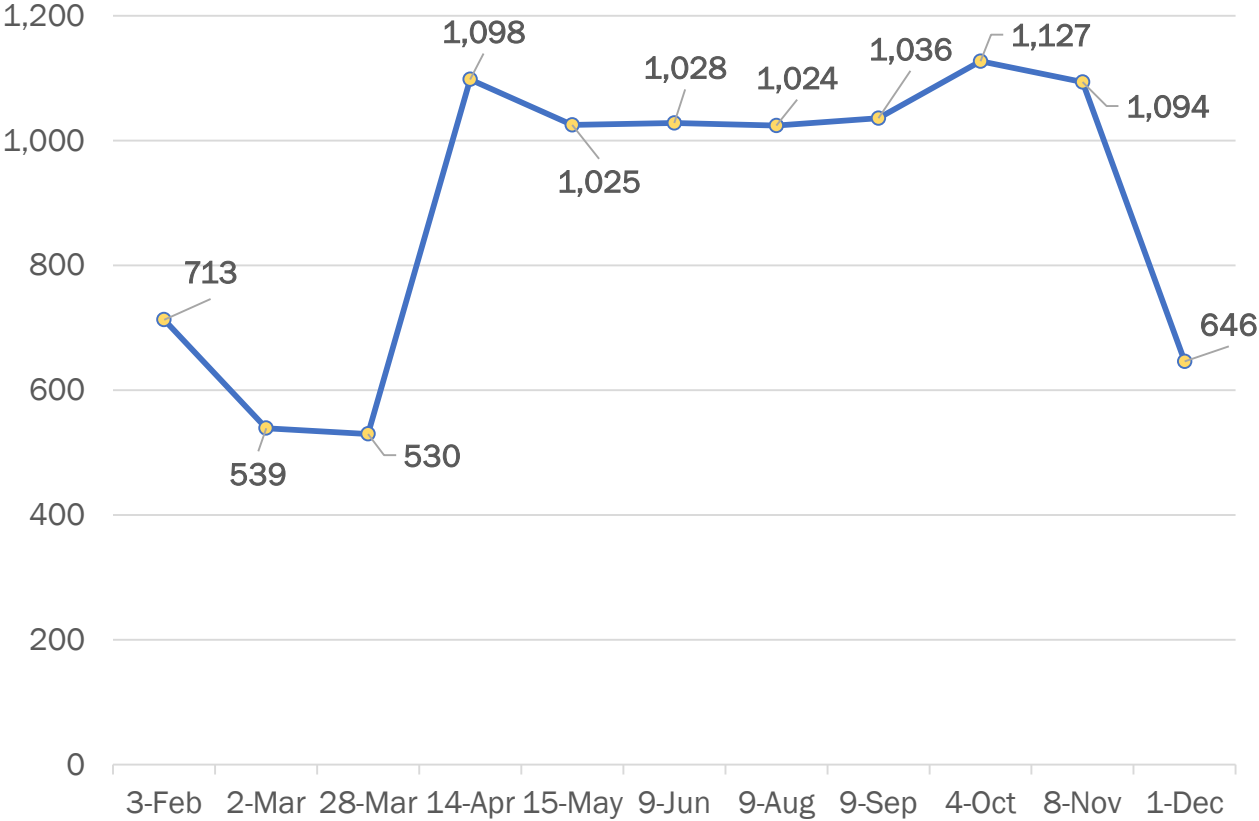
# Customer Care: Commercial Payment Plans



# Customer Care: Commercial On the Bubble\*

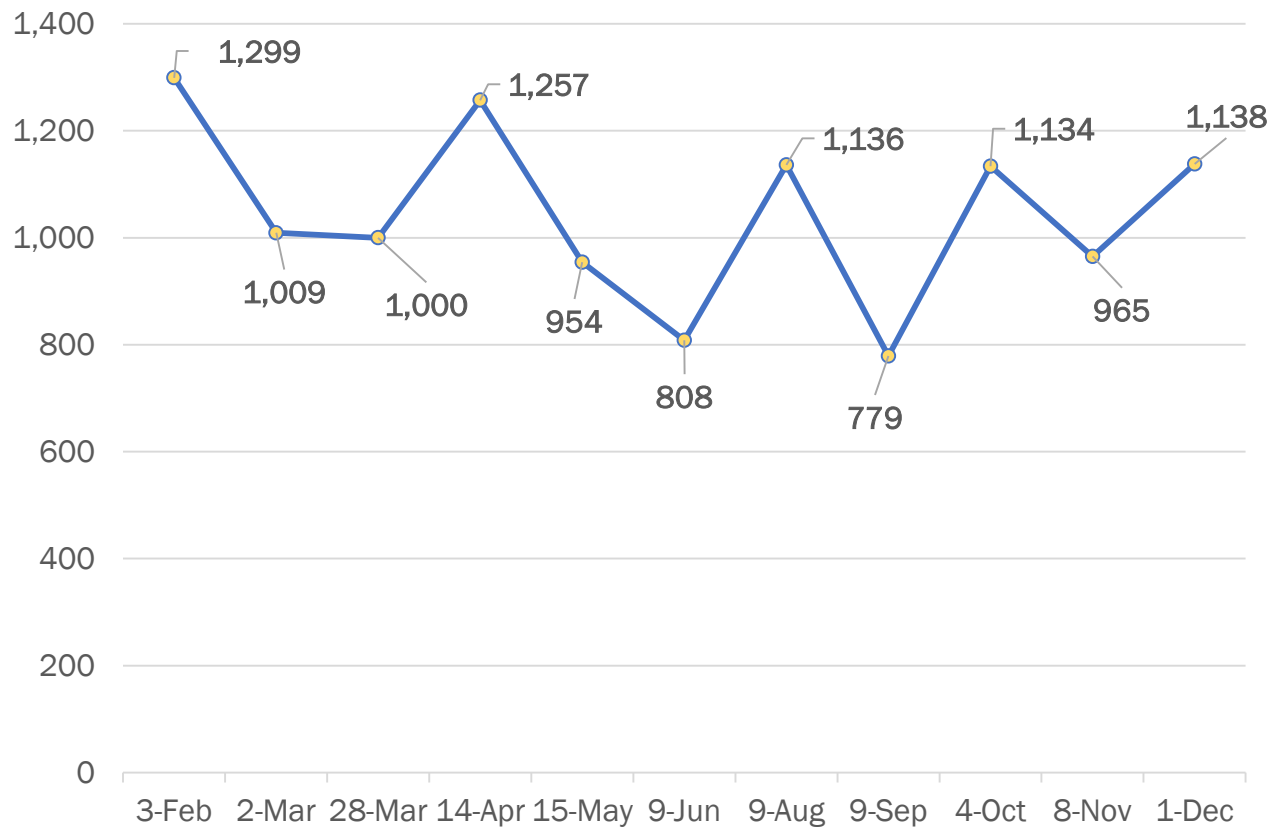


DETROIT  
Water & Sewerage  
Department



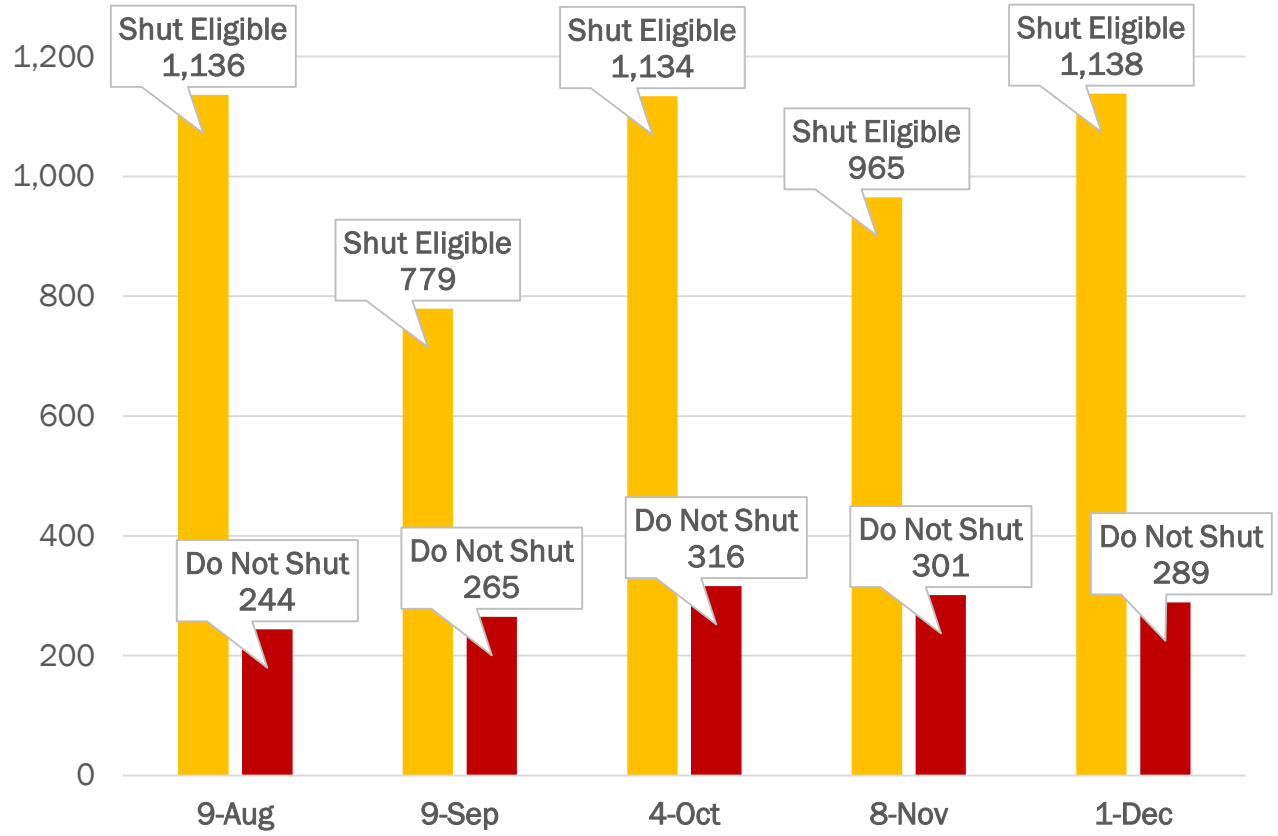
\*Past due more than 60 days and less than \$150.

# Customer Care: Commercial Shut-Off Eligible





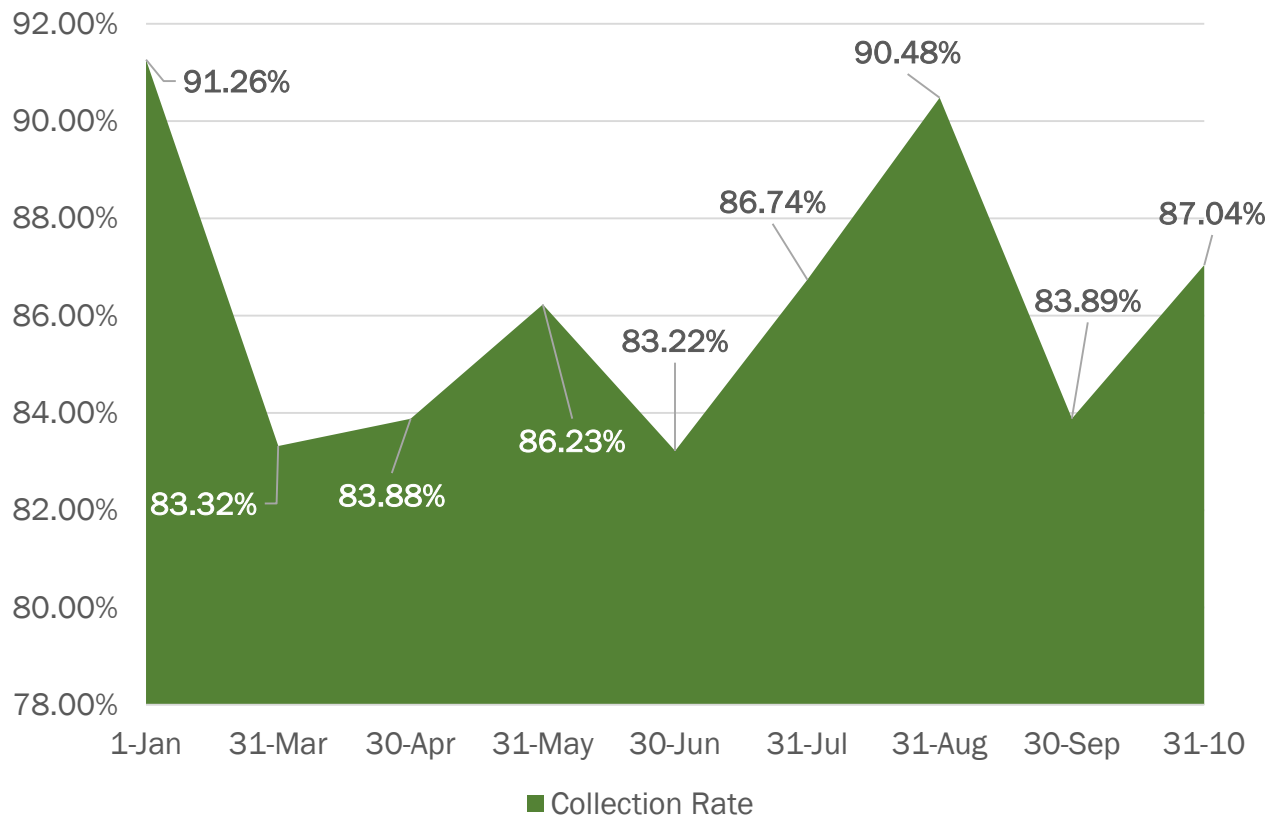
# Customer Care: Commercial Shut-Off Status\*



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

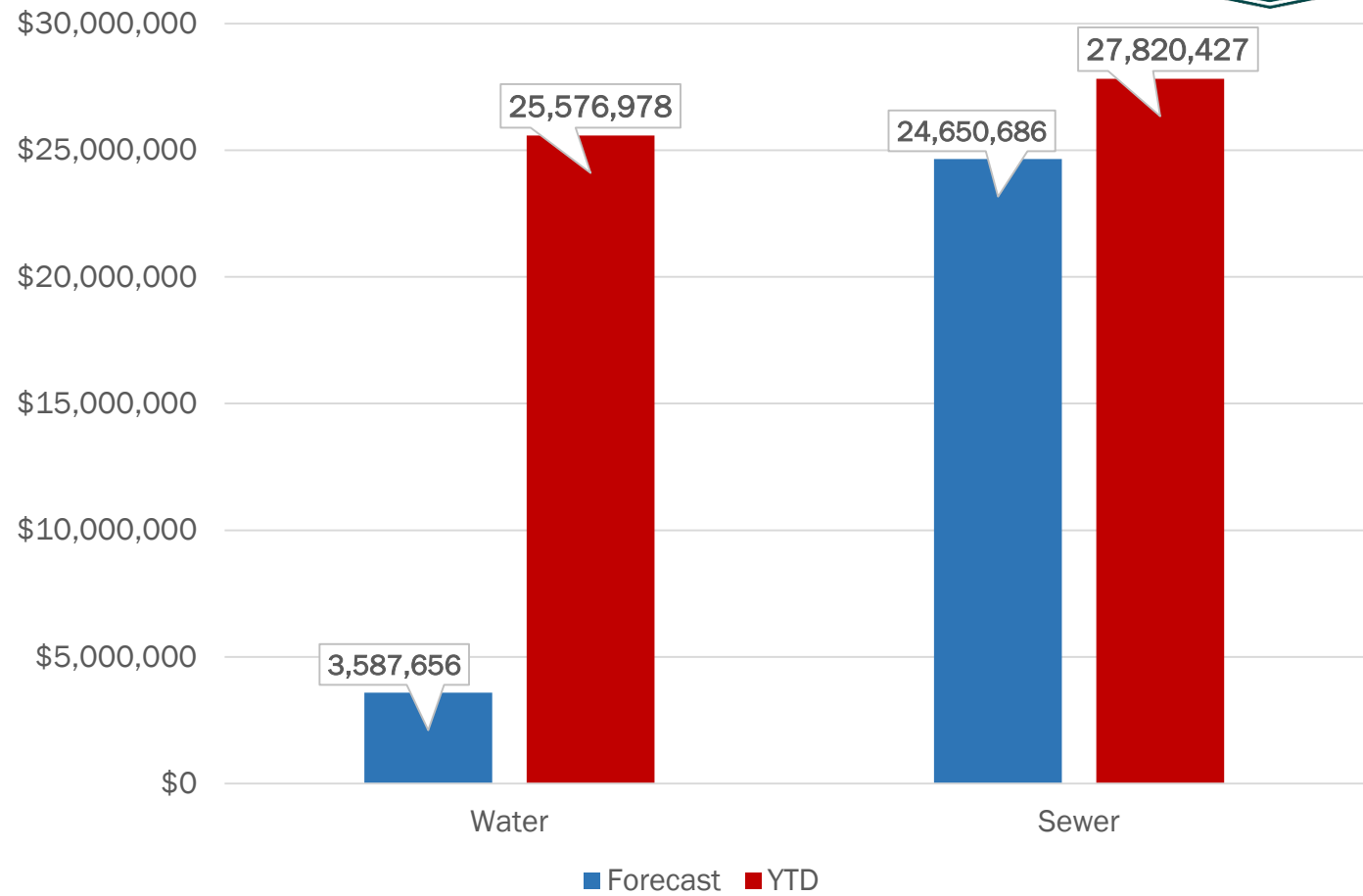
# Finance

# Finance: Collection Rate\*



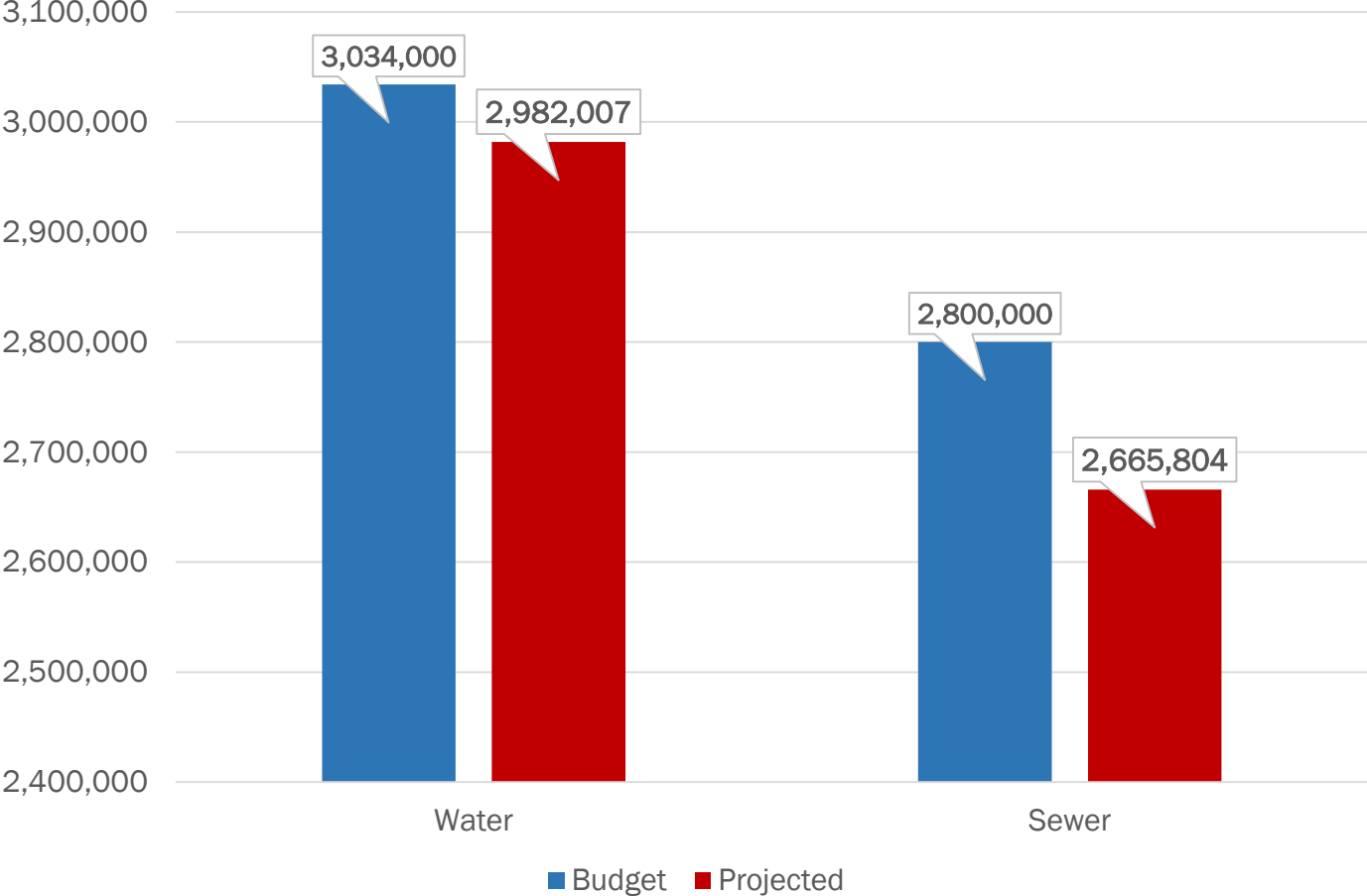
\*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

# Finance: Cash Flow Status\*

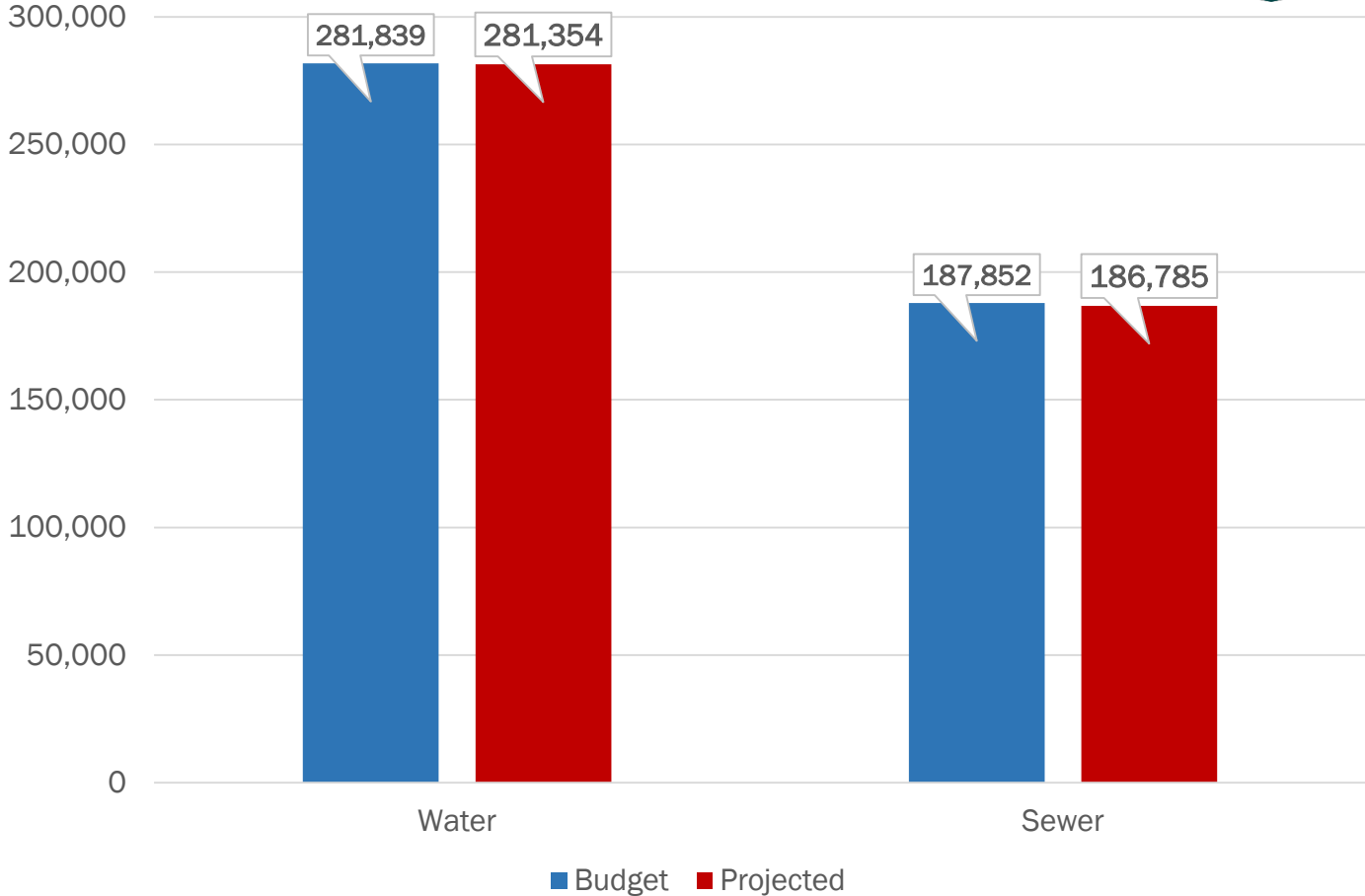


\*Cash flow statement is pro forma. DWSD still lacks certain data to perform full reconciliation. Unreconciled balance as of 6/30/2016 approximate \$0.4 million.

# Finance: Commodity Volumes



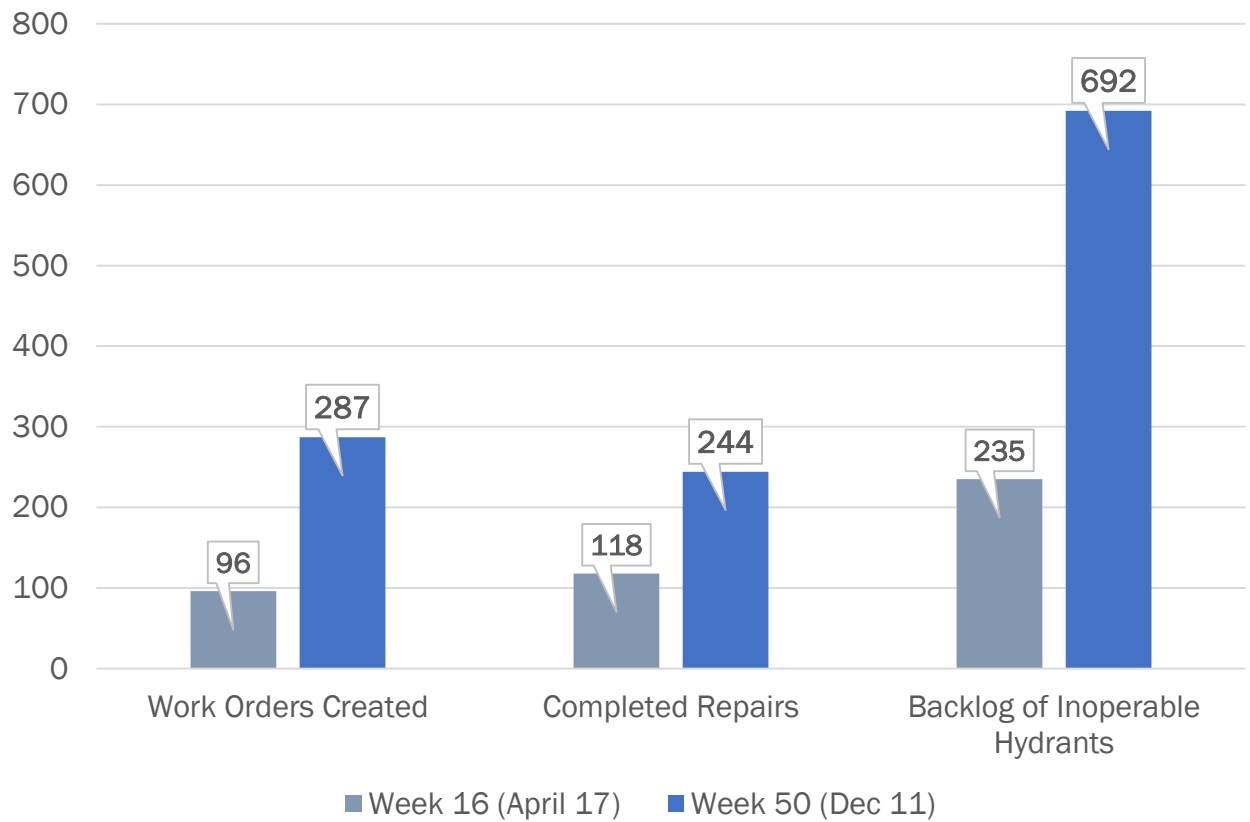
# Finance: Equivalent Accounts





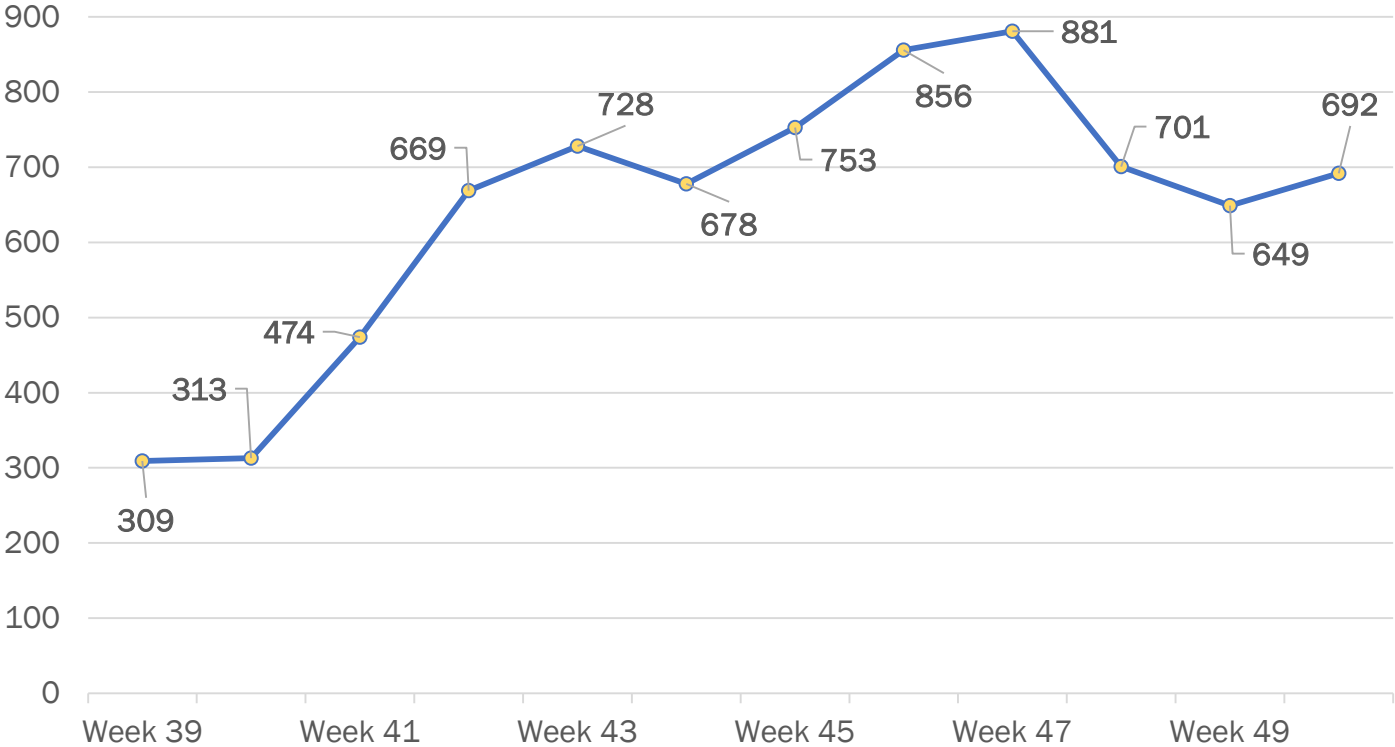
# Field Services

# Field Services: Fire Hydrant Repairs

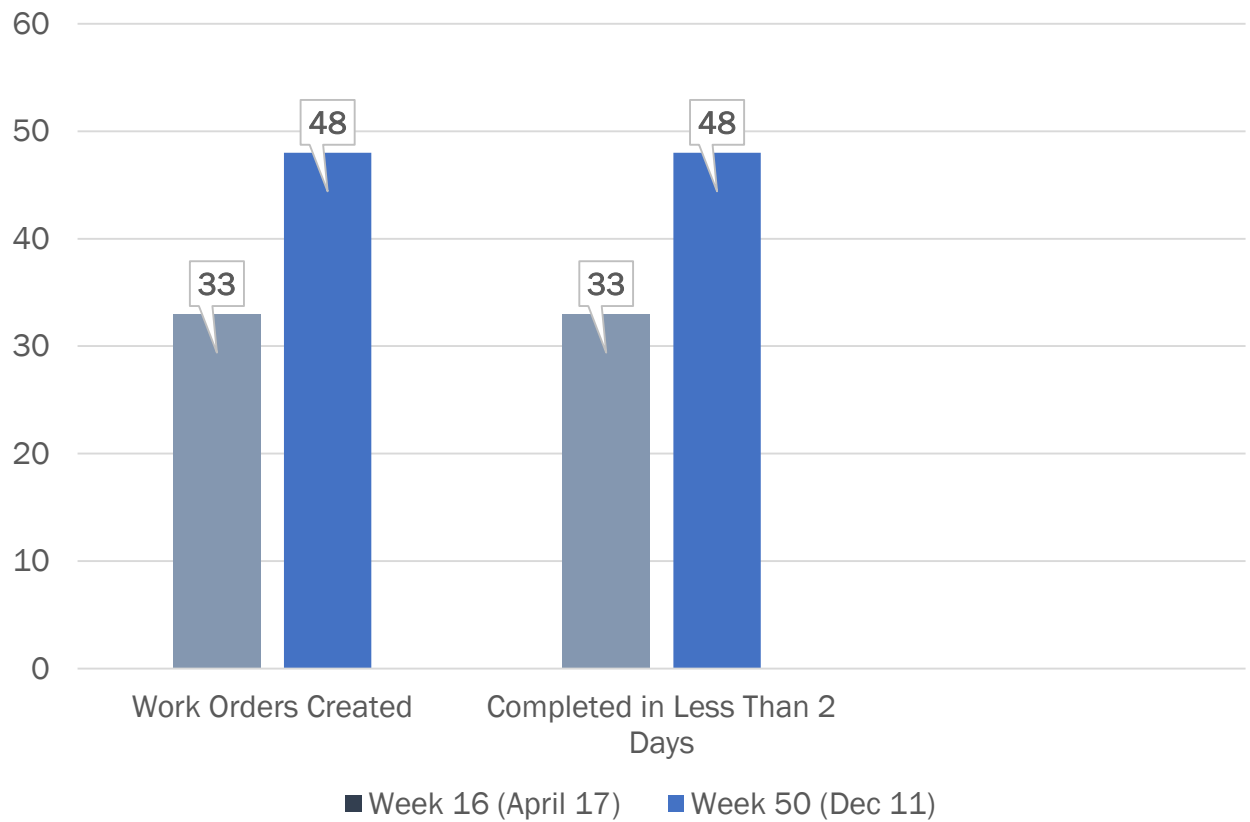




# Field Services: Backlog of Inoperable Fire Hydrants



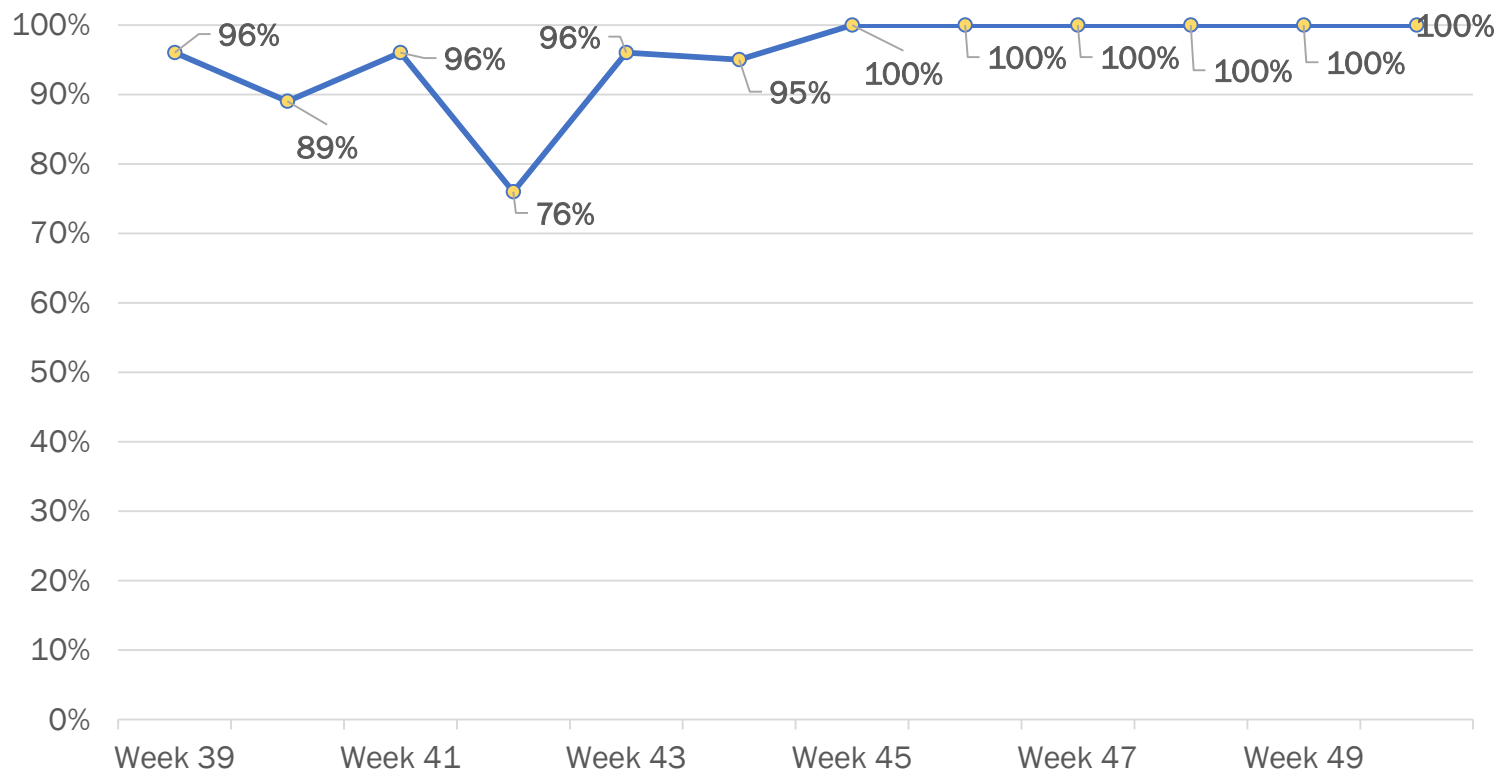
# Field Services: Reports of Running Water



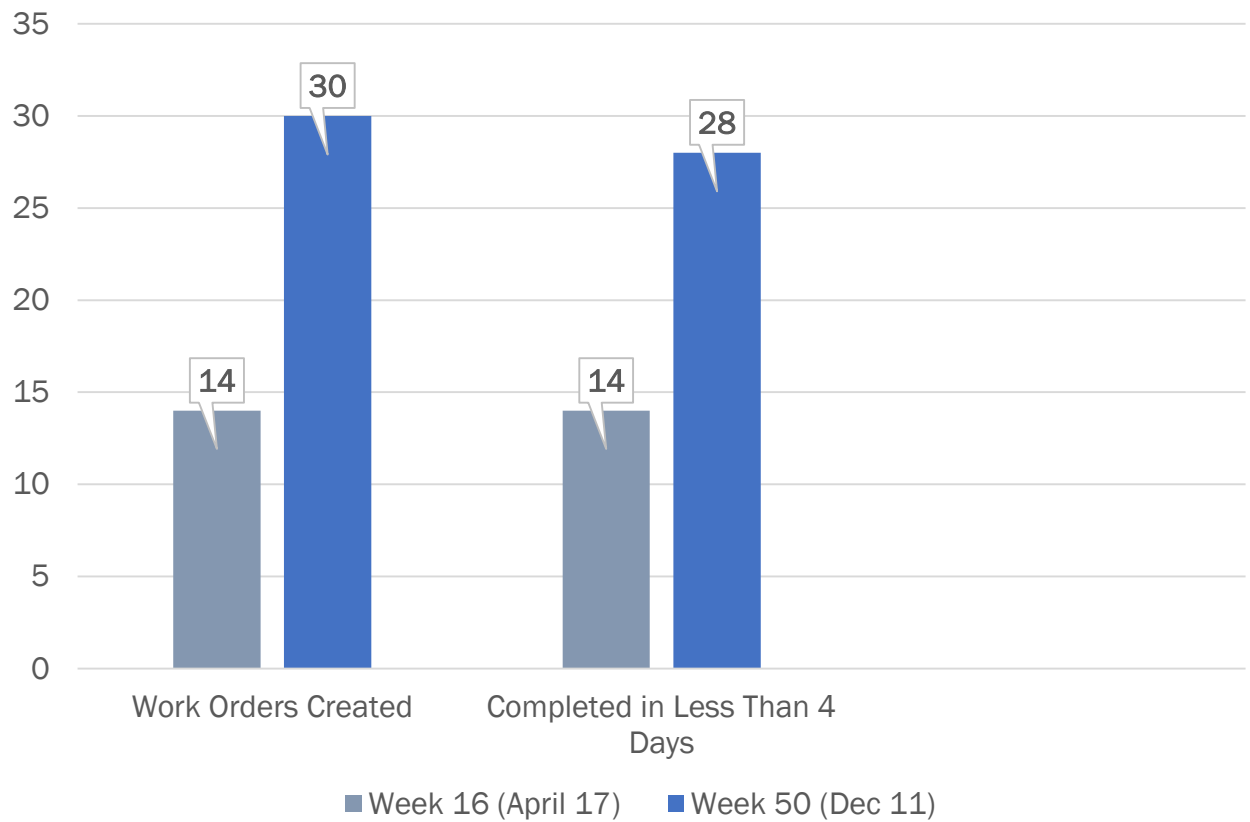
# Field Services: Reports of Running Water



### Completion Rate within TWO Days



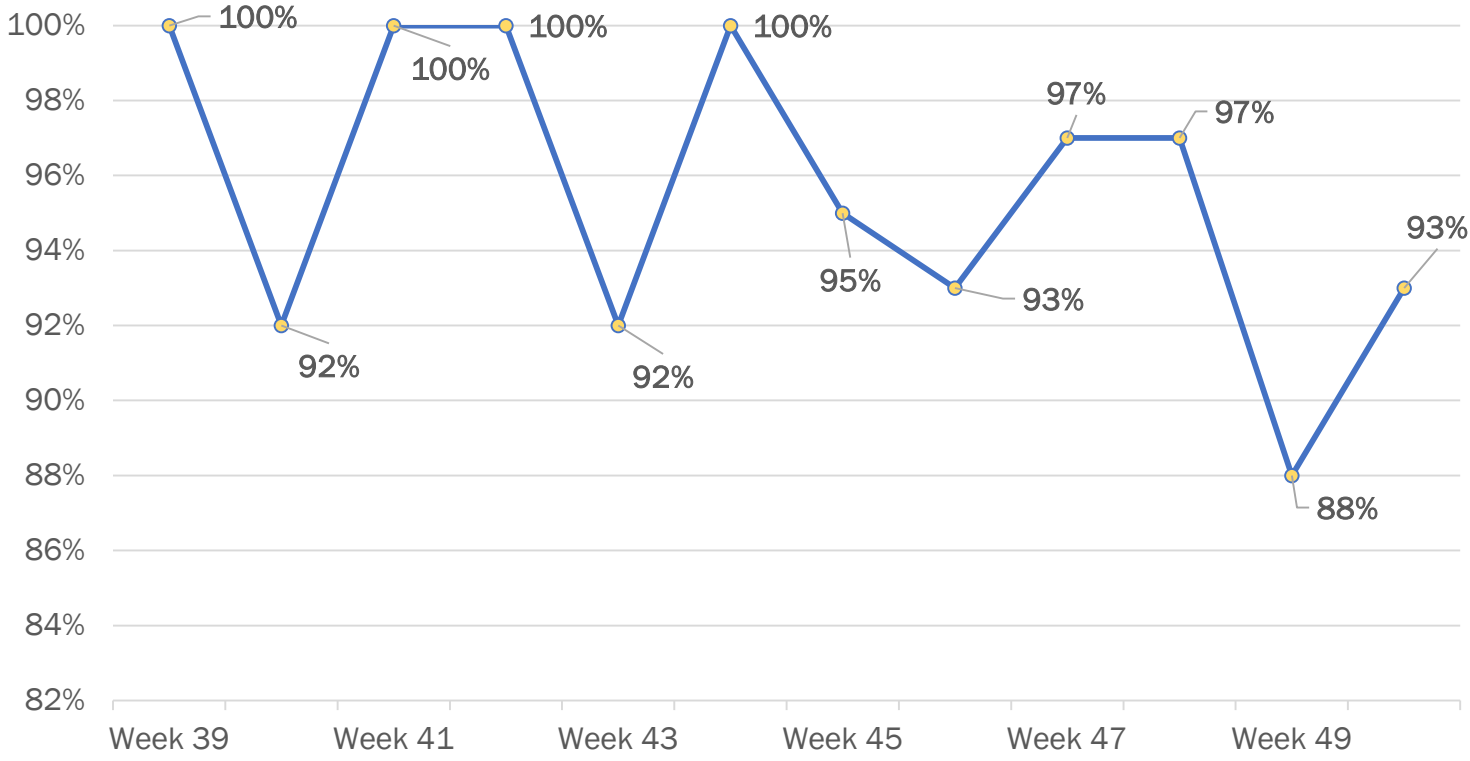
# Field Services: Water Main Repairs



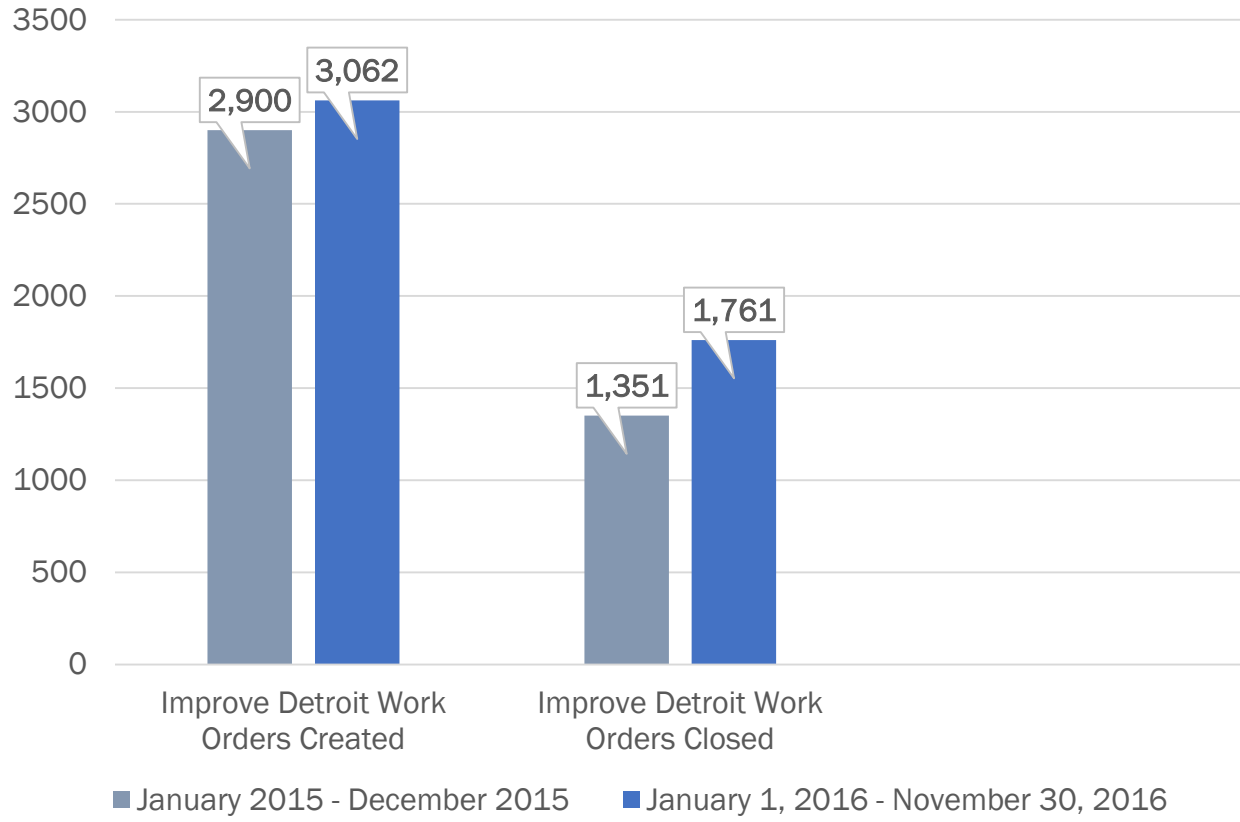
# Field Services: Water Main Repairs



### Completion Rate within FOUR Days



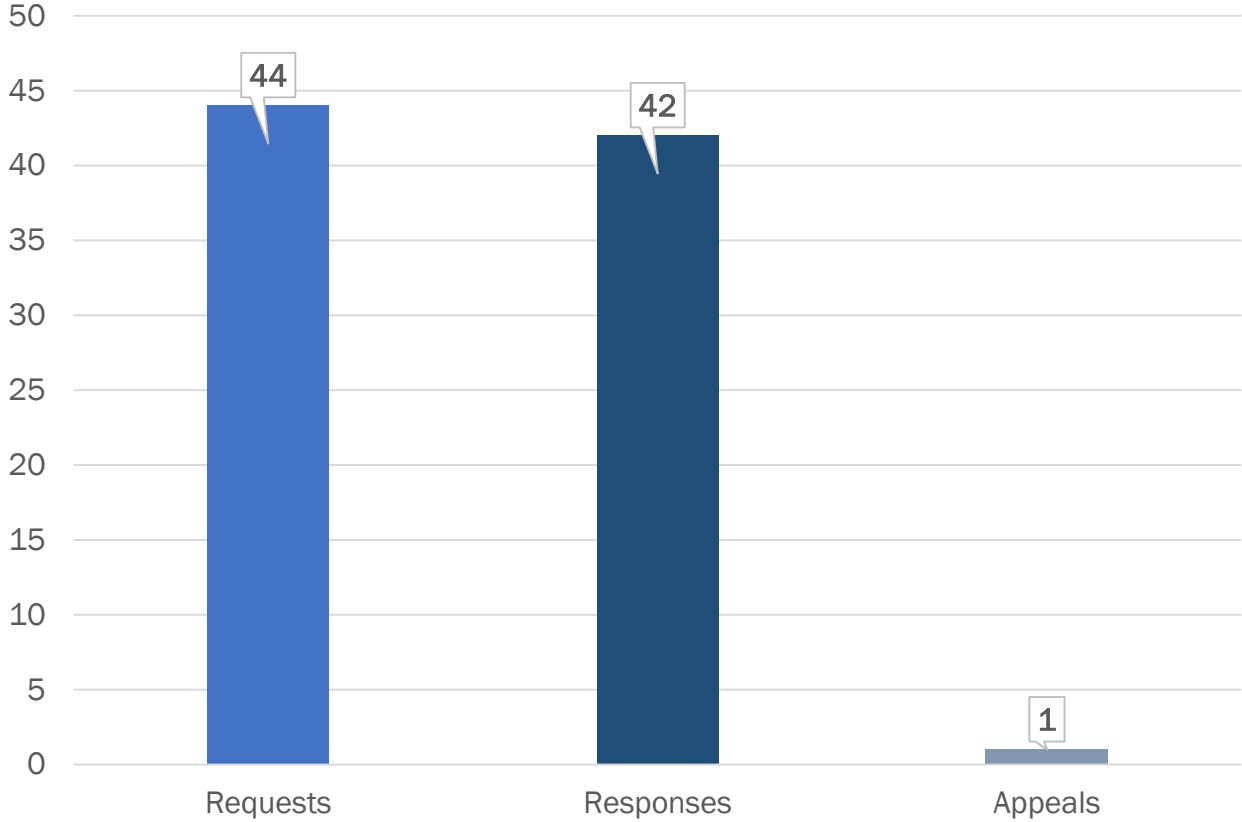
# Field Services: Catch Basins





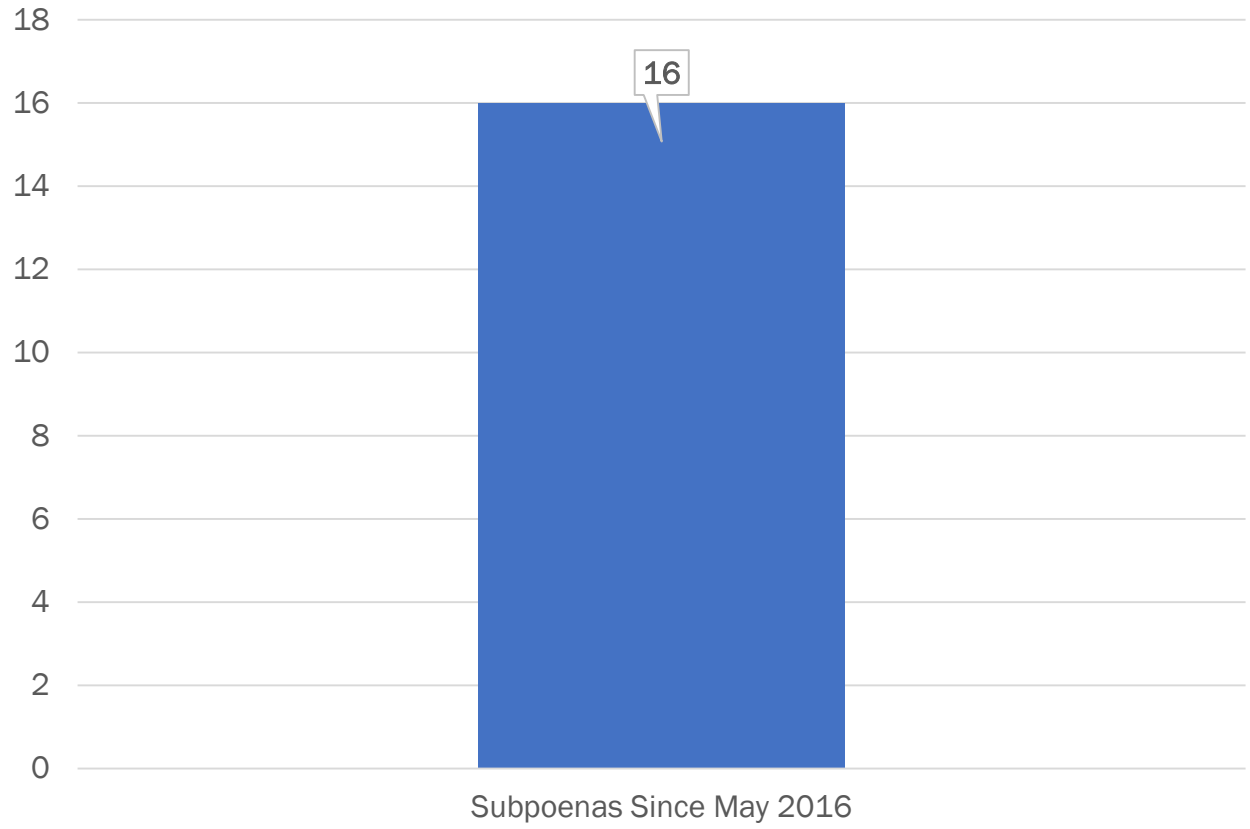
# Legal Services

# Legal: FOIA Requests



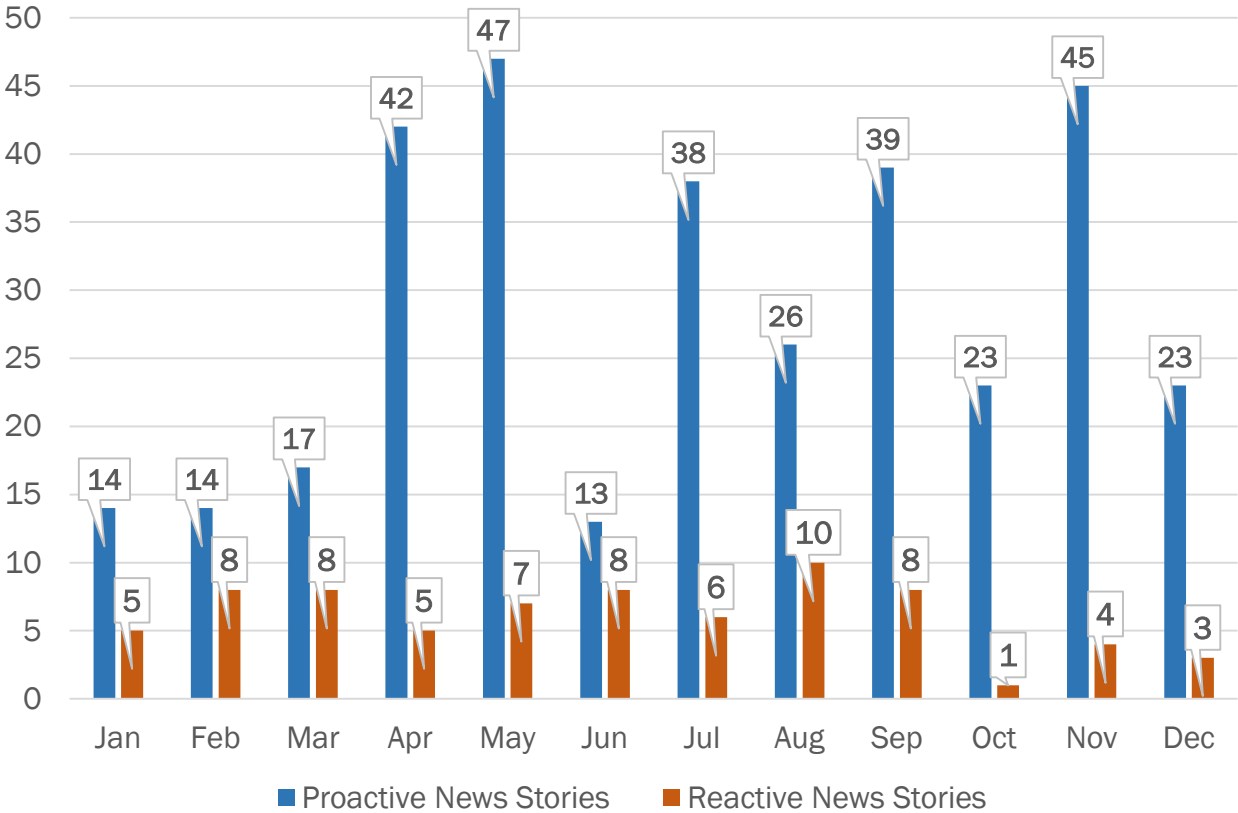


# Legal: Subpoenas



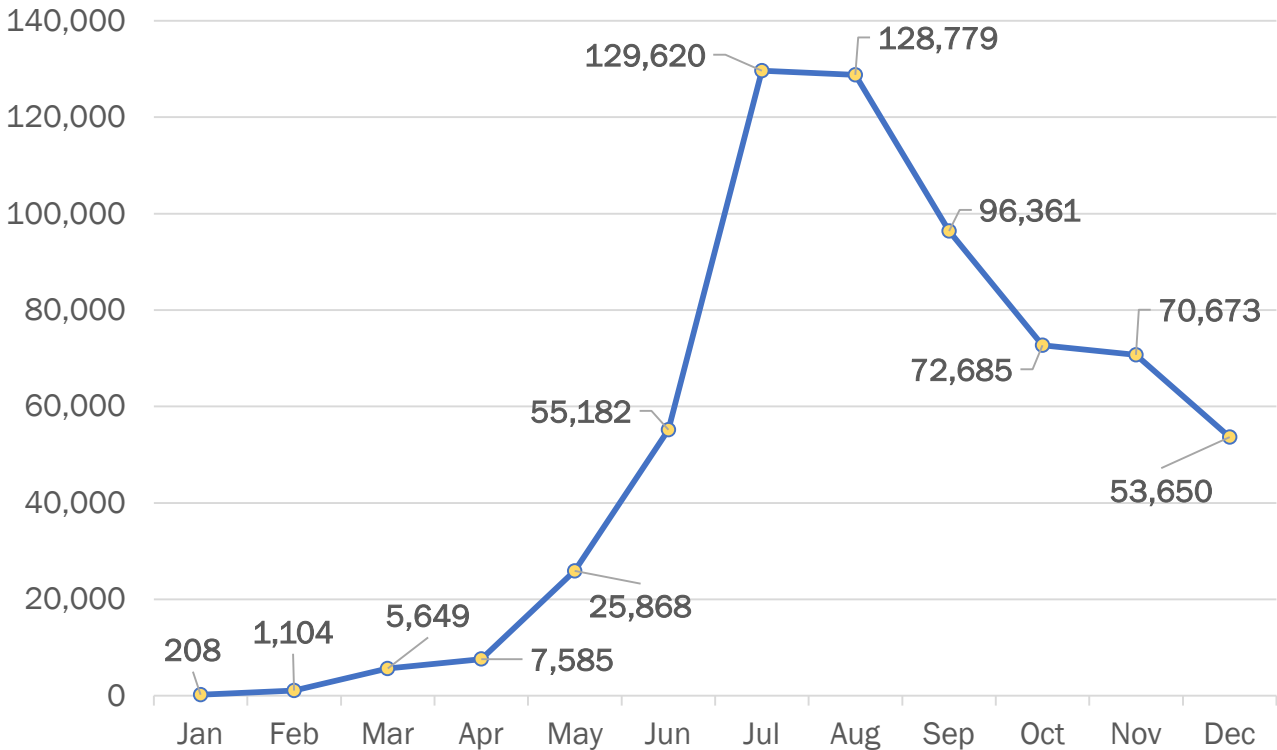
# Public Affairs

# Public Affairs: News Media Placements\*



\*The December data is not a full month; it only includes activities through the 21st of the month.

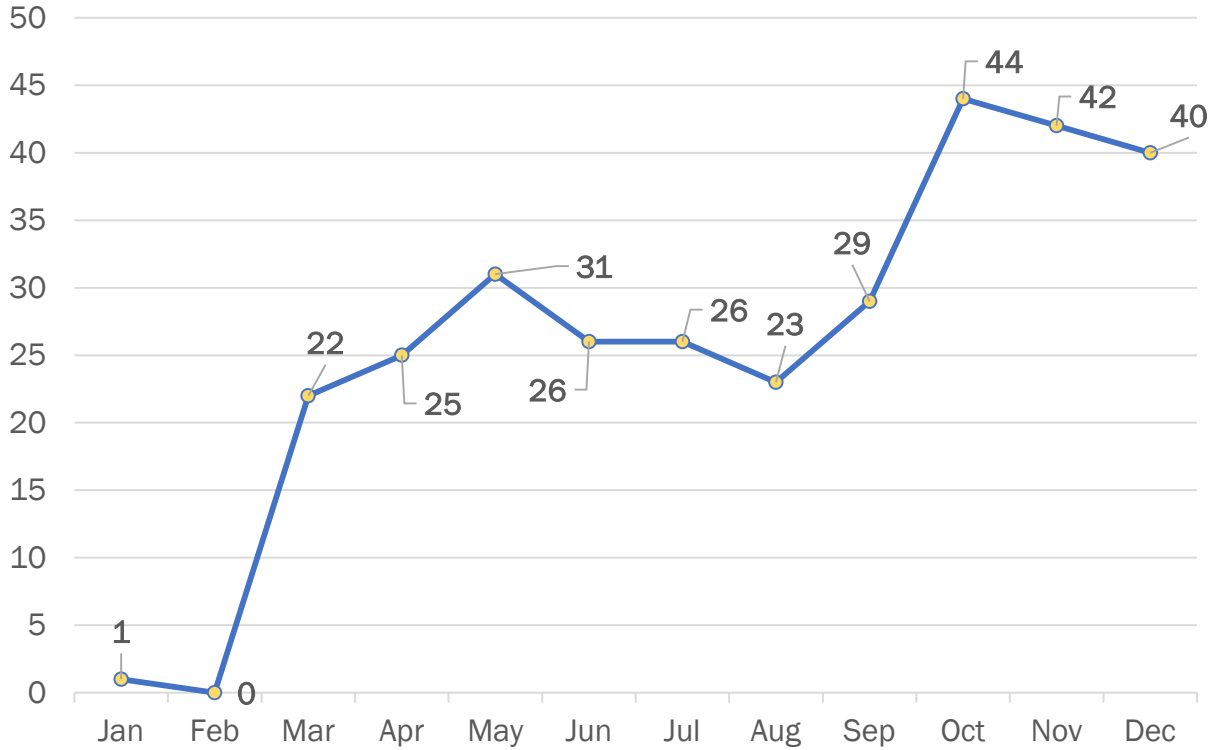
# Public Affairs: Social Media Reach\*



NOTE: The significant jump in reach in July and August is directly related to targeted sponsored advertising on Facebook by DWSD.

\*The December data is not a full month; it only includes activities through the 21st of the month.

# Public Affairs: Community Engagement Activities\*



\*The December data is not a full month; it only includes activities through the 21st of the month.

# Information Technology

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



Customer Service Application Availability Last 90-Days

