

Director's Update

DWSD Dashboard
July 20, 2016

Recent Events/Activities:

- The number of customers who entered into payment plan arrangements since May 1 has increased 18.6%.
- Customers who were shut-off eligible declined since May 1 from more than 23,000 to 3,919.
- A lead and copper testing program for targeted zip codes was initiated in June with the goal to have results by September 2016.
- The Drainage Charge Program to mail its first notifications – the first phase is for never been billed parcels to receive bills for drainage in October (detroitmi.gov/drainage).
- Director Gary Brown spoke in Washington D.C. on July 19 at an Environmental Protection Agency meeting on water affordability.
- DWSD led the groundbreaking ceremony for Viola Liuzzo Park that includes three bioretention gardens – Mayor Mike Duggan and Viola's grandson Joshua spoke.

Active in Payment Plans

39,482 12.4% ↑

Customers Shut-Off Eligible

3,919 66.9% ↓

Collection Rate

June 30 – 80.21% 6.4% ↑

Fire Hydrant Repairs

5,333 Repaired
278 Backlogged 3.5% ↓

Reports of Running Water

1,390 Reported
91% Cases Closed 7.0% ↓

Water Main Breaks

679 Reported
90% Cases Closed 1.0% ↓

Catch Basin Repairs

1,334 Reported
76% Cases Closed 0.4% ↑

Information Technology

App Availability 0.59% ↑

Upcoming Events/Activities (Jul-Aug):

- WAVE Fund Charity Golf Open on Tuesday, July 26 at Western Golf and Country Club.
- Public Affairs is leading outreach, in collaboration with Customer Care, for the lead and copper testing sampling program.
- Drainage Charge Program dedicated Customer Care staff will meet one-on-one with customers who have questions about the never been billed parcels and/or have disputes.



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