



DETROIT
**Water & Sewerage
Department**

DIRECTOR'S REPORT

April 18, 2018



DETROIT WATER
WORKS

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DIRECTOR'S MESSAGE TO THE BOARD



- The Detroit Water and Sewerage Department (DWSD) is **increasing its public education** by enhancing communications of the Customer Assistance Programs, adding a new door hanger notification following service interruptions, and improving customer notifications on construction projects.
 - Beginning April 23 for 17 weeks there will be billboards, bus posters and commercials on urban radio stations informing Detroiters on how to get help with their water bill.
 - The new effort includes a series of new door hangers for maintenance and repair of the system, updated door hangers for service interruptions, and new notifications specific to larger construction projects.
- The increased collection rate, from 77 percent to 92 percent in the past two years, enables DWSD to **invest in rehabilitating the city's water and sewer infrastructure**.
 - This year there are 23 projects in progress and scheduled, mostly water main replacement.
 - Also, a pilot project includes the option for homeowners to replace their full lead service lines during a water main replacement.
- The **Toilet Upgrade Program Phase One** is well underway in replacing 3.5 gallon tank toilets with 1.8 gallon toilets at 500 households to help them reduce water bills.
 - Detroit-based and female-owned Benkari is contracted through Wayne Metropolitan Community Action Agency to install up to two toilets in qualifying WRAP (Water Residential Assistance Program) households and homeowner occupied houses in the Jefferson Chalmers neighborhood.
 - Phase one is expected to end in early summer and the data comparing the residents' water bills before and after the toilet upgrade will be evaluated.
- DWSD is communicating directly to nonprofits about the **Community Outreach and Service Credit Program**.
- Nonresidential customers are also being educated about the **Capital Partnership Program** to invest in green stormwater infrastructure projects.





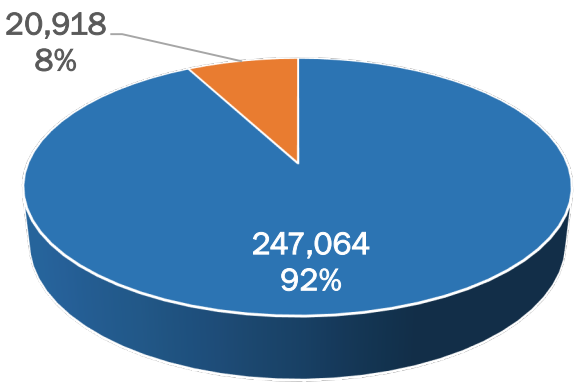
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Customer Care

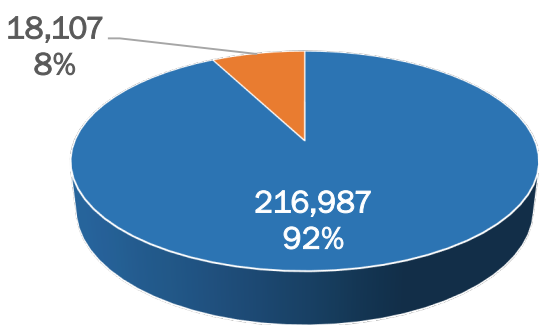
CUSTOMER CARE: Account Status



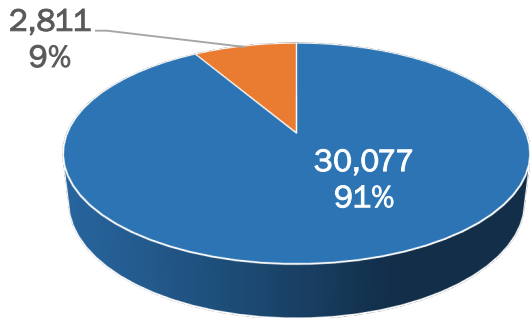
All Customers



Residential Only



Non-Residential Only



■ Active customer accounts ■ Delinquent accounts

DWSD is focusing on the less than 10 percent of customers who struggle in paying their bills by taking extraordinary efforts to inform them about assistance programs and options to pay including at kiosks, online and by phone.

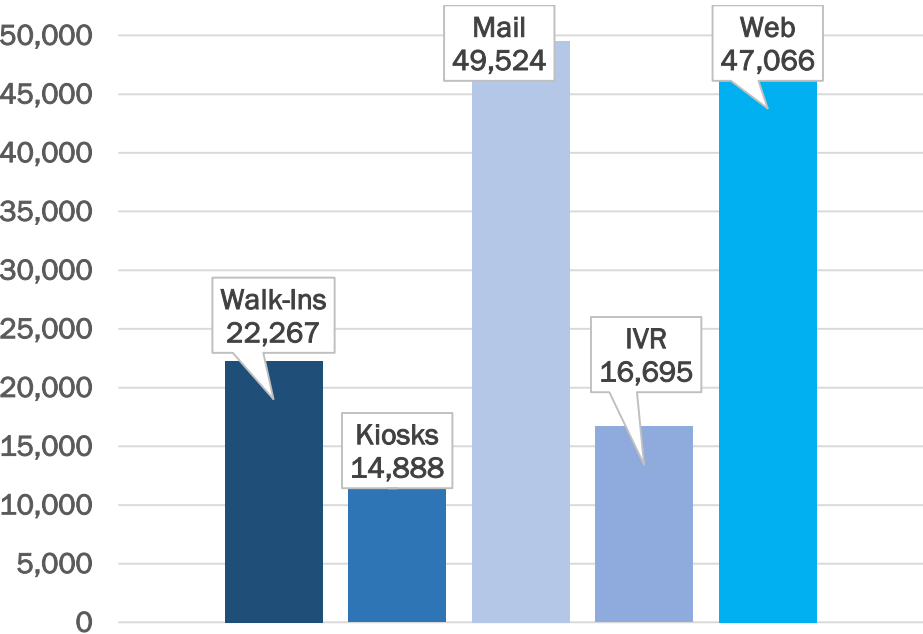
No other utility in America provides at least two bills clearly indicated past due and a seven-day notice door hanger prior to scheduling a service interruption for nonpayment. In addition, DWSD partners with nonprofits to hold assistance fairs in the community to reach residents in the neighborhoods. In addition, DWSD is greatly enhancing its public education through billboards, radio commercials and bus posters (as shown above).

KEEP YOUR WATER FLOWING

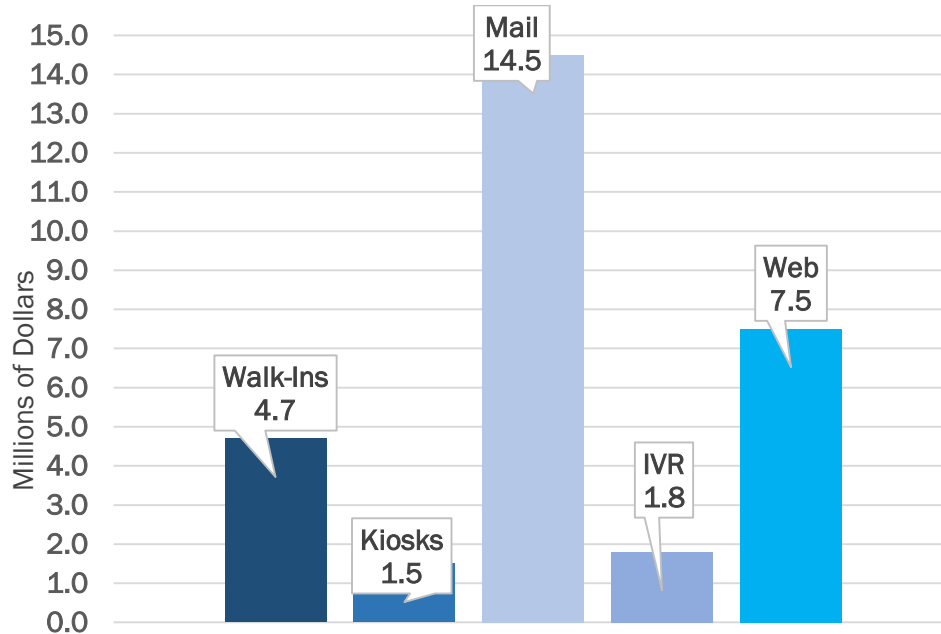
DWSD CAN HELP

313.267.8000 • detroitmi.gov/DWSD

CUSTOMER CARE: Transactions



Payment Transactions by Type



Revenue Collected by Type

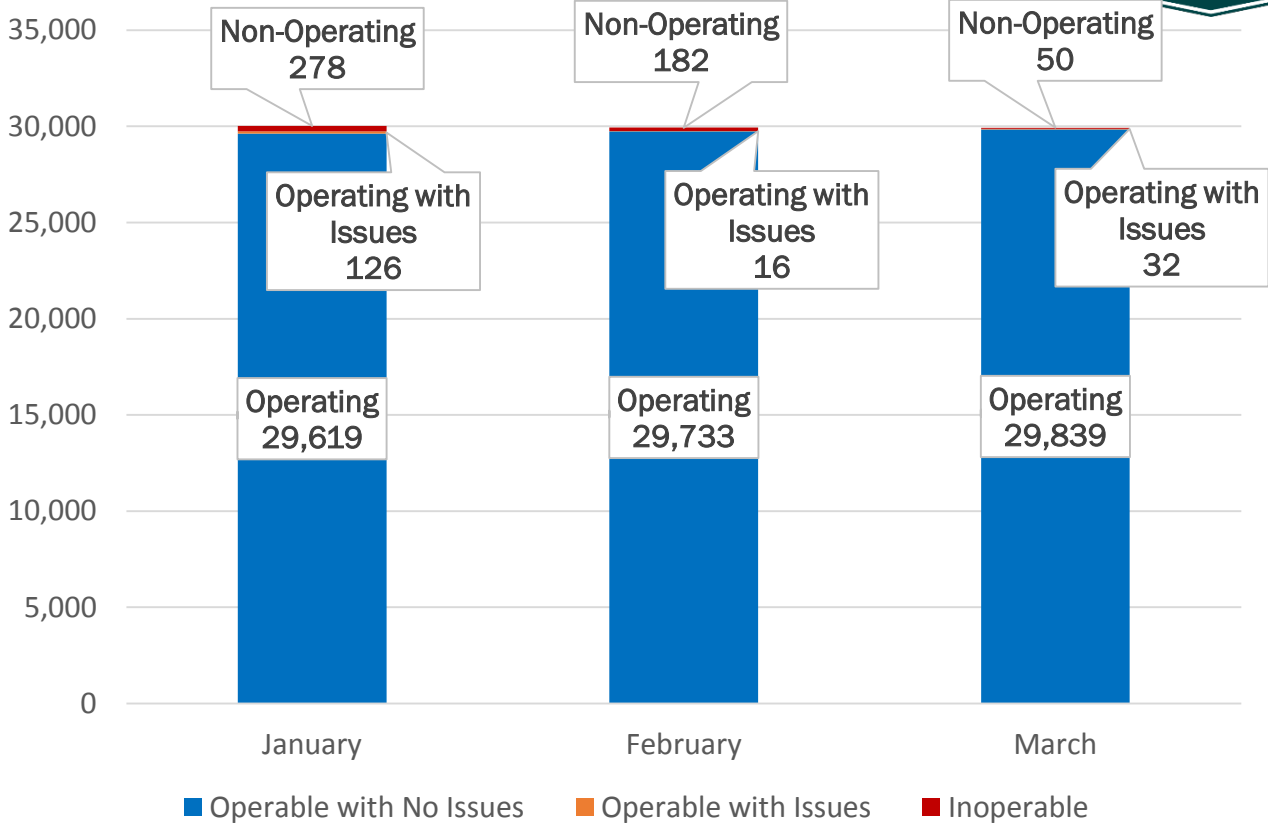
There was an increase in transactions in March versus February by 12 percent.



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Field Services

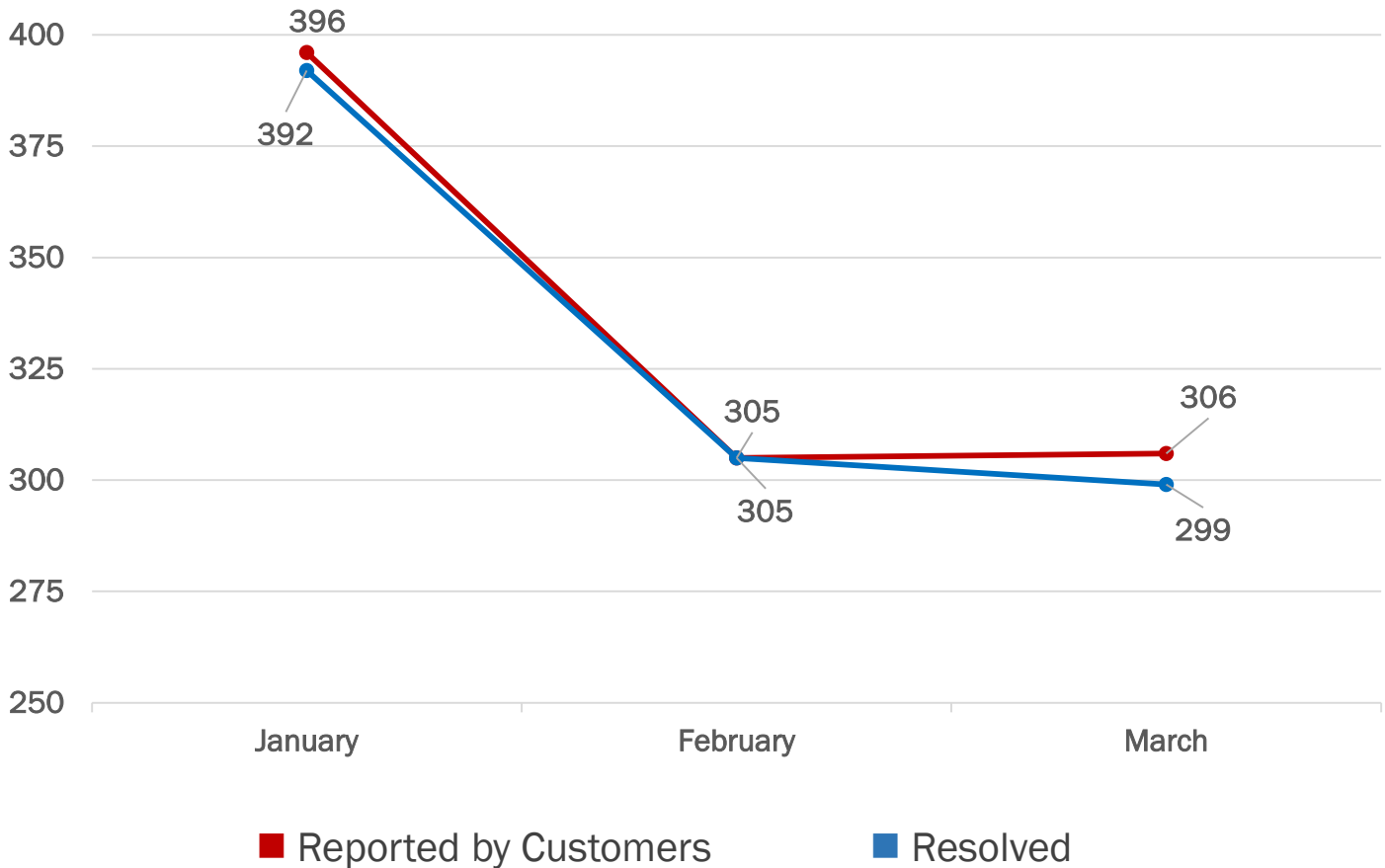
FIELD SERVICES: Fire Hydrant Maintenance



■ Operating Fire Hydrants
 ■ Operating Hydrants with Issues
 ■ Non-Operating Hydrants

The fire hydrant metrics were changed to include the three categories. The Detroit Fire Department uses a mobile collector app whereby firefighters report on the status of each hydrant. This data integrates into DWSD's work order system.

FIELD SERVICES: Running Water



Running water reports include water flowing on a street, issues at vacant properties and calls by residents who see gushing or flowing water that is out of the ordinary.

FIELD SERVICES: Water Main Breaks



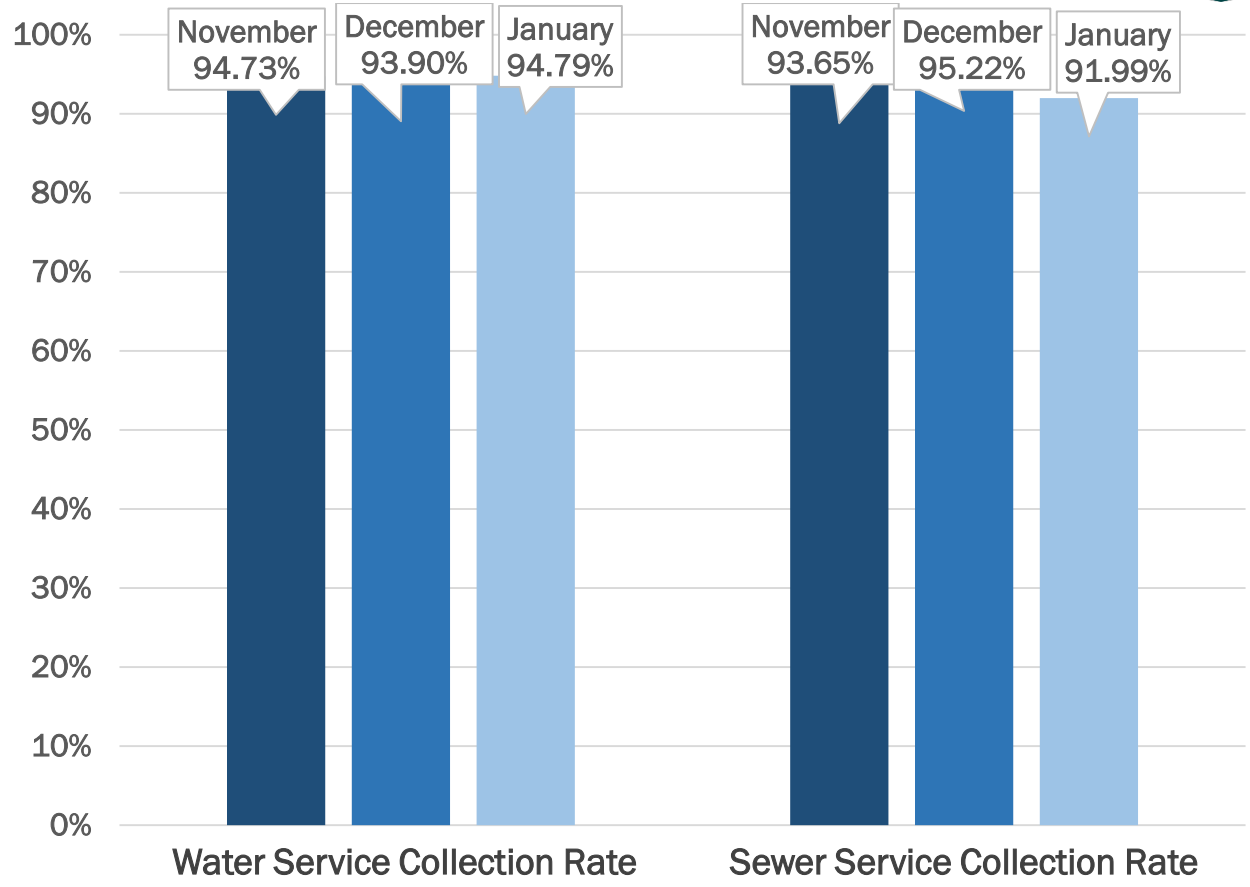
DWSD has a service level agreement with contractors to have reported water main breaks repaired within four days.



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Finance

FINANCE: Bill Collection Rate



Every percentage increase in the collection rate above 80 percent is an additional \$4 million which can be applied to the maintenance and rehabilitation of the water and sewer infrastructure.

The data in the chart is based upon the 330-360 day collection rate.

FINANCE: Cash Balance



\$94,270,081

Water cash balance as of
February 28, 2018

\$60,410,530

Sewer cash balance as of
February 28, 2018

As of February 28, 2018, DWSD had 116.81 days of cash on hand. The target is 100 days.



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Legal Services

LEGAL: Claims, Hearings and Cases



25
Property damage claims

0
Basement backup damage claims appeals

18
Dispute hearings

7
Number of cases DWSD prevailed

19
Cases handled by in-house staff

6
Cases handled by outside counsel

\$59,140
Amount in property damage claims

\$0
Basement backup damage claim appeals

\$59,140
Total claims in March 2018

\$9,321
Amount in dispute

\$4,319
Credited to customers based on hearing outcomes

\$5,001
Owed to DWSD after hearings

DWSD uses a mix of in-house and contracted legal counsel to handle damage claims, civil action for commercial delinquencies and lawsuits filed against the department.

Customers who have disputes for their bill may request a hearing at the City of Detroit Department of Appeals and Hearings. The cases are heard by an administrative hearing officer.



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Investigations

INVESTIGATIONS: Results



564
Property addresses investigated for delinquency, possible meter tampering and no meter.

\$3,283,265
Money owed to DWSD



Straight-piping investigation by the Fraud Unit

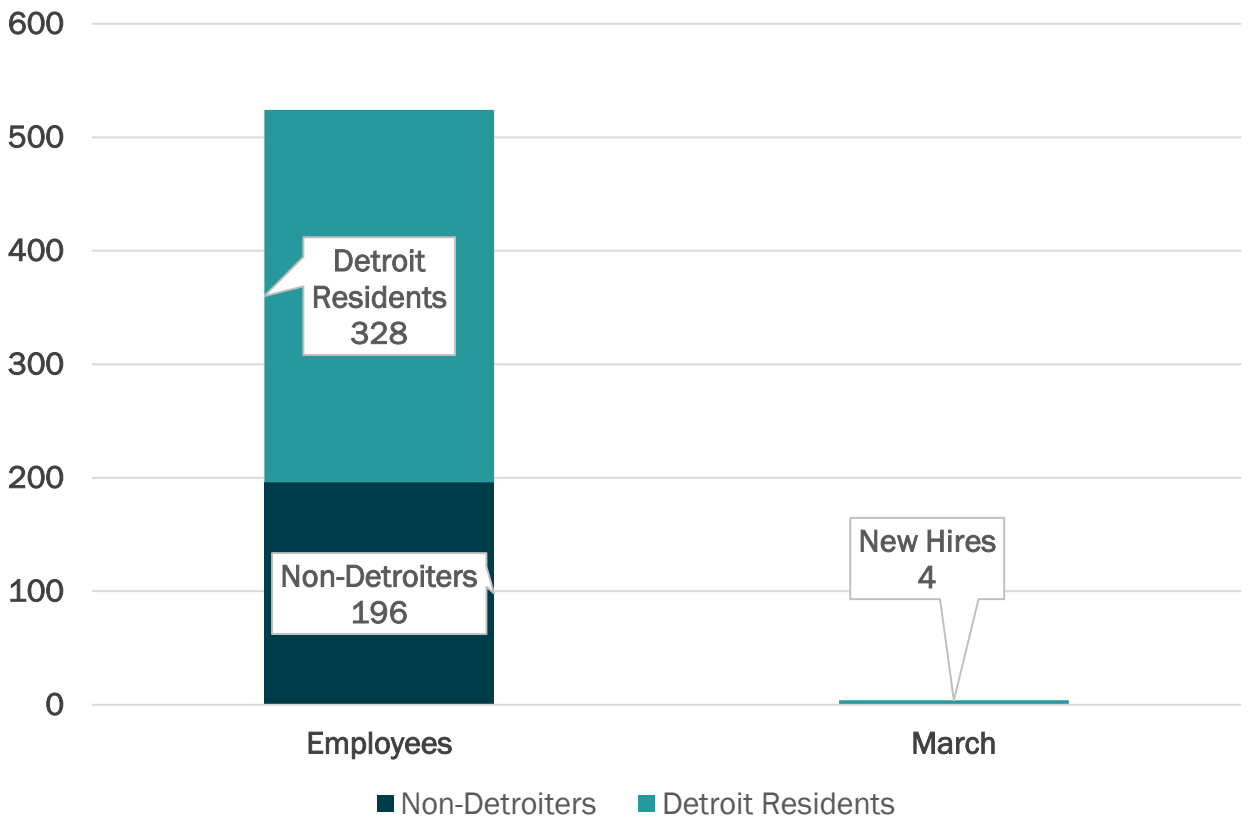
The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified more than \$3 million in services owed by commercial customers. They uncovered severe delinquencies, non-working meters, tampering with the meters, or connected to the city's water main without a meter or permit. The team works closely with the DWSD collections and legal staff.



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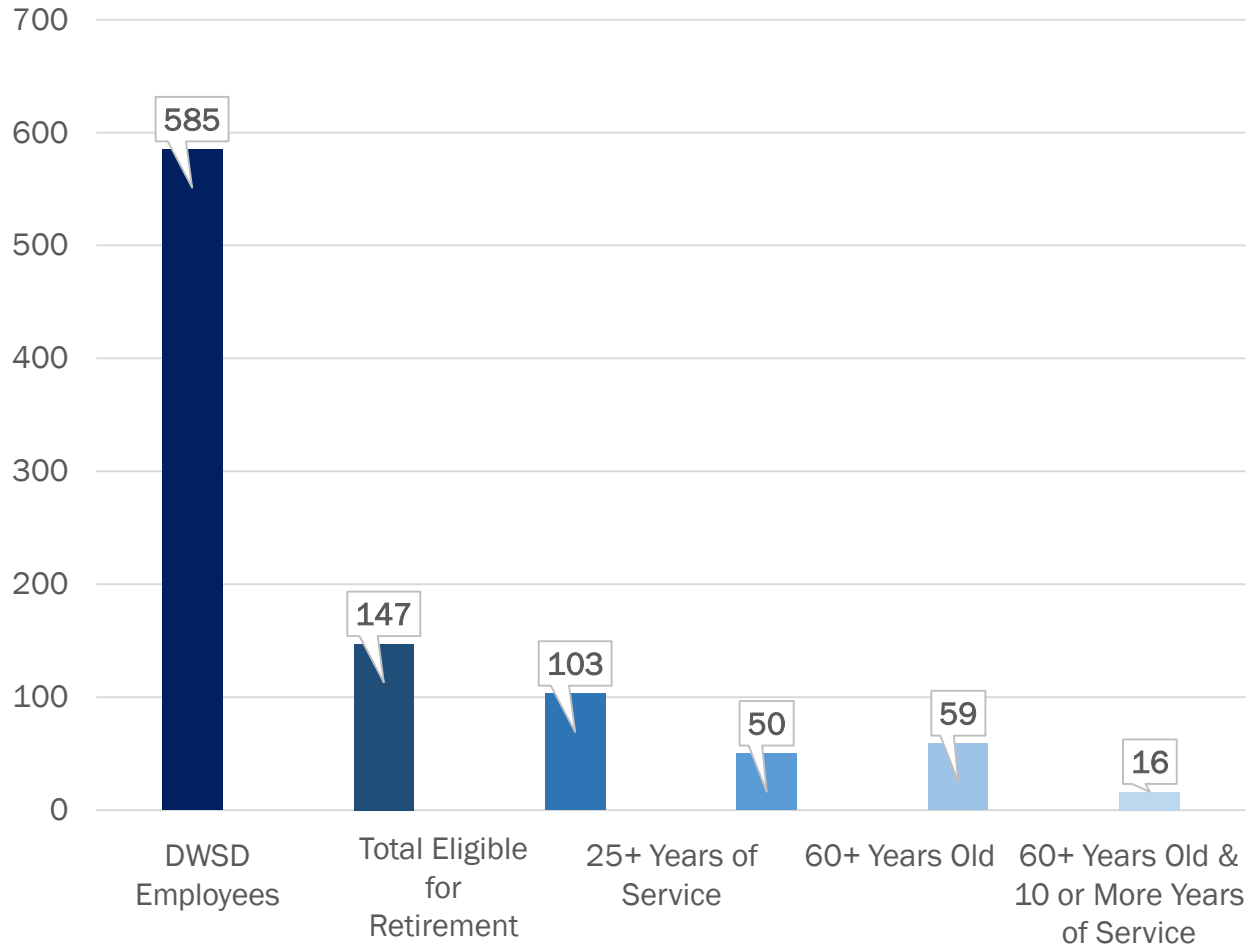
Human Resources

HUMAN RESOURCES: Detroit Residents

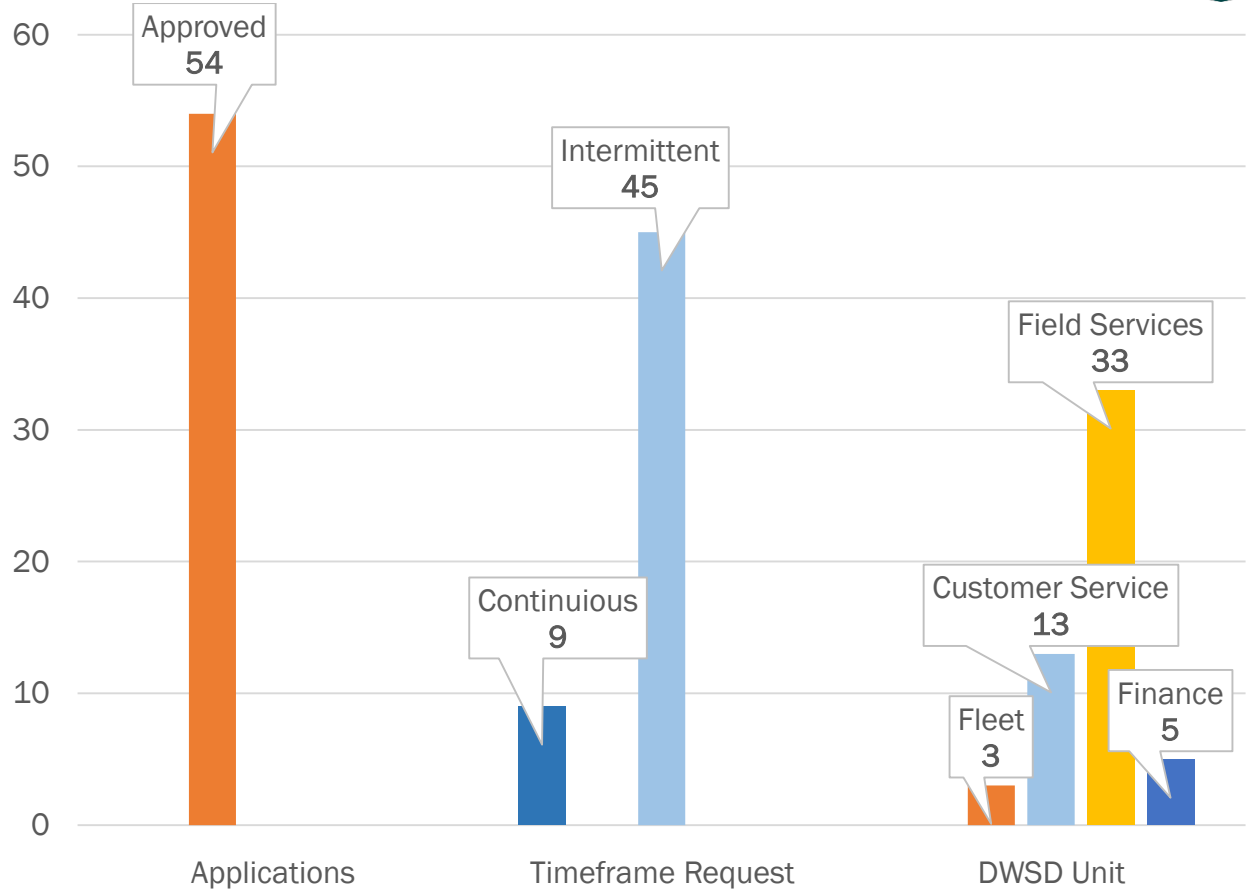


Of the four new hires in March 2018, one was in Field Engineering, one in Information Technology, and two in Security.

HUMAN RESOURCES: Retirement Eligible



HUMAN RESOURCES: Family Medical Leave Act



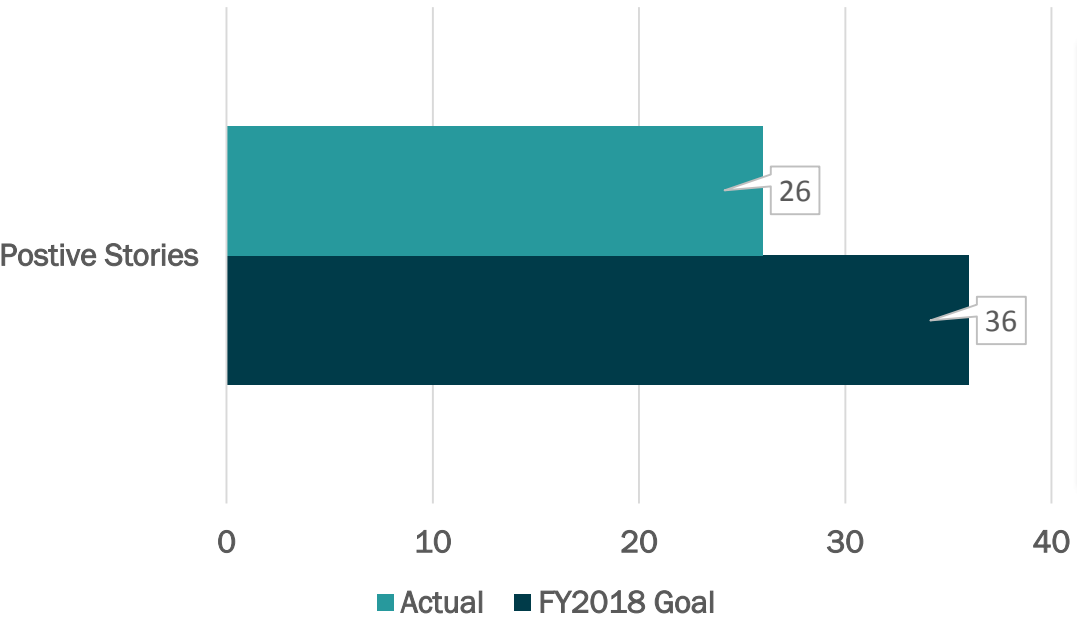


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Public Affairs



DWSD Good News Media Stories: FY2018



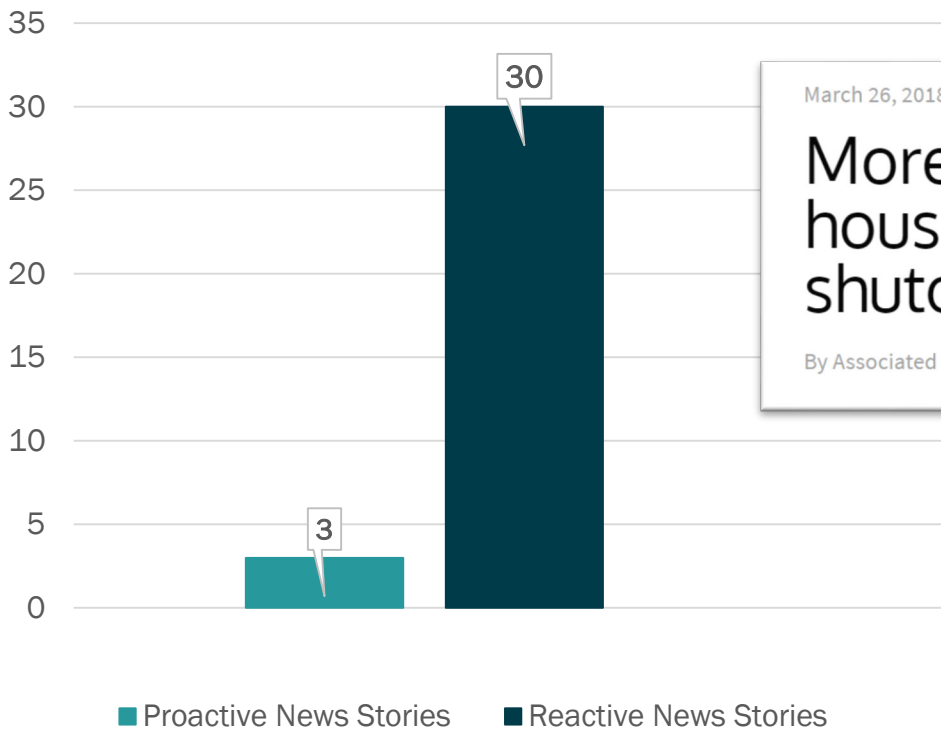
This month, the team garnered **2** positive news stories due to the overshadowing of the service interruptions stories.

PLEASE NOTE: For this metric, the news stories are counted once per topic, not by the number of media outlets picking up the story.

PUBLIC AFFAIRS: Proactive vs. Reactive News



DWSD News Coverage: March 16 – April 4, 2018



March 26, 2018 1:16 p.m. UPDATED 3/27/2018

More than 17,000 Detroit households could see water shutoffs

By Associated Press



This month DWSD Public Affairs saw a total of **33** media stories. The majority of the coverage was about DWSD’s service interruptions for nonpayment. Of the 33 stories, 7 were broadcast, 13 were print/online and 13 were radio.

PLEASE NOTE: For this metric, each story/interview published or aired is counted.

PUBLIC AFFAIRS: Social Media Activity



84
New Facebook Followers

6,244
Total Followers on Facebook

2,821
Engagement on Facebook



9
New Twitter Followers

1,266
Followers on Twitter

326
Engagement on Twitter



3
New Instagram Followers

975
Total Followers on Instagram

27
Engagement on Instagram

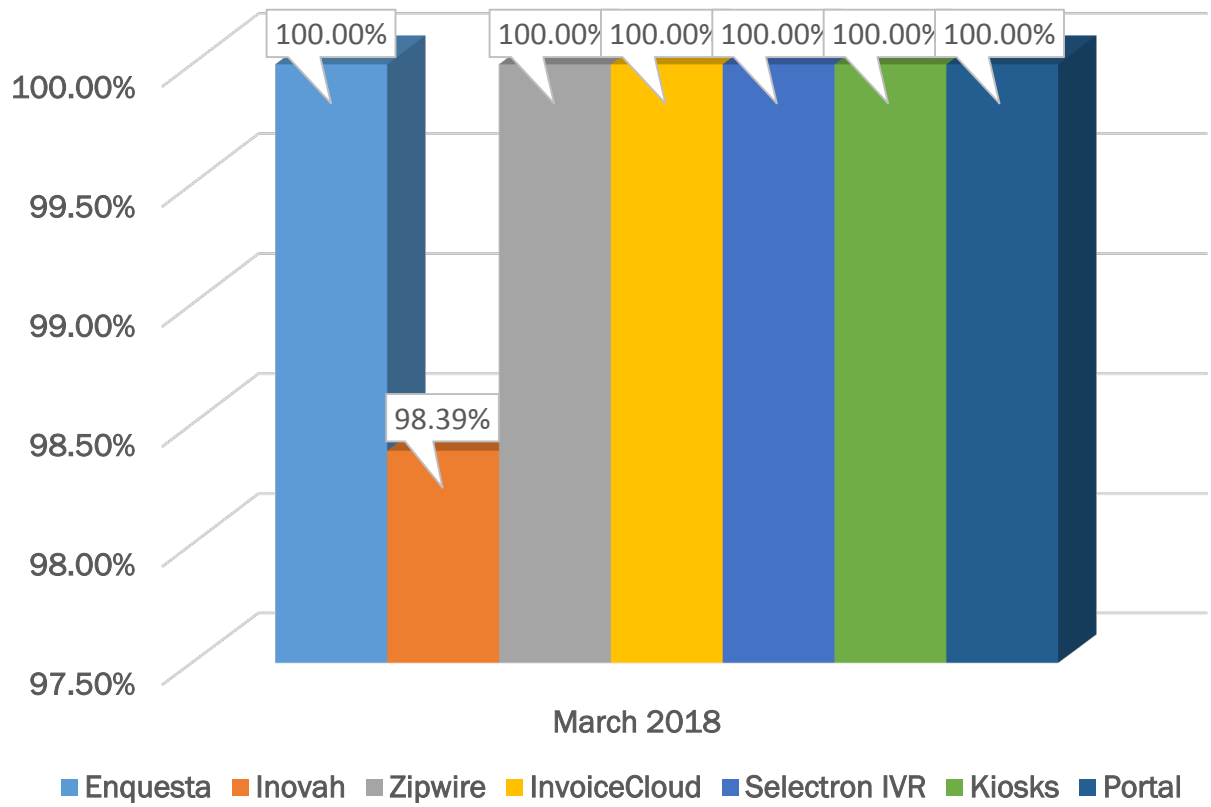


The DWSD Public Affairs team gained **96** followers on social media in the past month, bringing the total number of fans to **8,485**. In March, the number of Facebook engagements went up **430 percent** from February (532 to 2,821), with 934 shares, 306 comments and 1,581 reactions. The top performing social media posts included WRAP and the Returning Citizens video.



Information Technology

IT: Customer Service, Field Services and Finance Software Availability



The software applications that make it possible to provide service to DWSD customers were 100 percent available with the exception of Inovah during 12 hours of outage.