



**Water & Sewerage
Department**

DIRECTOR'S REPORT

June 17, 2020



CONTENTS*

Metrics by Function:

• Director's Message	3
• Customer Care	4
• Field Services	7
• Finance	12
• Legal Services	16
• Investigations	18
• Human Resources	20
• Public Affairs	23
• Information Technology	27

DIRECTOR'S MESSAGE TO THE BOARD



- The Detroit Water and Sewerage Department (DWSD) construction contractors resumed work in May after Governor Gretchen Whitmer lifted part of the COVID-19 Stay at Home, Stay Safe Order.
 - Oakman stormwater and water main project (see image at right) resumed on May 10.
 - Construction on the Capital Improvement Program neighborhood projects in Cornerstone Village and North Rosedale Park restarted on May 18.

- DWSD staff and contractors are following CDC guidelines, including social distancing and wearing masks (see below image).
 - This includes daily temperature checks and regular COVID-19 virus testing.
 - Staff and contractors who need to enter homes – for water restorations, meter appointments and lead service line replacements – are required to wear full PPE coveralls to protect themselves and the customers.

- The Customer Care Centers remain temporarily closed – customers can do transactions remotely.
 - Transactions can be done by phone at 313-267-8000 or email mydwsd@detroitmi.gov including attaching documents.
 - Many transactions – including paying your bill, scheduling a payment, enrolling in auto-pay, setting up a payment arrangement and tracking water usage – can be done on the Customer Care Web Portal at www.detroitmi.gov/paymywaterbill.





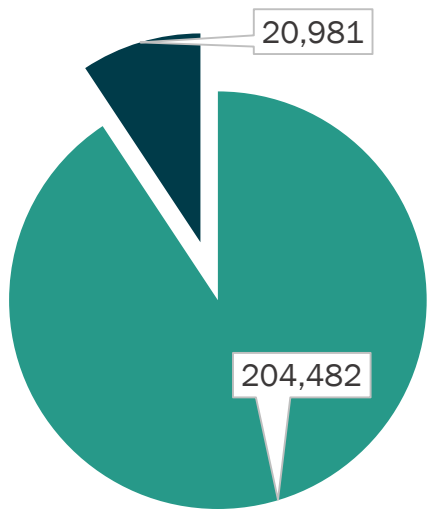
**Water & Sewerage
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Customer Care

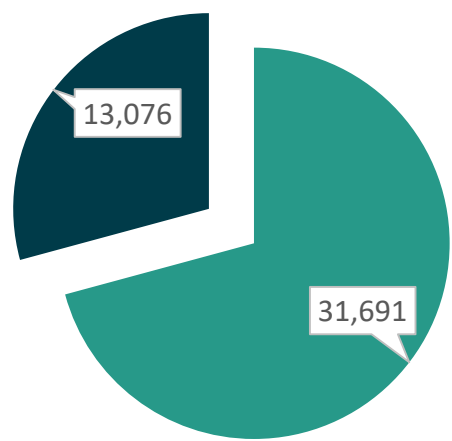
CUSTOMER CARE: Number of Active Accounts



Active Residential Accounts



Active Non-Residential Accounts



■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

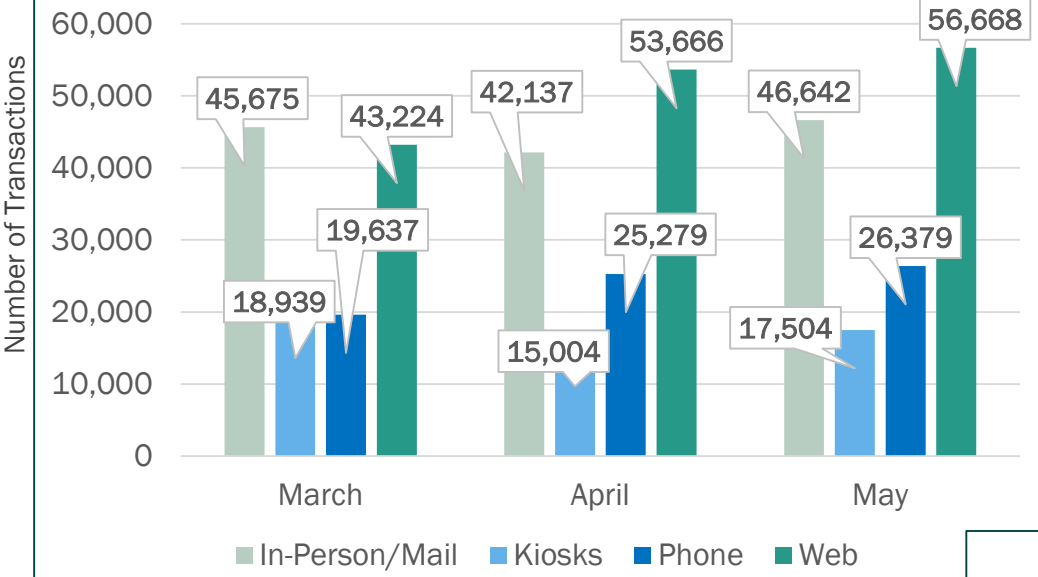
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

Vacant parcels, parking lots and other properties with no need for water service, receive stormwater charges only (drainage).

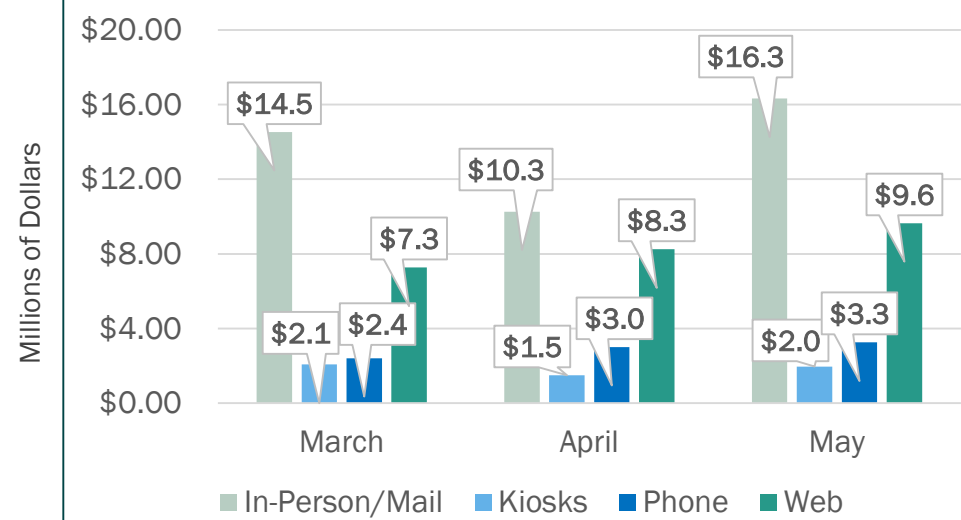
CUSTOMER CARE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



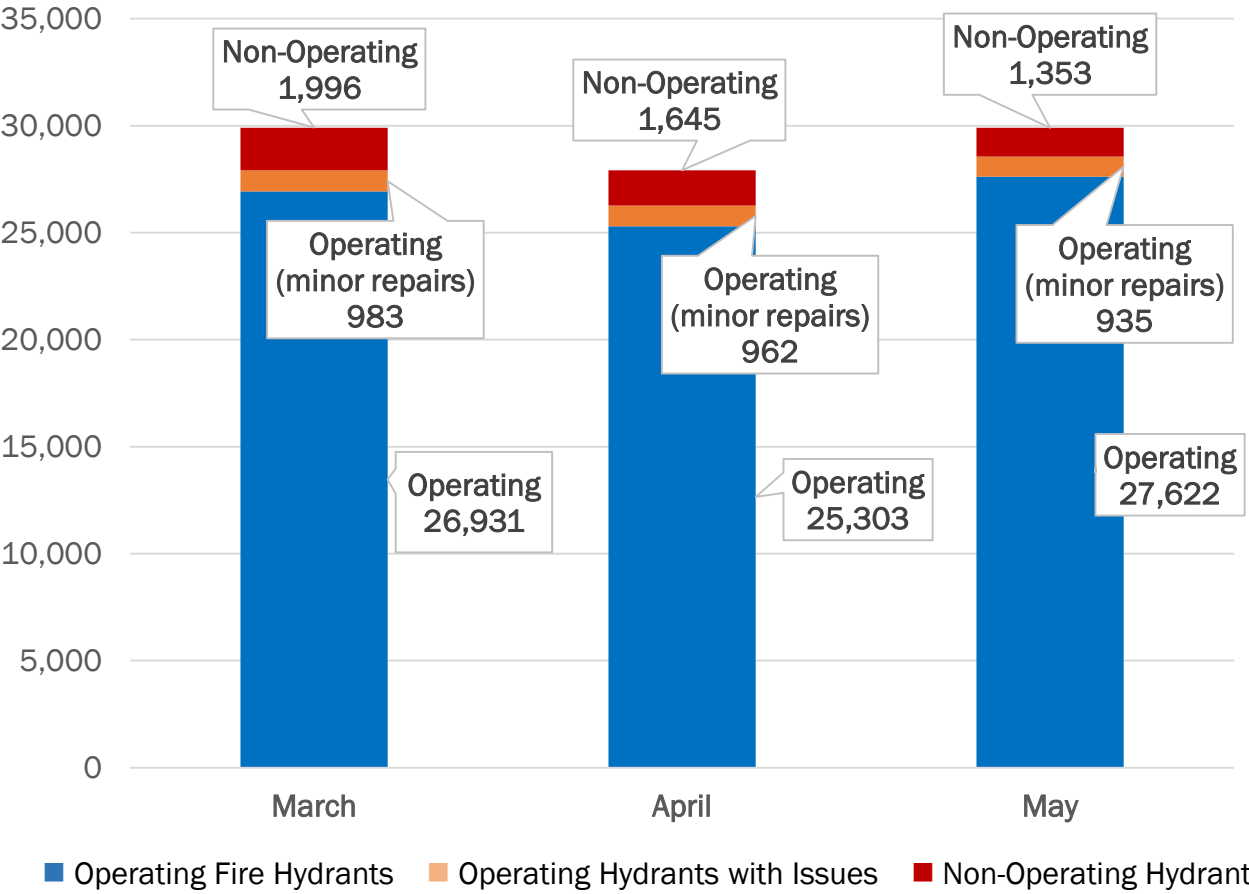
The economic impact of COVID-19 on bill collections begins to appear in March 2020 when some customers suffer job loss, as well as Customer Care Centers and several kiosk locations temporarily closed due to Governor Whitmer's Stay at Home, Stay Safe Order.



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Field Services

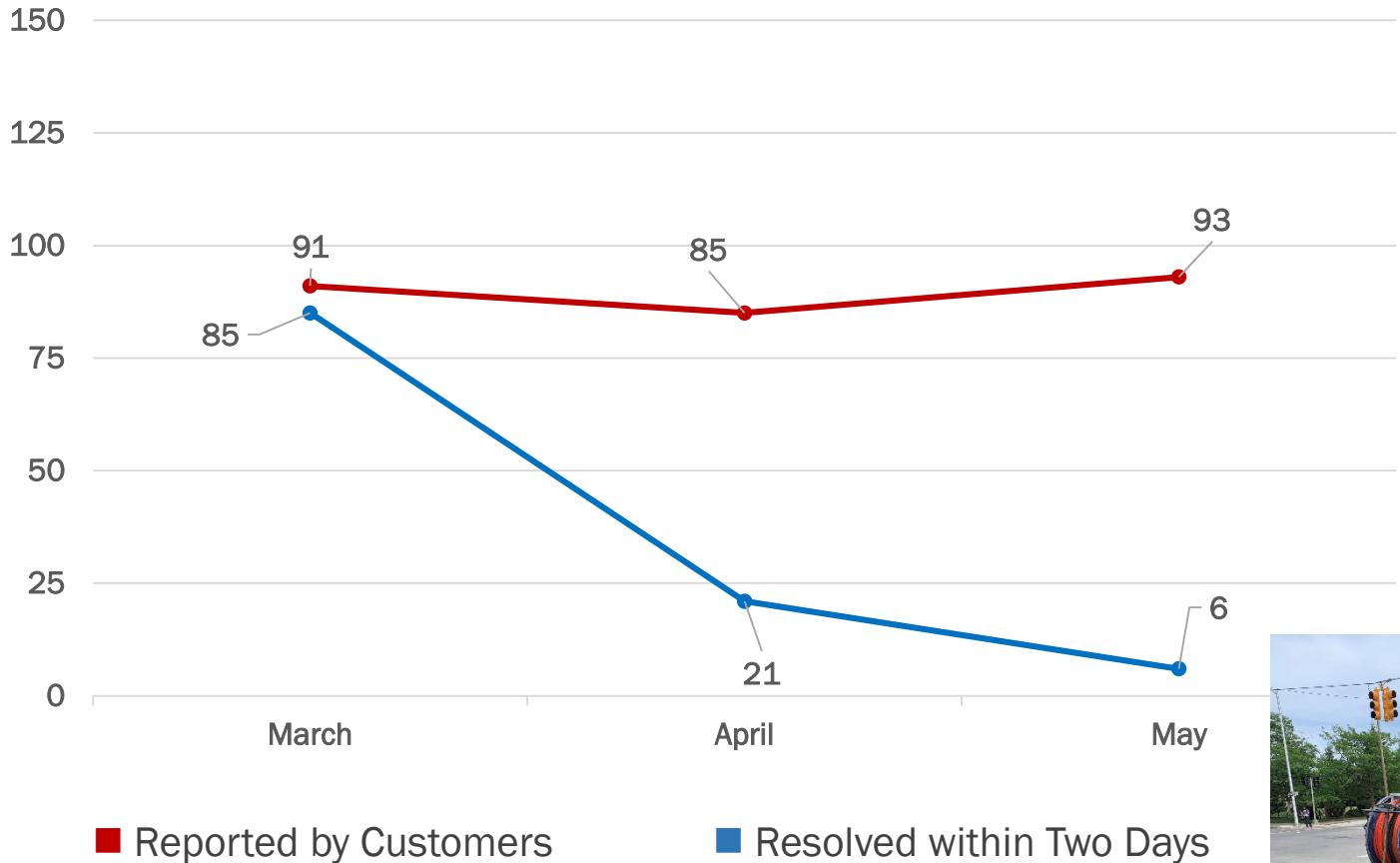
FIELD SERVICES: Fire Hydrant Maintenance



During the COVID-19 pandemic, DWSD continues to make fire hydrant maintenance a priority as can be seen by the repair trends over the last three months.

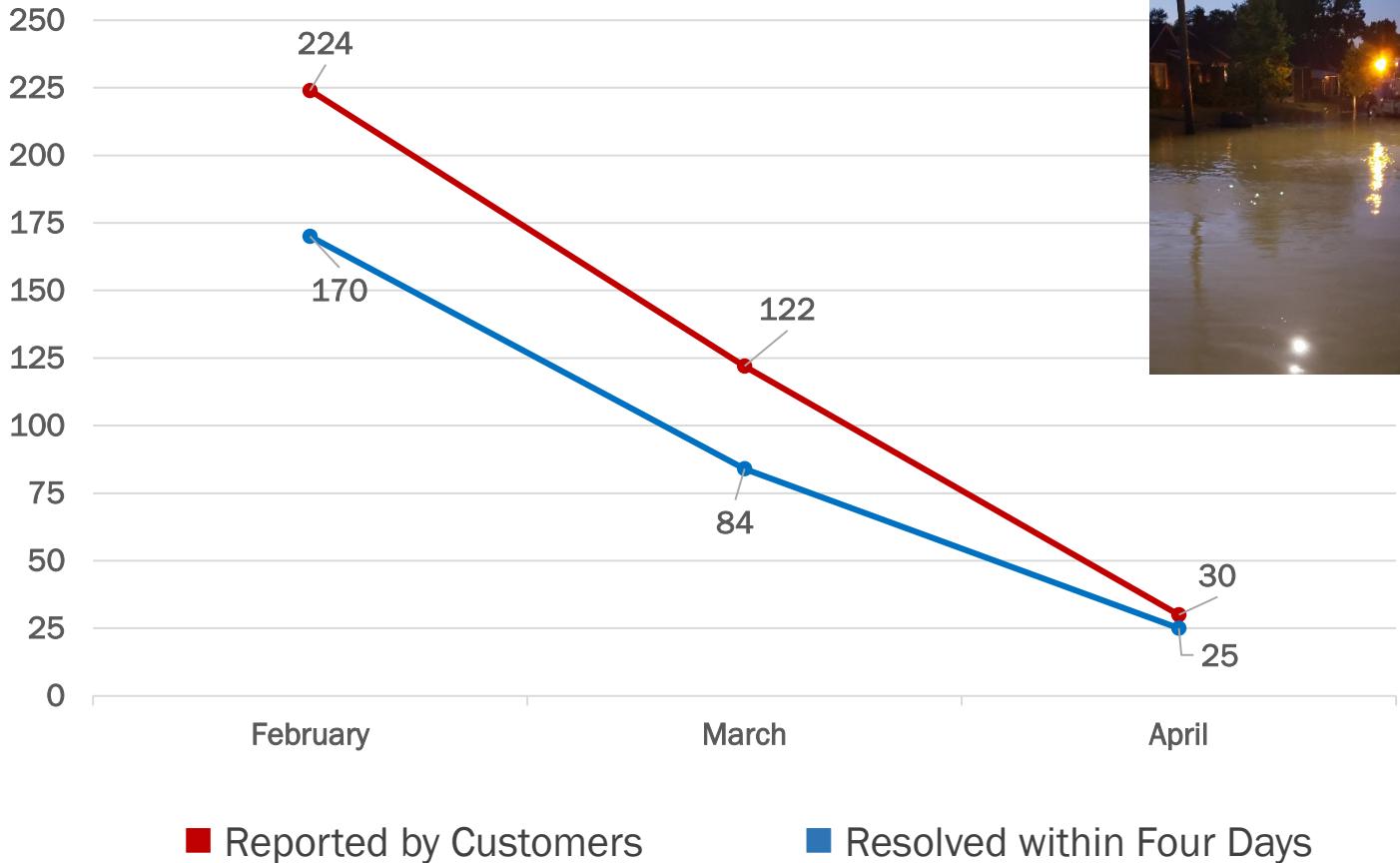


FIELD SERVICES: Running Water



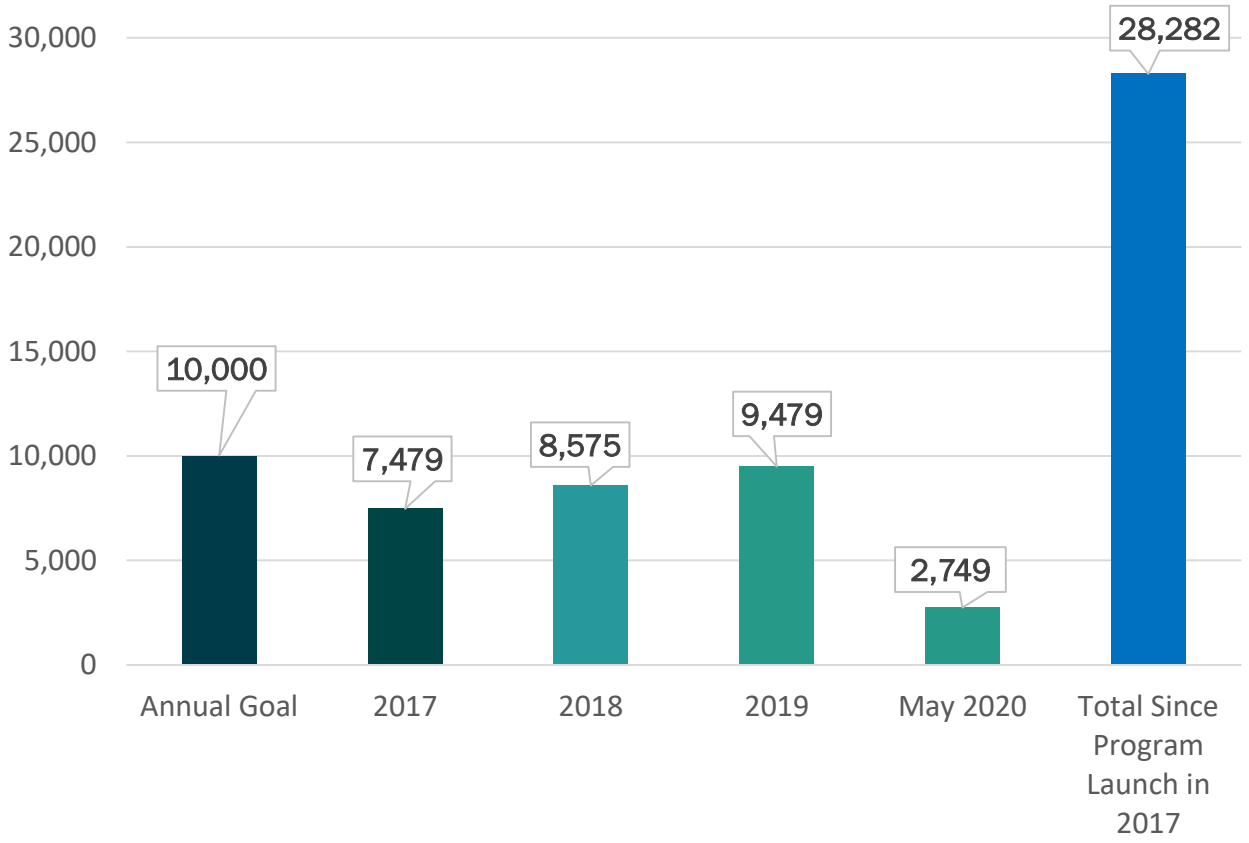
Due to the COVID-19 outbreak with the governor's stay-at-home order and the economic impact resulting in temporary staff furloughs, DWSD is prioritizing work orders based on customer impact (i.e., number of customers affected).

FIELD SERVICES: Water Main Breaks



Due to the COVID-19 outbreak, DWSD is prioritizing work orders based on impact to customers. When there is dramatic change in temperature -- hot or cold -- the ground can shift and cause tension on the pipes potentially resulting in water main breaks. We may see this if the 90-degree plus temperatures continue.

FIELD SERVICES: Catch Basin Inspection & Cleaning



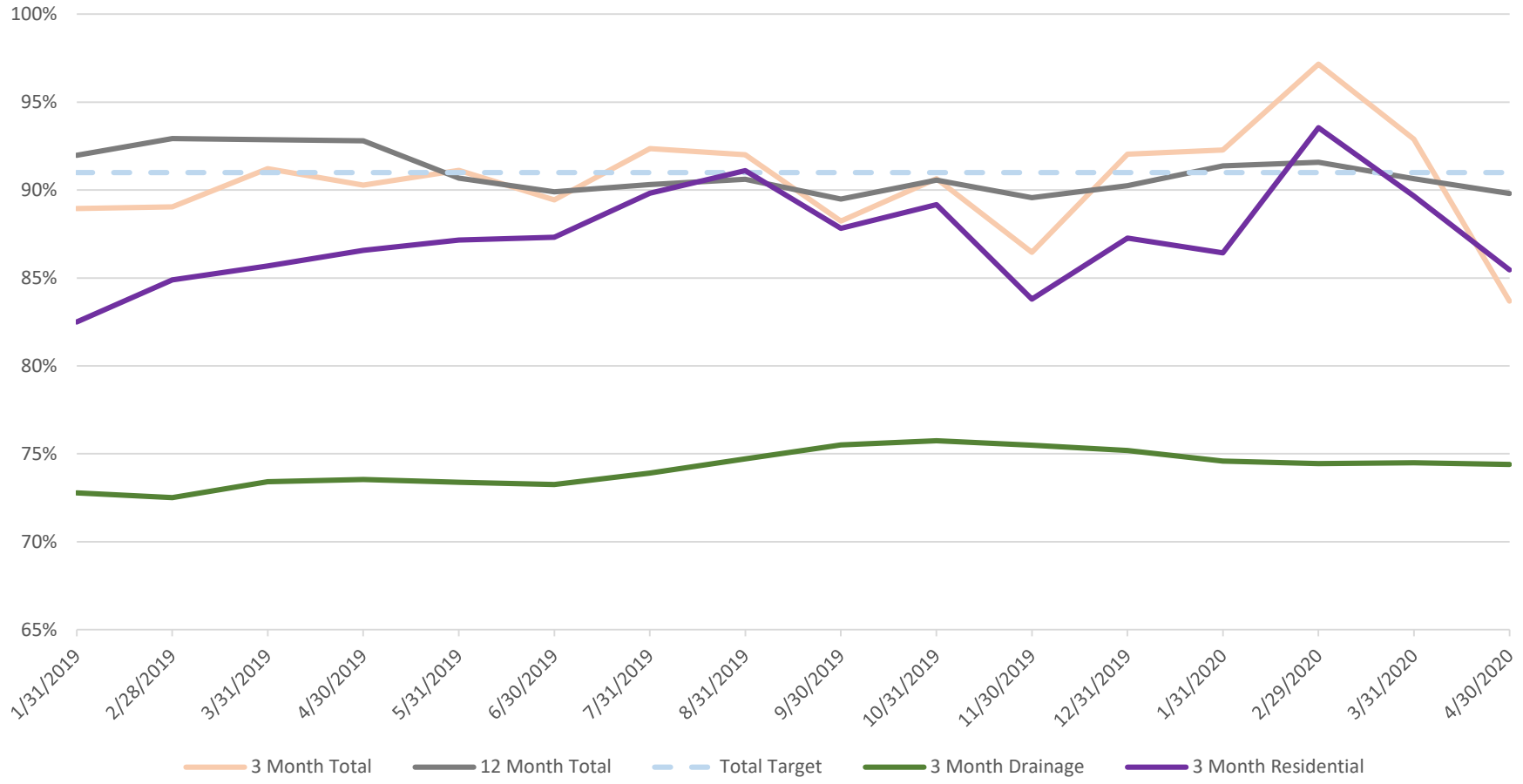
Since the catch basin inspection and cleaning program launched in 2017, crews have touched more than 28,000 of the estimated 90,000 catch basins. The goal is 30,000 by August 2020 and DWSD is expected to exceed this objective.



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Department**

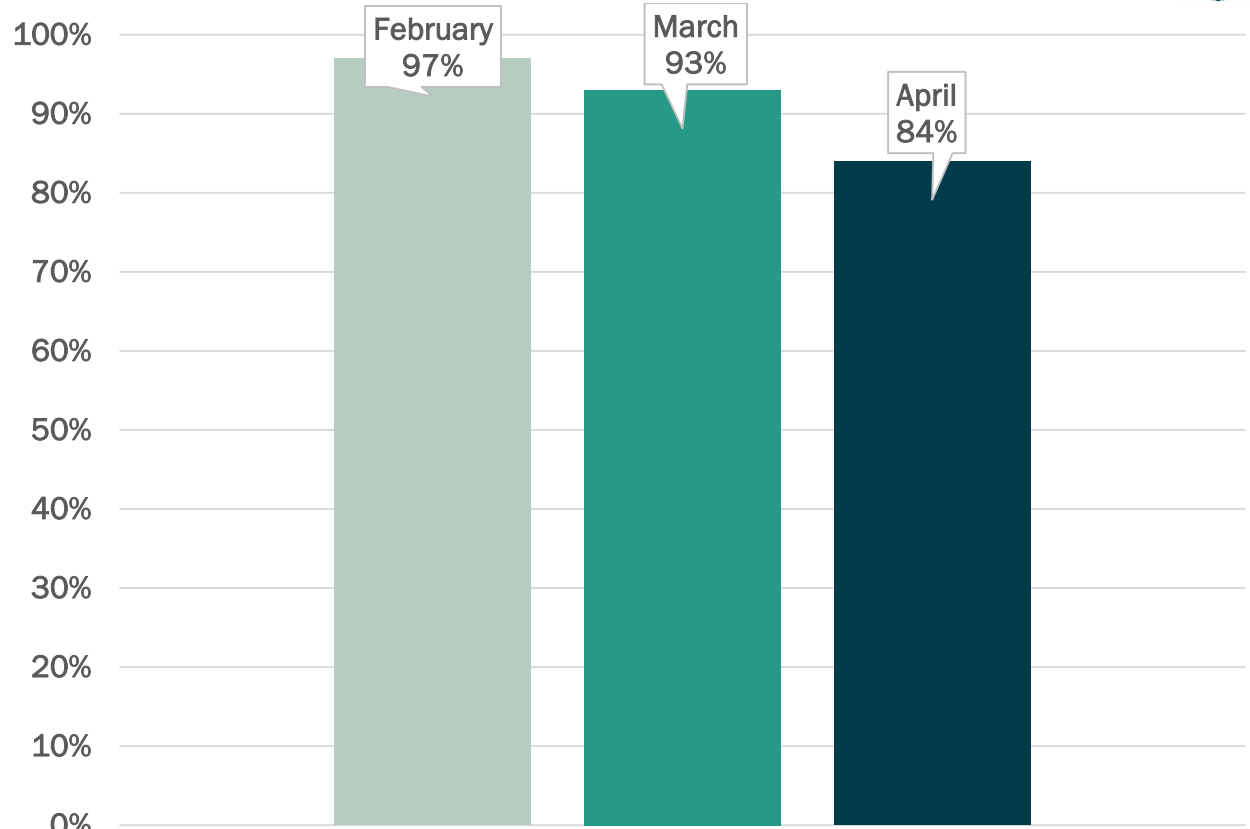
Finance

FINANCE: Bill Collection Rate



Due to the COVID-19 pandemic and its economic impact, there has been significant effect on the collection rate. The leadership team will work every avenue to stabilize the collections amid the crisis.

FINANCE: Bill Collection Rate



3-Month Rolling Average Collection Rate for All Accounts

Prior to 2016 and the bifurcation with the Great Lakes Water Authority, the bill collection rate was 77 percent. Since the current leadership began at DWSD – changing business practices and improving technology, customer service and outreach – the collection rate has remained above 90 percent prior to the COVID-19 pandemic.

FINANCE: Cash Balance



\$78,413,276
Water cash balance as of
April 30, 2020

\$124,065,893
Sewer cash balance as of
April 30, 2020

The operating cash days-on-hand as of April 30, 2020 is 130.19 days. The target is 120 days.

Due to when the books close after each month and following the reconciliation, the Finance Group data in this section is from two months prior to this report.



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Legal Services

LEGAL: Claims, Hearings and Cases



25
Cases handled by
in-house staff

9
Cases handled by
outside counsel

0
Lawsuits dismissed

11
Lawsuits dismissed in
FY2020

Postponed
Dispute hearings

Postponed
Number of cases
DWSD prevailed

N/A
Property damage claims

Postponed
Amount in dispute

Postponed
Credited to customers
based on hearing outcomes

Postponed
Owed to DWSD after
hearings

Postponed
Amount in property
damage claims

Postponed
Amount of total claims
recommended to be paid

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.

Due to the COVID-19 outbreak and Governor Whitmer's Stay at Home, Stay Safe Order, the legal proceedings have been postponed.



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Investigations

INVESTIGATIONS: Results



742
Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2019



Money Owed to DWSD identified by Investigators

\$3,872,364
Total since July 1, 2019

\$851,437
Back billed

\$2,849,579
Future owed in 12 months

\$171,348
Water loss

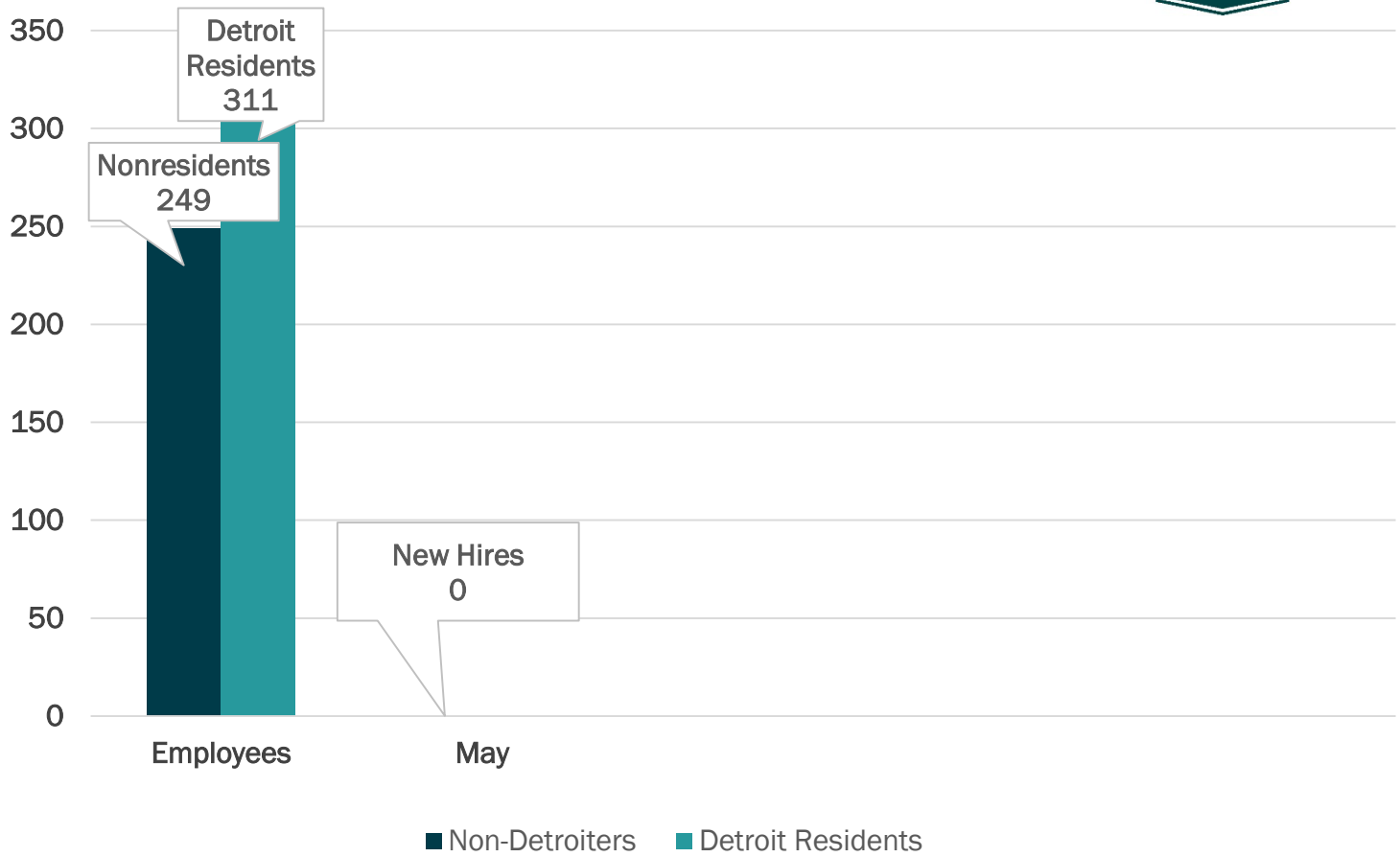
The DWSD Revenue Recovery Unit has postponed most of its in-person investigations due to the Governor’s Stay Home, Stay Safe Order for the COVID-19 pandemic. Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$12 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city’s water main without a meter and/or permit. The unit works closely with the collections and legal staff.



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Human Resources

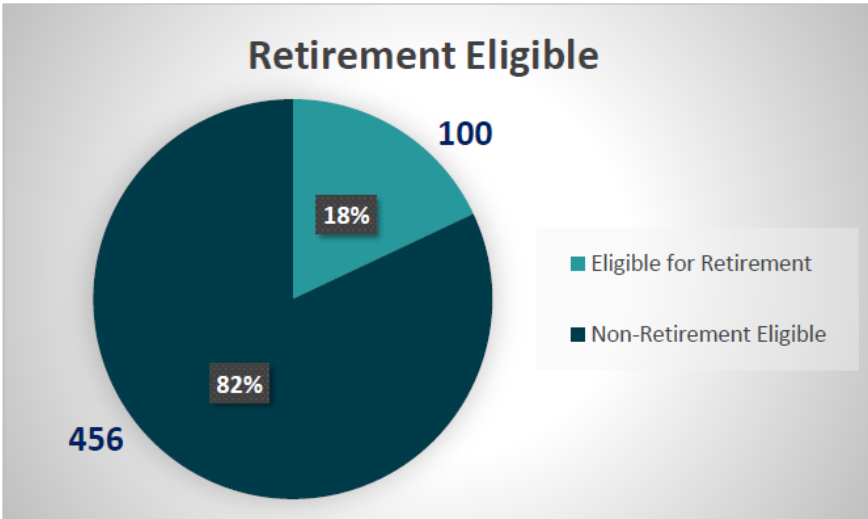
HUMAN RESOURCES: Detroit Residents and Hiring



Fifty-five percent of the DWSD workforce lives in Detroit.*

*DWSD and the City of Detroit do not require residency to be employed, per Michigan law.

HUMAN RESOURCES: Retirement Eligible



Retirement Criteria	Total
30 YOS/Any Age (Legacy and Hybrid)	63
10 YOS/60 years old (Legacy)	37
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	2
TOTAL	102

LEGACY = HIRED BEFORE 2014
HYBRID = HIRED AFTER JANUARY 1, 2014

With a current population of 556 employees, there are 100 DWSD employees eligible for retirement.



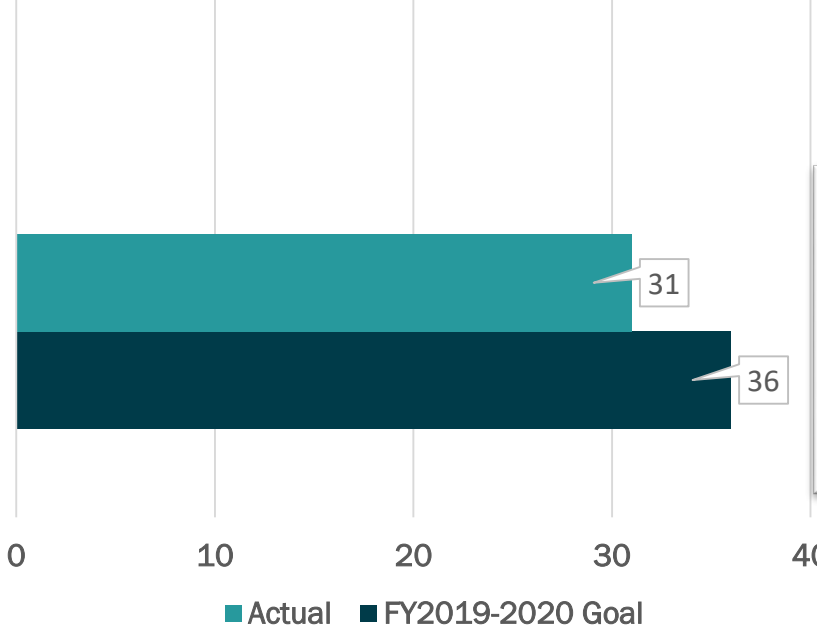
DETROIT
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Public Affairs

PUBLIC AFFAIRS: Good News



DWSD Good News Media Stories: FY2019-2020



City of Detroit, MSU Partner to Detect COVID-19 in Sewer Collection System

The Detroit Water and Sewerage Department and Michigan State University in East Lansing today announced they have evolved a virus research project to study the COVID-19 outbreak with funding from the Great Lakes Water Authority. The original research project began in November 2017 to determine whether viruses can be detected in the city's sewer collection system.
 By **Grace Turner** - May 18, 2020

WATCH: Duggan updates coronavirus in Detroit, discusses new plan to fight rising water levels



Global Coronavirus Tracker:

Photo by Mark Wilson/Getty Images
 WASHINGTON, DC (AP) — Federal Health Secretary Alex Azar on Wednesday announced a new plan to fight rising water levels.

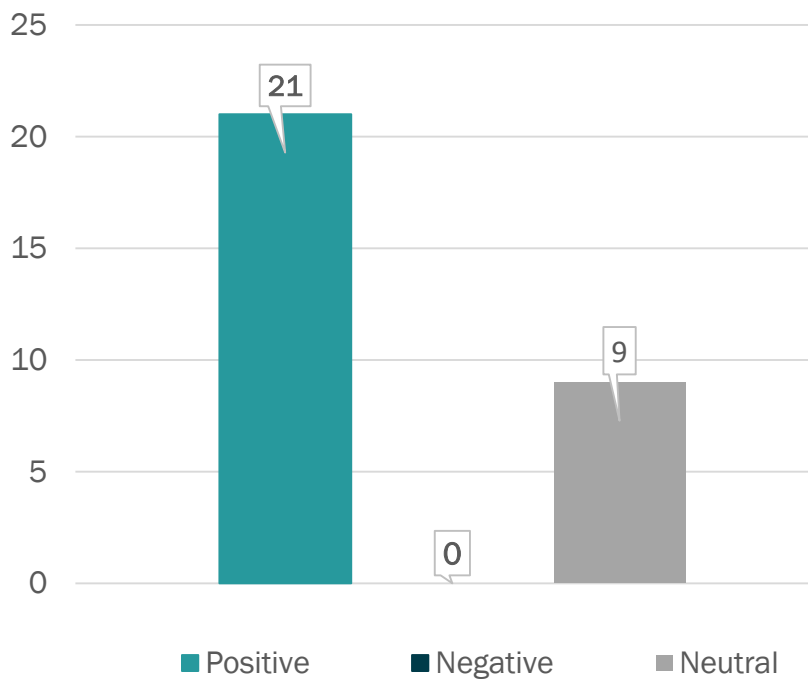


This month, the team garnered **3** positive pitched news stories. The first was a study done by Michigan State University and DWSD researching a virus project to determine if viruses can be detected in the city's sewer collection system. The second was the installation of the Tiger Dams to reduce street flooding in Jefferson Chalmers and the third was highlighting some of DWSD's Capital Improvement Projects.

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

PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: May 1 – May 31, 2020



Detroit Free Press

Could sewage testing in Detroit serve as a COVID-19 early-warning system?

Frank Witsil, Detroit Free Press | Published 2:28 p.m. ET May 18, 2020 | Updated 5:03 p.m. ET May 18, 2020

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In May, the DWSD Public Affairs team saw a total of 30 media stories. Majority of all the stories came from positive media pitches including articles on the Michigan State University (MSU) Study, Tiger Dam installation and DWSD’s Capital Improvement Plan (CIP). The neutral stories were regarding DWSD’s Water Restart Plan. Of the stories, none were broadcast, 28 were print/online and 2 were radio.

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

Detroit installing temporary dam to protect Jefferson-Chalmers from flooding

Published May 1 | Detroit | FOX 2 Detroit

DETROIT (FOX 2) - With Great Lakes and river water levels projected to be higher than last year, the city of Detroit is underway on a \$2 million dam project to protect the Jefferson-Chalmers neighborhood ravaged by flooding last year.

Detroit Mayor Mike Duggan said the city brought back 28 city employees on April 8 to install thousands of feet of Tiger Dam -- flexible, stackable tubes used in place of sandbags to prevent rising water from flooding homes. They will be installed along the river and canal seawall on the city's east side.

"They couldn't wait until the pandemic was over. If they had, we would have lost a lot of homes in Jefferson-Chalmers to flooding," he said.

PUBLIC AFFAIRS: Social Media Activity



51
New Facebook Followers

8,484
Total Followers on Facebook

13,629
Engagement on Facebook



7
New Twitter Followers

1,689
Total Followers on Twitter

177
Engagement on Twitter



12
New Instagram Followers

1,446
Total Followers on Instagram

57
Engagement on Instagram



The DWSD Public Affairs team gained **70** new followers on social media in May 2020, bringing the total number of followers to **11,619**. In addition to the metrics above, Facebook saw a total of 644K impressions and 1,938 link clicks for the month. The top performing posts on Facebook and Instagram was on May 7 where DWSD frontline workers were featured for working through COVID-19. The Facebook post had 181 total engagement, 114 reactions and 4 comments. The top performing post on Twitter was on May 19 announcing the latest update on DWSD's Water Restart Plan.



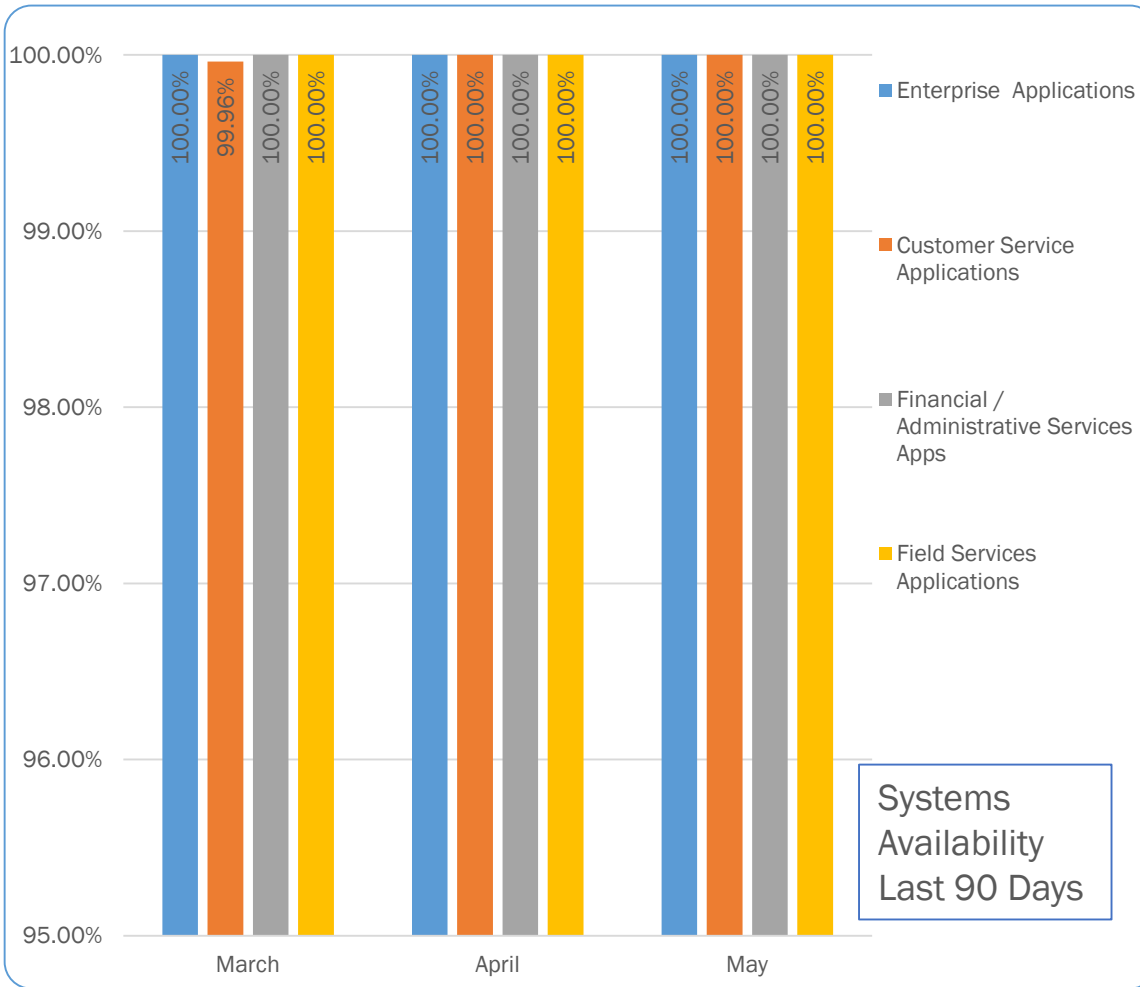
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Information Technology

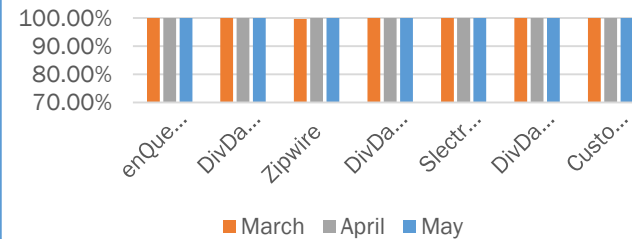
Technology: Application Availability



Water & Sewerage Department



Customer Service Application Availability



100.00%

MONTHLY AVAILABILITY
99.9% = TARGET

Major IT Projects:

- enQuesta Upgrade
- GLWA IT Infrastructure Separation
- CIPMO Tech (CityWorks, enQuesta Link, eBuilder)