



**Water & Sewerage
Department**

DIRECTOR'S REPORT

July 15, 2020



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DIRECTOR'S MESSAGE TO THE BOARD

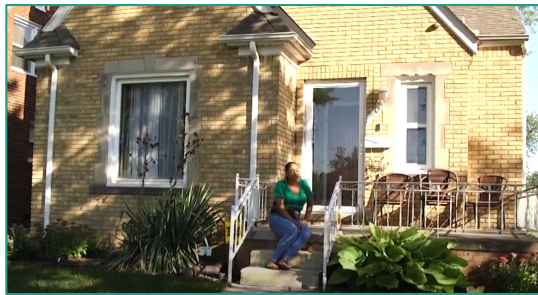


- The Detroit Water and Sewerage Department (DWSD) staff continue to make **operational adjustments to adapt to virtual transactions**, or social distancing, during the COVID-19 Pandemic, including improvements in Customer Care and Meter Operations.

 - An insert in the July bills informs customers of the improvements, including the WRAP expansion.
 - Customer Care is continuing to conduct virtual transactions by phone and online, and working with Information Technology, Public Affairs and a strategy team to make more of the tasks available online.
 - Meter Operations has expanded hours this summer to provide appointments into the evening until 8 p.m. and on Saturdays 8 a.m. to 4:30 p.m., and working hard on other future improvements.

- The **Water Residential Assistance Program (WRAP)** has been **expanded as of July 1**, which was approved by the Board of Water Commissioners, Detroit City Council and the Great Lakes Water Authority Board earlier this year.

 - Up to 5,000 more Detroit households annually will be eligible.
 - The income eligibility requirements moved to at or below 200% of the federal poverty level (150% previously) – for instance, a family of four with annual income of \$52,000 are now eligible.
 - Households with above average water usage will be eligible for an average of \$1,500 in minor home plumbing repairs from a maximum of \$1,000.
 - The up to \$1,000 bill and arrearage credits still applies.



Water & Sewerage Department

CUSTOMER CARE IMPROVEMENTS

Announcing the Water Residential Assistance Program (WRAP) Expansion

Now, households with income 200% or below the federal poverty level (for example, a four-member household with a combined income of \$52,400 or less) will qualify for WRAP. Previously, the threshold was 150% or below the federal poverty level. Also, the minor home plumbing repairs increased to an average of \$1,500 per eligible household. WRAP will continue to provide up to \$1,000 bill credit annually for up to two years. You may also qualify for additional support this year from the CARES Act. To apply, call Wayne Metro at 313-386-9727. If you don't qualify, DWSD will offer the 10/30/50 Plan with no income restrictions.

Convenient, Safe Ways to Pay

You can conveniently and safely pay your water and sewer bill. Look on the bottom of the last page of your Detroit Water and Sewerage Department (DWSD) bill for the easy ways to pay. In-person payments are no longer available at this time due to the COVID-19 pandemic, and Customer Care Centers continue to be temporarily closed. You can also do most transactions by phone at 313-267-8000, including establishing a new account and landlord-tenant accounts.

Explanation of Charges

Effective July 1, the Detroit Board of Water Commissioners approved a 3 percent combined rate increase. The change is due to increased costs for employee pensions and healthcare benefits and to comply with state-mandated lead service line replacement. A household of three with average water usage will see an increase of \$2.29 per month. The change will first appear on August bills.

Breakdown of Charges

\$79.30 for a household of three using 5 CCFs (approx. 748 gallons per CCF) of water, a 5/8-inch meter and 0.05 impervious acreage.

Meter Appointment Improvements

DWSD is working hard to better serve you. We are adding evening and Saturday hours for meter appointments, along with other improvements coming soon.

- Summer Monday-Friday 8 a.m. to 8 p.m. now available!
- Saturday 8 a.m. to 4:30 p.m. now available!

Coming Soon – Two-hour window appointment time!

Customers will soon have the opportunity to select a two-hour time frame for your appointment. Crews will also provide a courtesy call prior to arriving.

Detroit Water and Sewerage Department

detroitmi.gov/DWSD | 313-267-8000



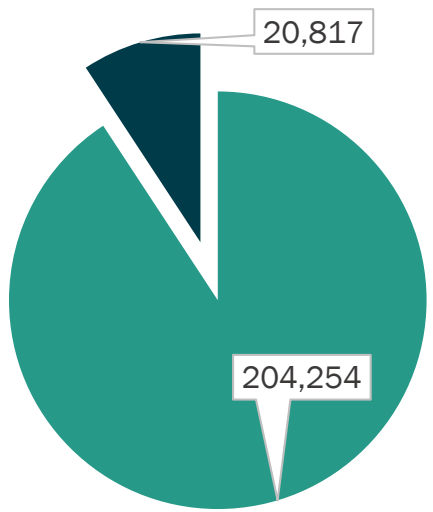
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Customer Care

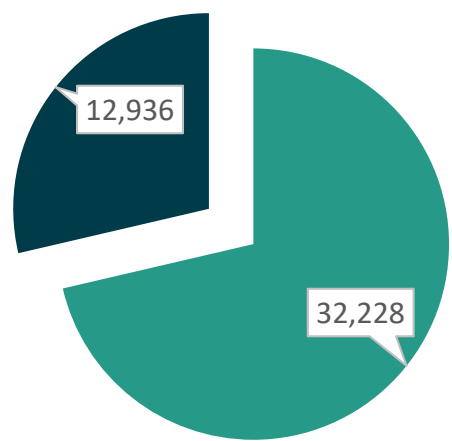
CUSTOMER CARE: Number of Active Accounts



Active Residential Accounts



Active Non-Residential Accounts



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

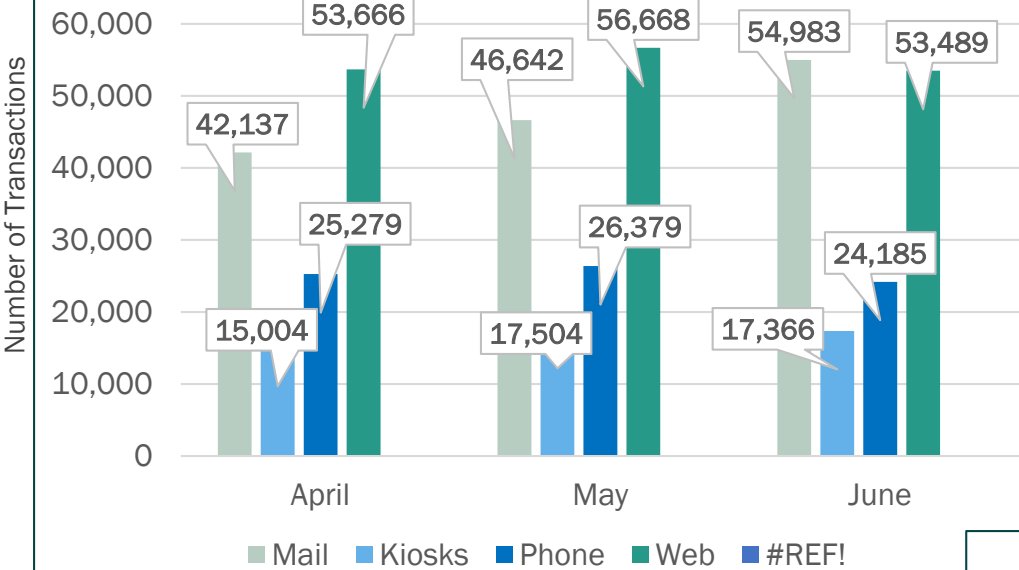
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

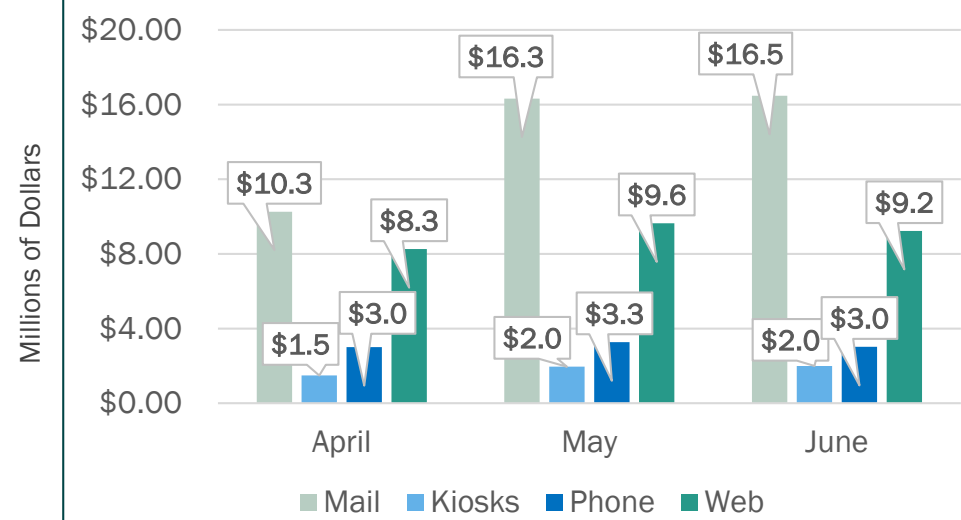
CUSTOMER CARE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



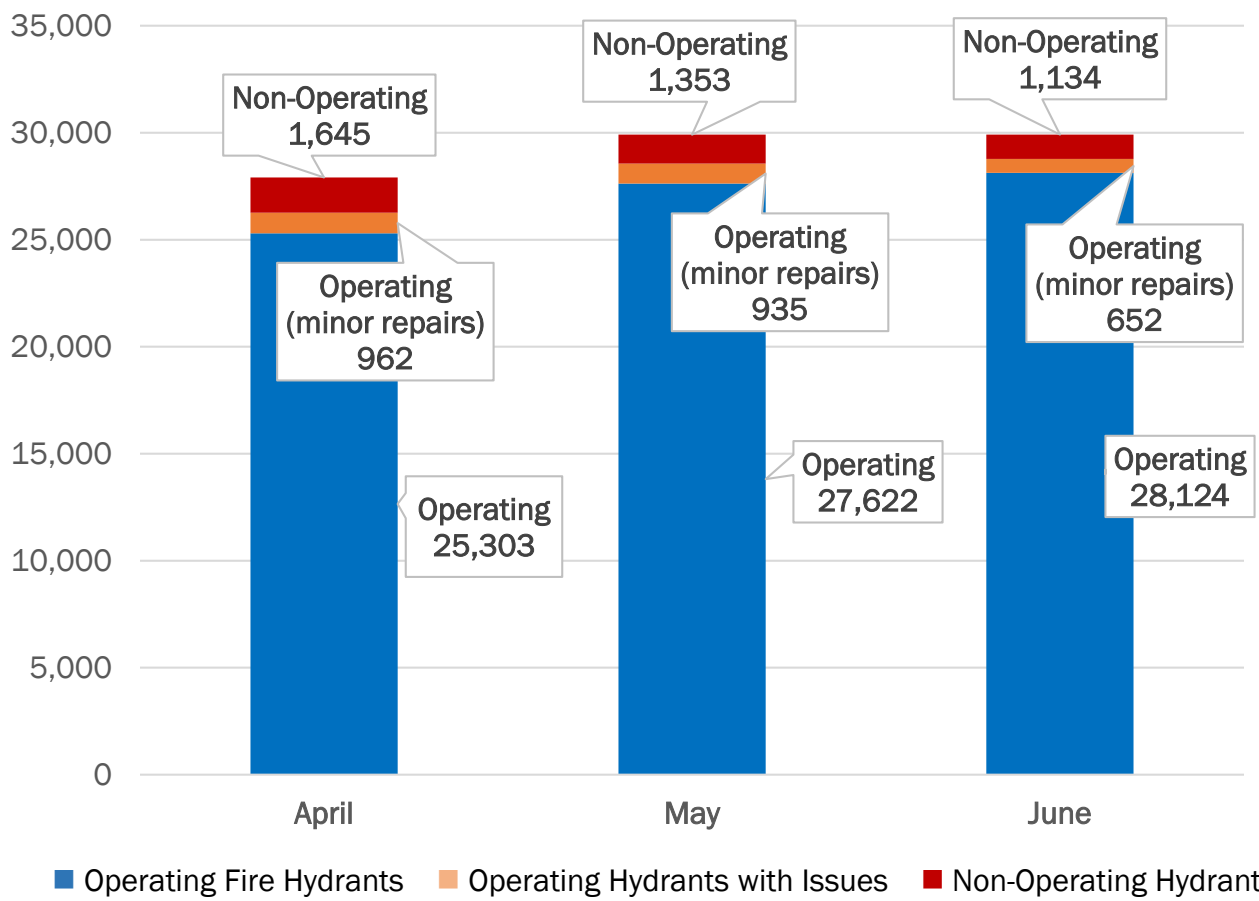
The economic impact of COVID-19 on bill collections begins to appear in March 2020 when some customers suffer job loss, as well as Customer Care Centers and several kiosk locations temporarily closed due to Governor Whitmer’s Stay at Home, Stay Safe Order. The Customer Care Centers remain closed.



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Field Services

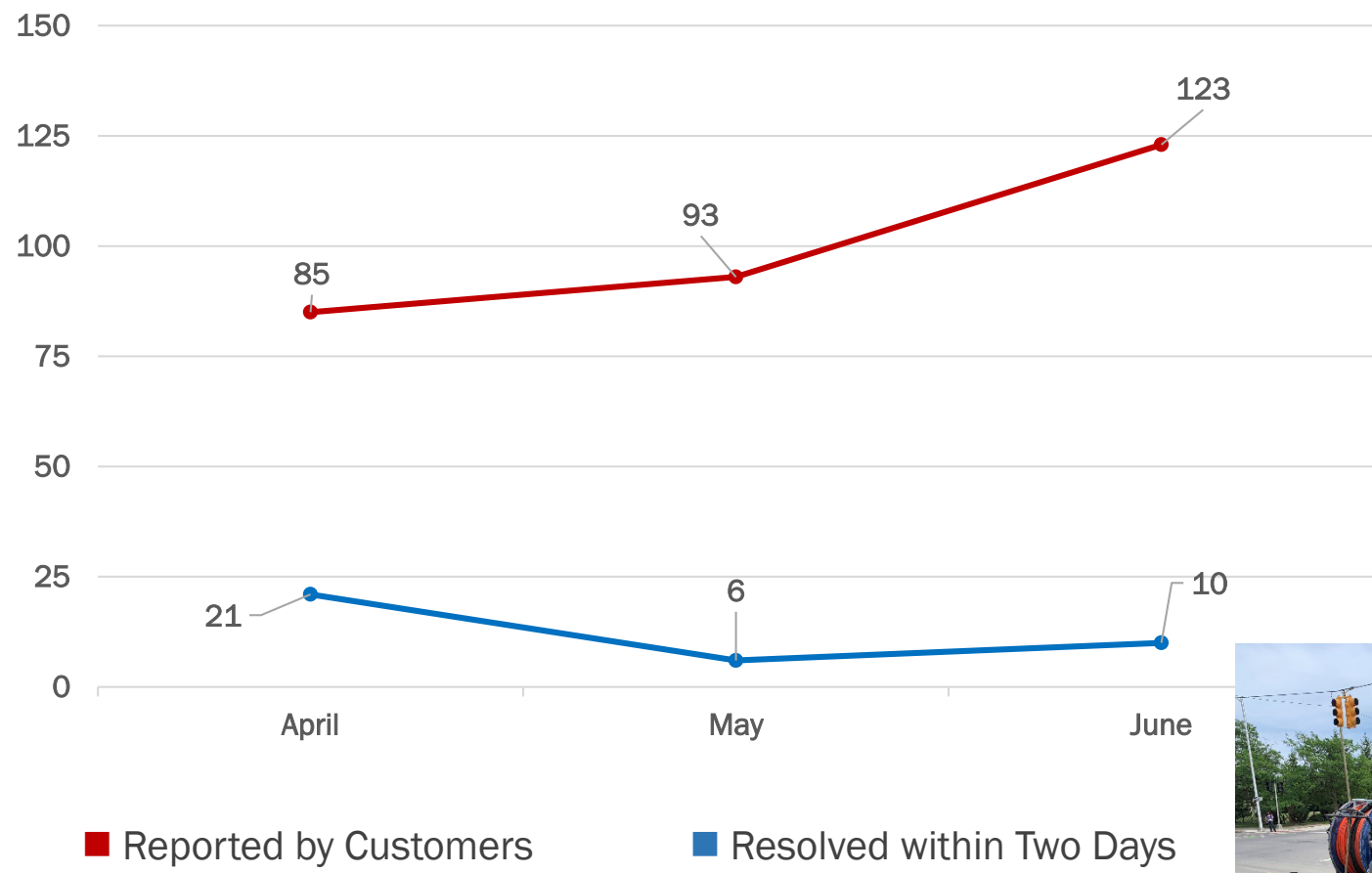
FIELD SERVICES: Fire Hydrant Maintenance



DWSD prioritizes fire hydrant maintenance as a key component of providing essential and exceptional service delivery led by our operations team.

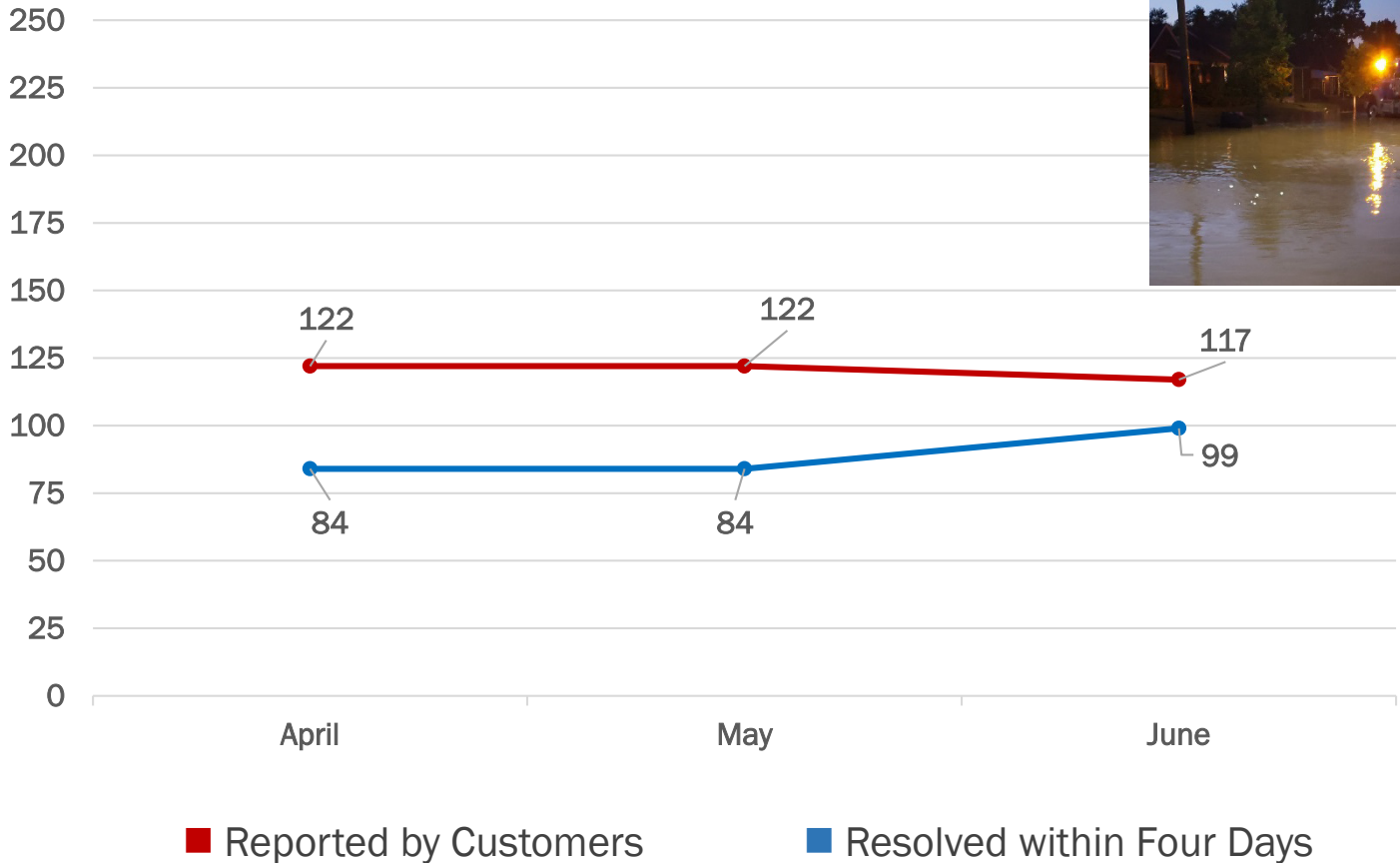


FIELD SERVICES: Running Water



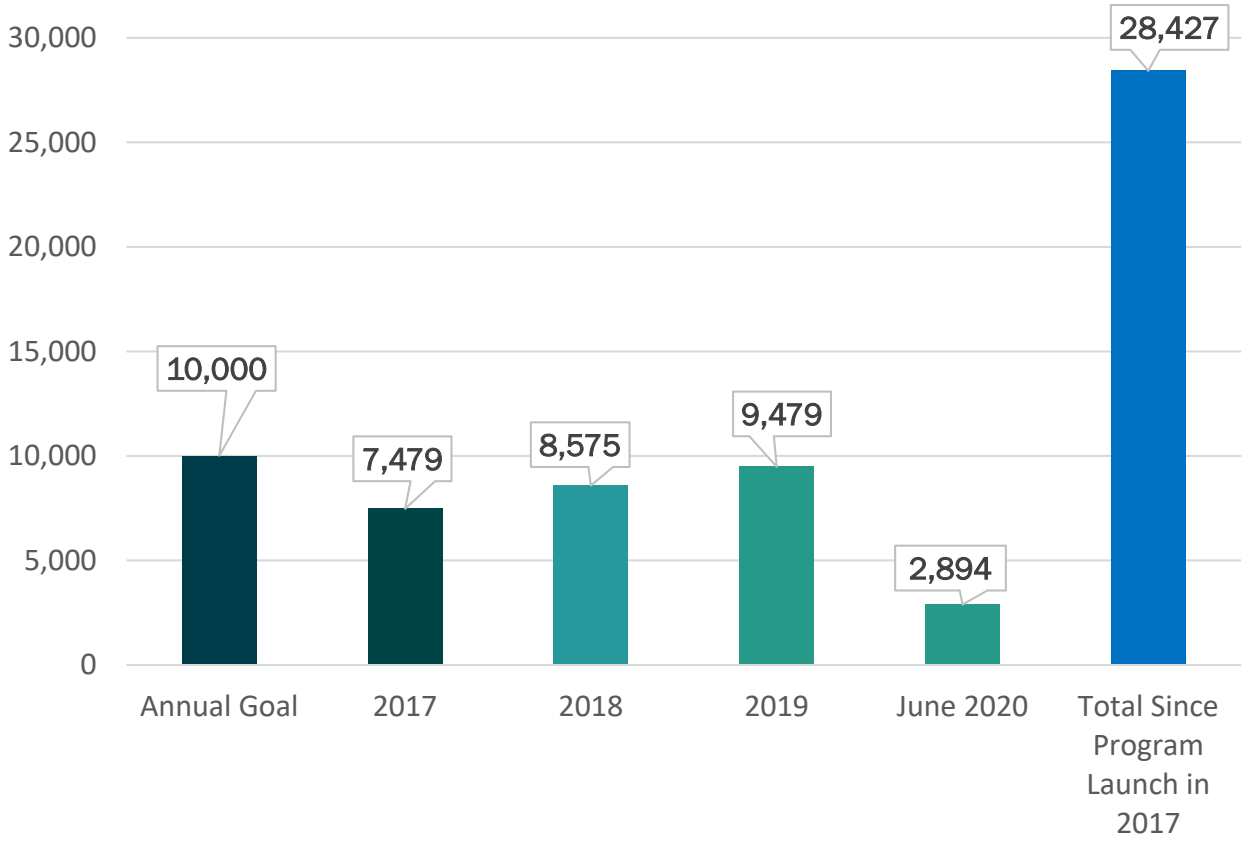
Due to the COVID-19 outbreak with the governor's stay-at-home order and the economic impact resulting in temporary staff furloughs, DWSD is prioritizing work orders based on customer impact (i.e., number of customers affected).

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



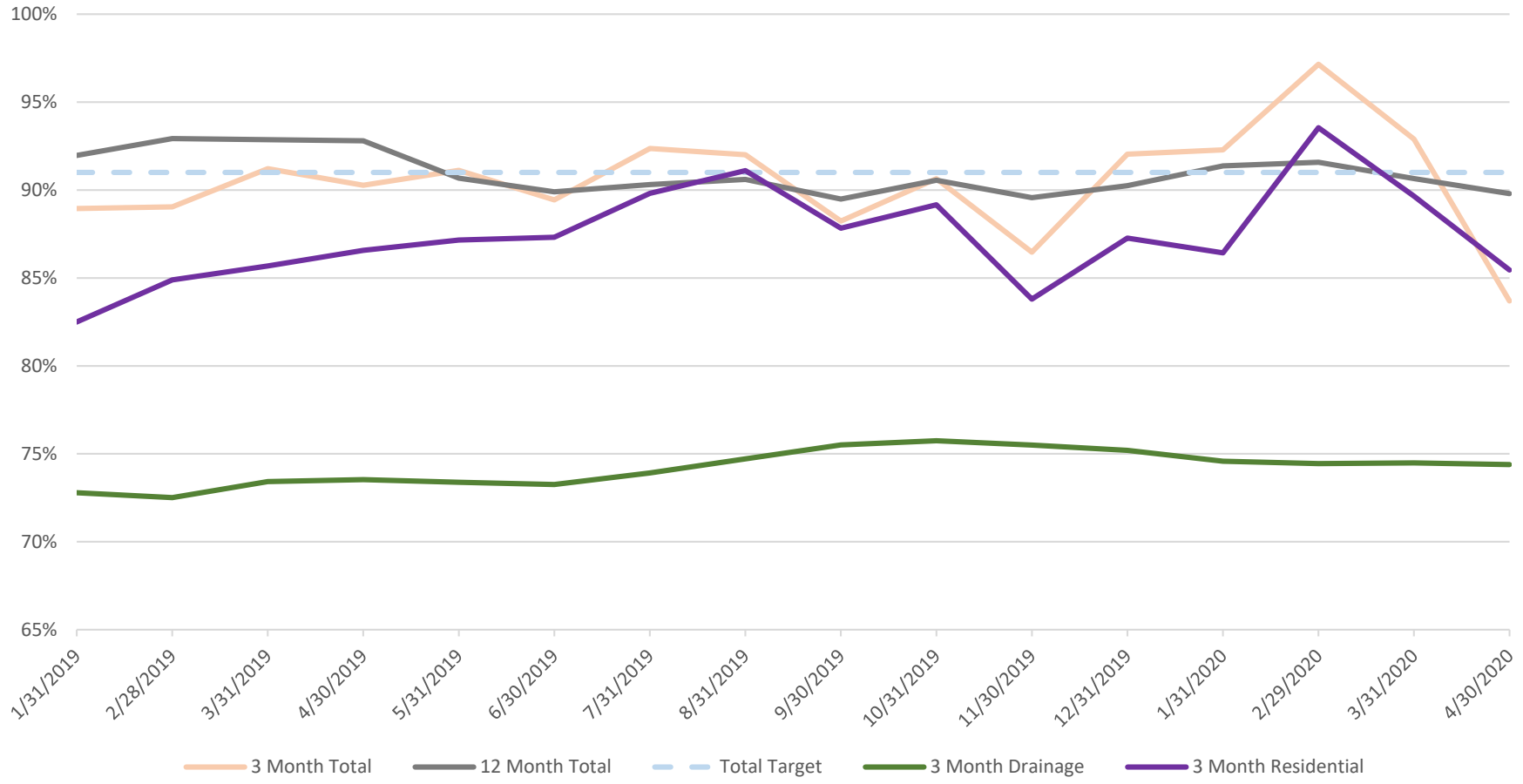
The catch basin inspection and cleaning program launched in 2017. DWSD crews have touched nearly 28,500 of the estimated 90,000 catch basins. The goal is 30,000 by August 2020.



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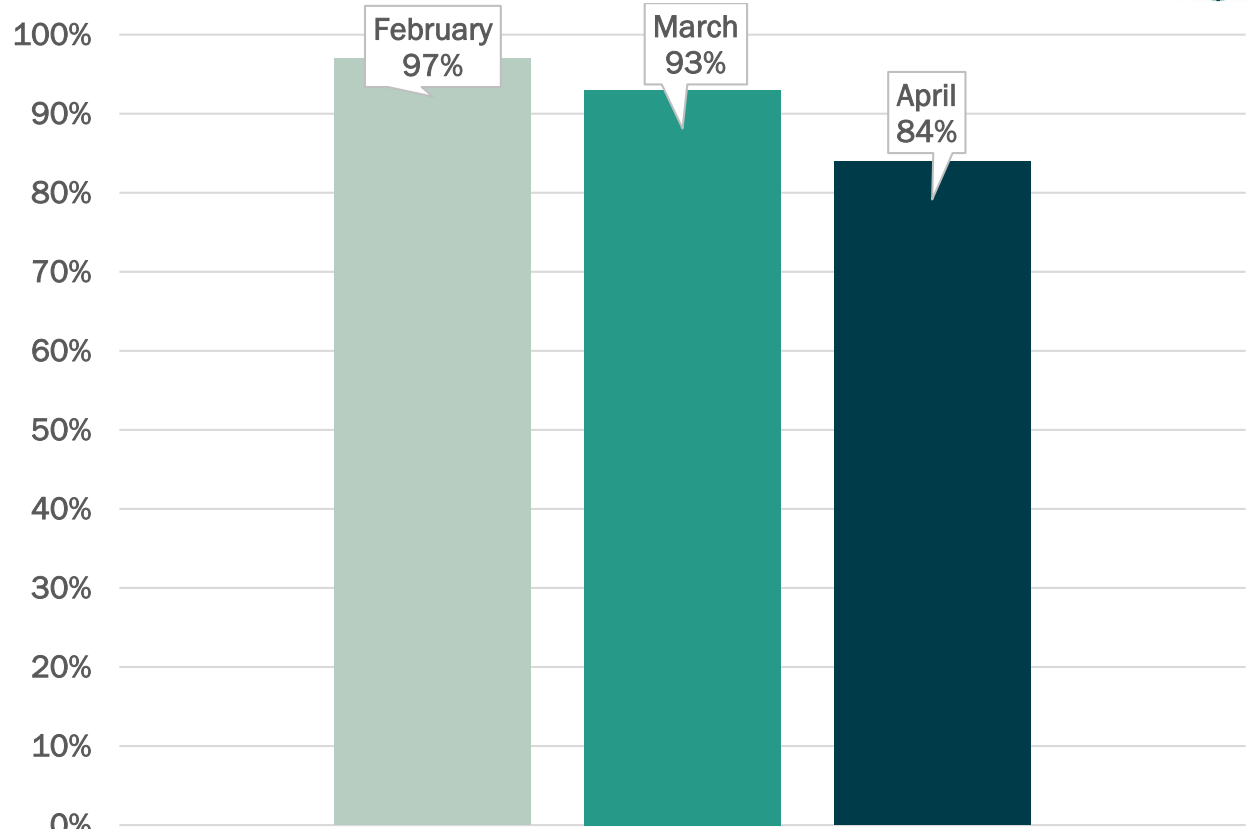
Finance

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 up to three months prior to this report.



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Legal Services

LEGAL: Claims, Hearings and Cases



20
Cases handled by in-house staff

10
Cases handled by outside counsel

1
Lawsuits dismissed

5
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.



**Water & Sewerage
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Investigations

INVESTIGATIONS: Results



797
Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2019



Money Owed to DWSD identified by Investigators

\$3,943,869
Total since July 1, 2019

\$880,807
Back billed

\$2,891,714
Future owed in 12 months

\$171,348
Water loss

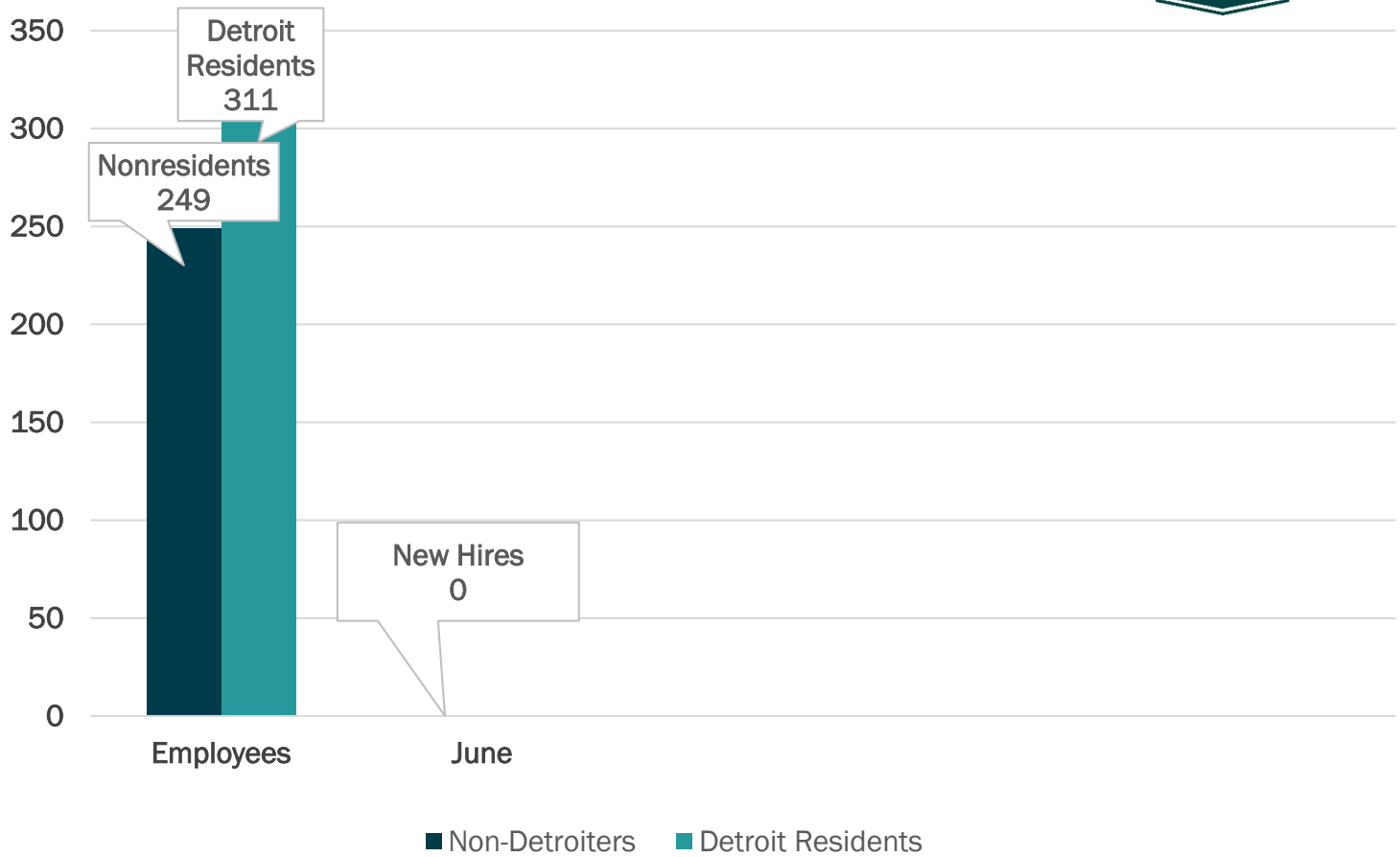
The DWSD Revenue Recovery Unit postponed most of its in-person investigations from March 23 until June 1 due to the Governor’s Stay Home, Stay Safe Order for the COVID-19 pandemic. Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$12 million in services 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

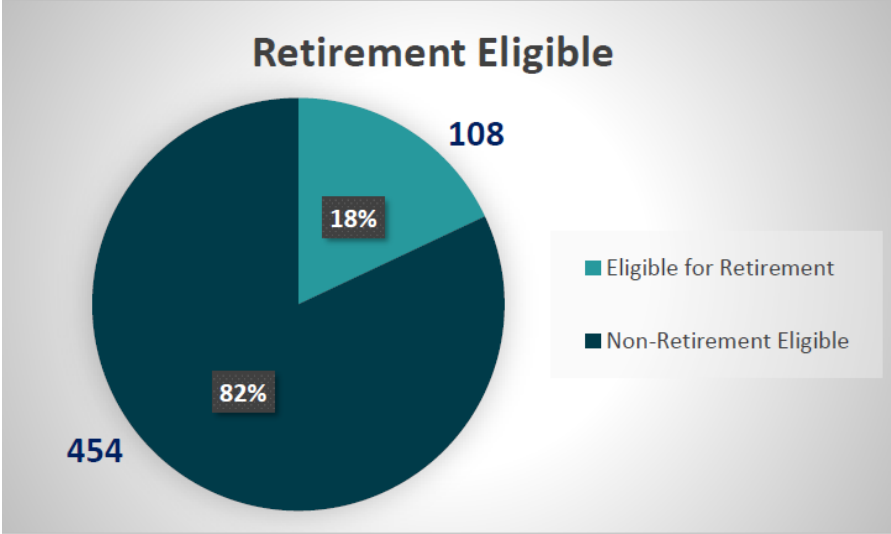
HUMAN RESOURCES: Detroit Residents and Hiring



Fifty-six 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)	60
10 YOS/60 years old (Legacy)	46
10 YOS/62 years old (Hybrid)	0
8 YOS/65 years old (Legacy)	2
TOTAL	108

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

With a current population of 562 employees, there are 108 DWSD employees eligible for retirement.



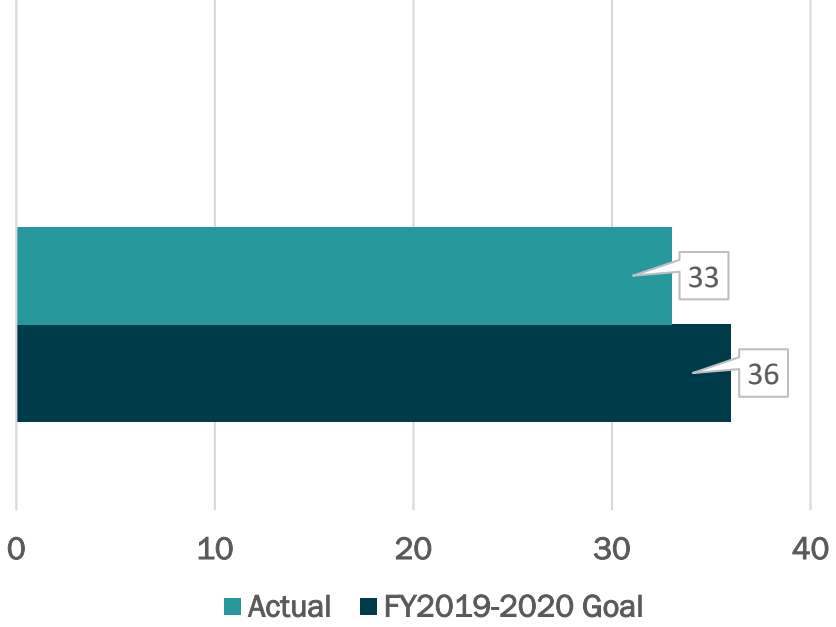
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Public Affairs

PUBLIC AFFAIRS: Good News



DWSD Good News Media Stories: FY2019-2020



The Detroit News

\$8.6M Oakman project to reduce street flooding, basement backups in Detroit

Charles E. Ramirez, The Detroit News | Published 8:43 a.m. ET June 17, 2020

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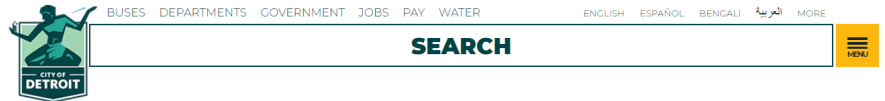
Detroit — Oakman Boulevard will get a \$8.6 million makeover to reduce street flooding and backups in basements, officials said.

They also said the work is the city's largest investment in green storm water infrastructure to date.

Under the two-year project, the Detroit Water and Sewerage Department will convert 10 of the boulevard's medians into bio-retention gardens to keep an estimated 37 million gallons of storm water out of the city's combined sewer system.

This month, the team garnered 2 positive pitched news stories. The first was the \$8.6M Oakman Blvd. construction project. The second was tips on how to prevent basement backups with the projected rainfall.

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

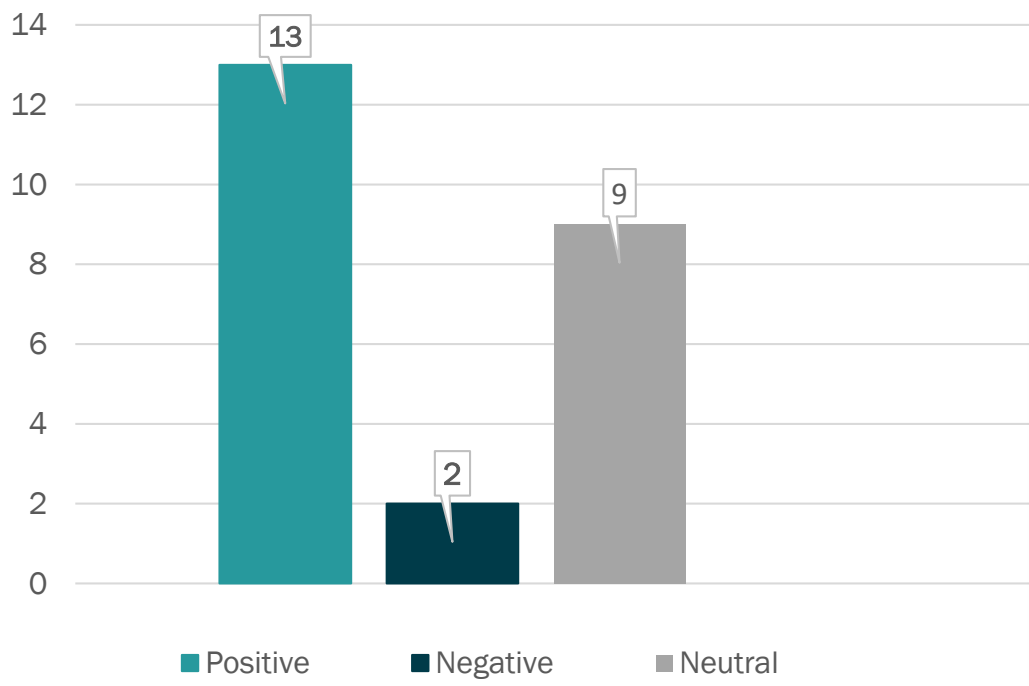


Where am I: Home > News > Detroit Water & Sewerage Department prepares for potential flooding; urges residents to follow tips to reduce impact

DETROIT WATER & SEWERAGE DEPARTMENT PREPARES FOR POTENTIAL FLOODING; URGES RESIDENTS TO FOLLOW TIPS TO REDUCE IMPACT

PUBLIC AFFAIRS: Positive vs. Negative News Stories

DWSD News Coverage: June 1 – June 30, 2020



Oakman Blvd one of the flood sites from 2014 that is getting infrastructure improvements in Detroit



In June, the DWSD Public Affairs team saw a total of 34 media stories. Majority of all the stories were neutral and focused on street flooding and a water main break at the 36th District Court. The positive stories focused on street flooding prevention, the Oakman Blvd. construction project and the Michigan State University (MSU) Wastewater Virus Study.

Detroit's 36th District Court closed due to water main break

Court closed Tuesday



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

PUBLIC AFFAIRS: Social Media Activity



35
New Facebook Followers

8,517
Total Followers on Facebook

13,415
Engagement on Facebook



8
New Twitter Followers

1,697
Total Followers on Twitter

669
Engagement on Twitter



9
New Instagram Followers

1,455
Total Followers on Instagram

76
Engagement on Instagram



The DWSD Public Affairs team gained **52** new followers on social media in June 2020, bringing the total number of followers to **11,669**. In addition to the metrics above, Facebook saw a total of 864K impressions and 4,938 link clicks for the month. The top performing post on Facebook was on June 16 when DWSD assisted Detroit Animal Care & Control with the rescue of a dog. The Facebook post had 565 total engagements, 147 reactions, 26 comments and 15 shares. The top performing post on Twitter was on June 17 about the Oakman Blvd. construction project. The post had 235 total engagements, 52 likes and 13 retweets.



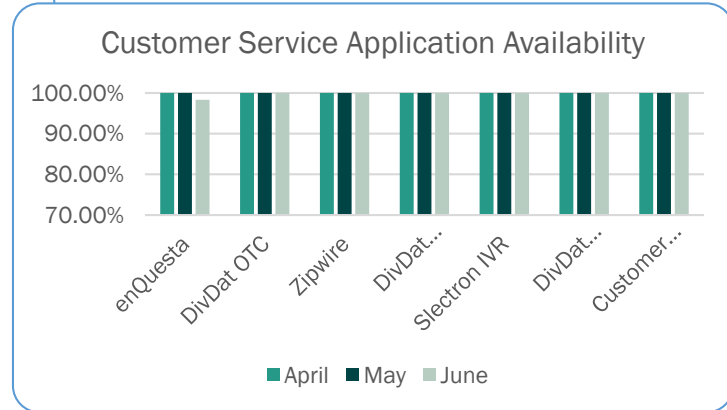
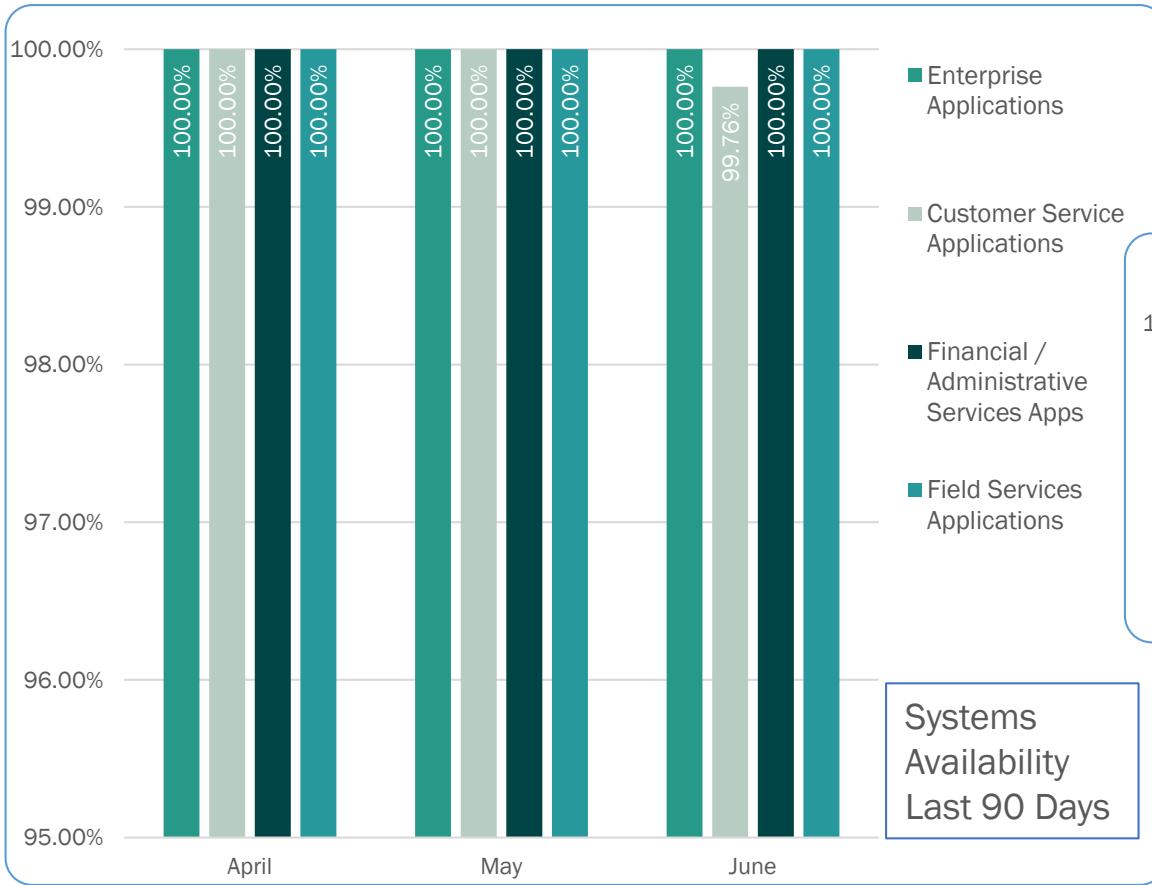
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Information Technology

Technology: Application Availability



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99.91%
MONTHLY AVAILABILITY
99.9% = TARGET

- Major IT Projects:
- enQuesta Upgrade
 - GLWA IT Infrastructure Separation
 - Call Center Replacement
 - GPS/AVL for Fleet
 - CIPMO Tech (CityWorks, enQuesta Link, eBuilder)