



**Water & Sewerage  
Department**

# DIRECTOR'S REPORT

March 16, 2022



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# DIRECTOR GARY BROWN'S MESSAGE TO THE BOARD

In April, we will be going door-to-door to low-income households to share information on the water assistance programs currently offered to Detroiters, which are below.

- **WRAP** the Water Residential Assistance Program, is the region's water affordability program – qualify at or below 200% of federal poverty level (\$53k for family of four)
  - \$25 monthly bill credit for up two years (lifetime for seniors and persons with disabilities), up to \$1,400 toward past due balance, and up to \$2,000 in minor plumbing repairs if eligible
    - Apply through Wayne Metro at 313-386-9727

Wayne Metro has four more programs for low-income households:

- **COVID Emergency Rental Assistance (CERA)\*** for utility bills
  - \$1,500 - \$2,500 per household based on household size
- **Low Income Household Water Assistance Program (LIHWAP)\***, which is a new federally-funded pilot
  - Up to \$650 per household
- **State Emergency Relief Fund (SER)**
  - Up to \$350 per household
- **Michigan Homeowner Assistance Fund (MIHAF) \***
  - Up to \$25,000 to homeowners for past due taxes and utility bills

\*These programs are only available for a limited time.



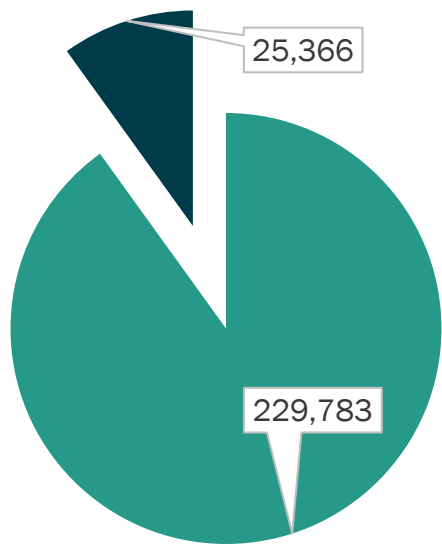
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# Customer Service

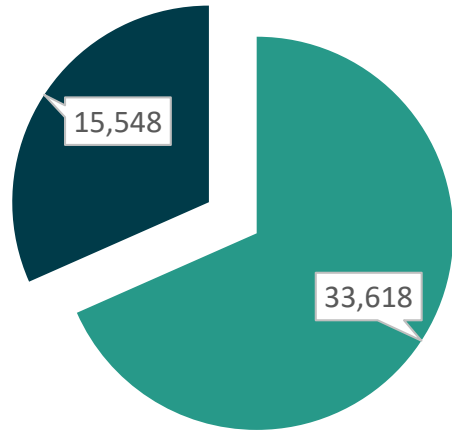
# CUSTOMER SERVICE: Number of Active Accounts



### Active Residential Accounts



### Active Non-Residential Accounts



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

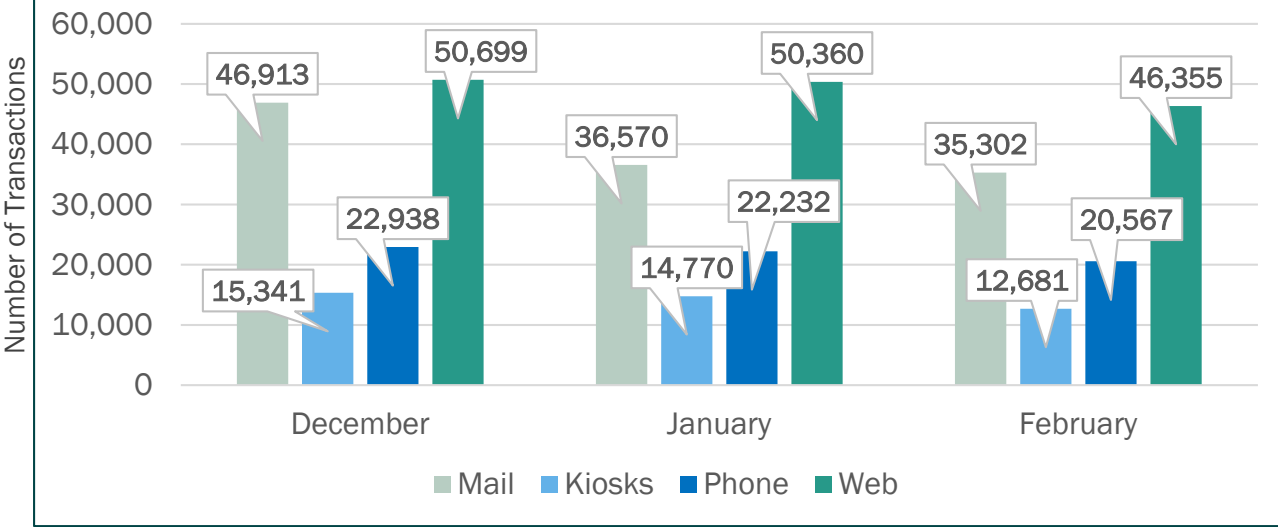
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

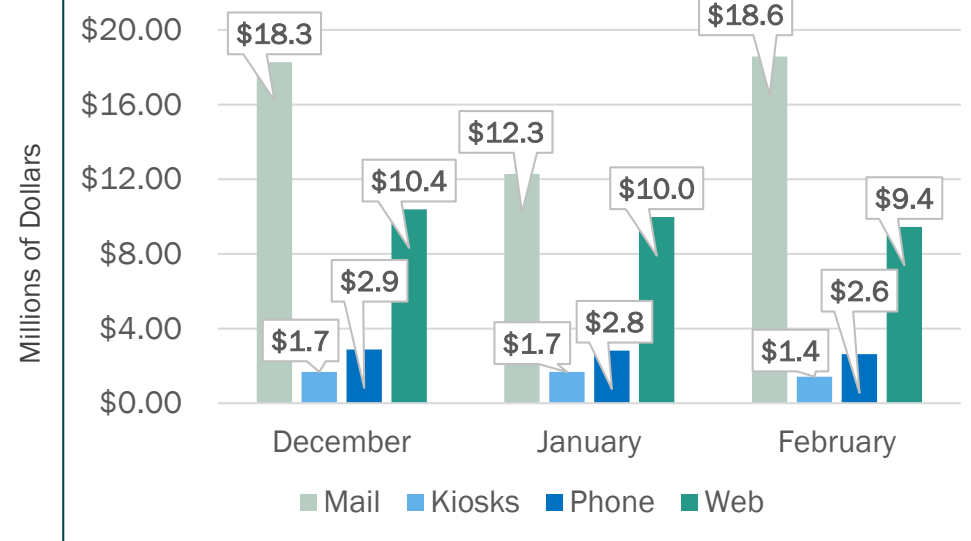
# CUSTOMER SERVICE: Transactions



## Payment Transactions by Platform Type



## Revenue Collected by Platform Type



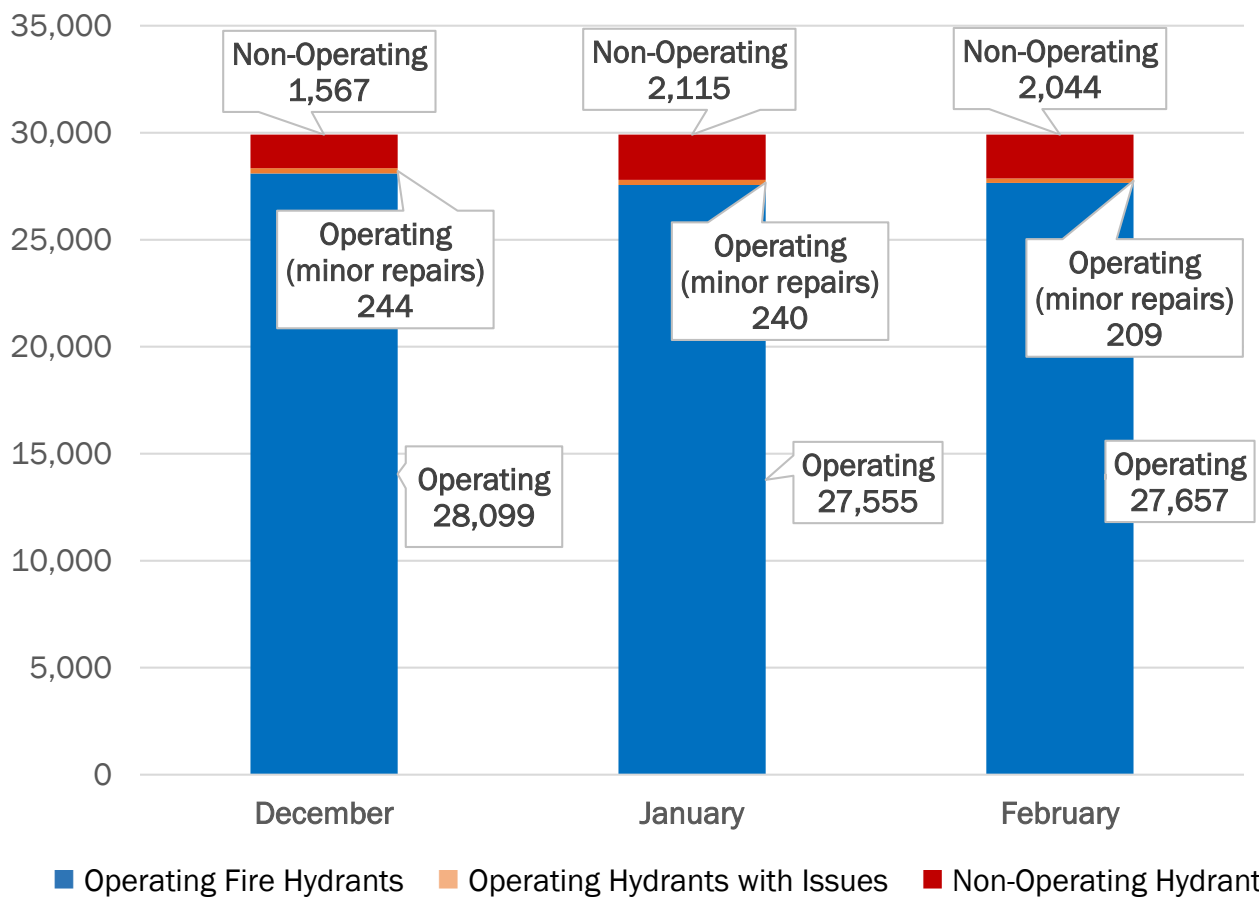
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including the launch of enhanced services on the Customer Web Portal at [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill) and contact via email at [mydwsd@detroitmi.gov](mailto:mydwsd@detroitmi.gov). DWSD is also communicating all the convenient, safe ways to pay and how customers can access their account(s).



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# Field Services

# FIELD SERVICES: Fire Hydrant Maintenance

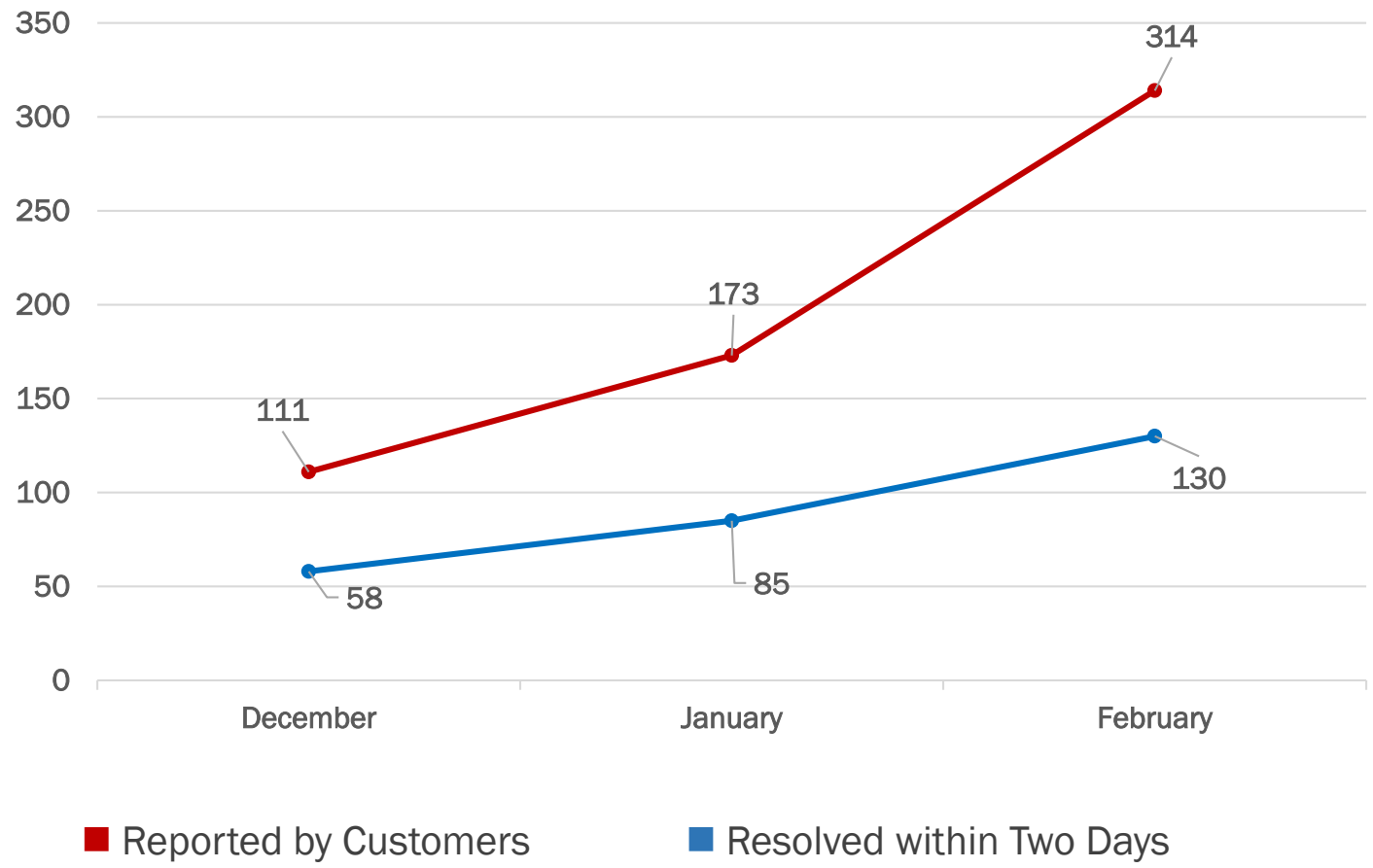


DWSD prioritizes fire hydrant maintenance as a key component of providing essential and exceptional service delivery led by the Maintenance & Repair Service Line in our Operations Group. During the Fall season, Detroit Fire Department staff conduct inspections and share the data through a dashboard with DWSD if hydrants need to be repaired or replaced. The community can report hydrant issues via the Improve Detroit mobile app.



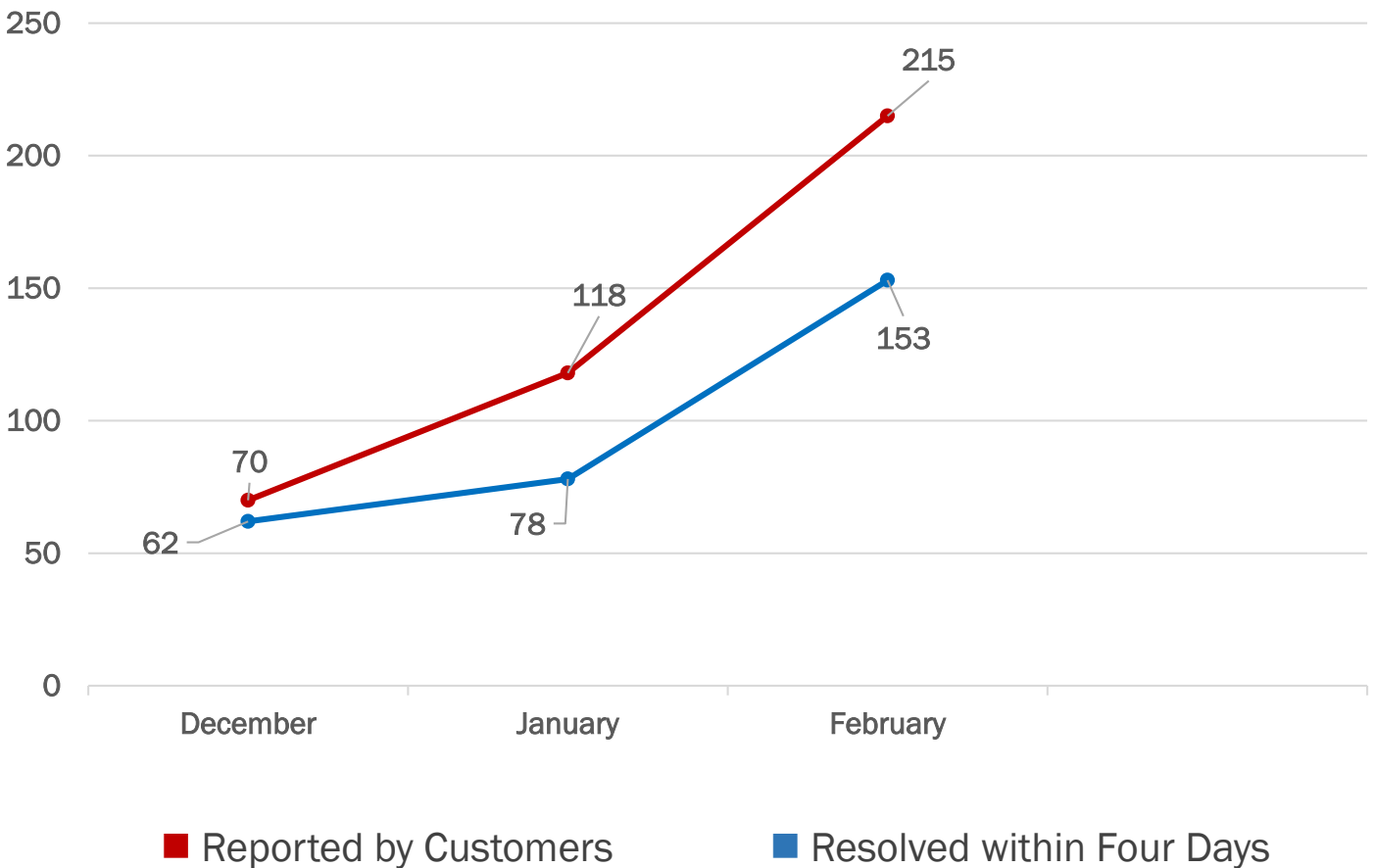


# FIELD SERVICES: Running Water



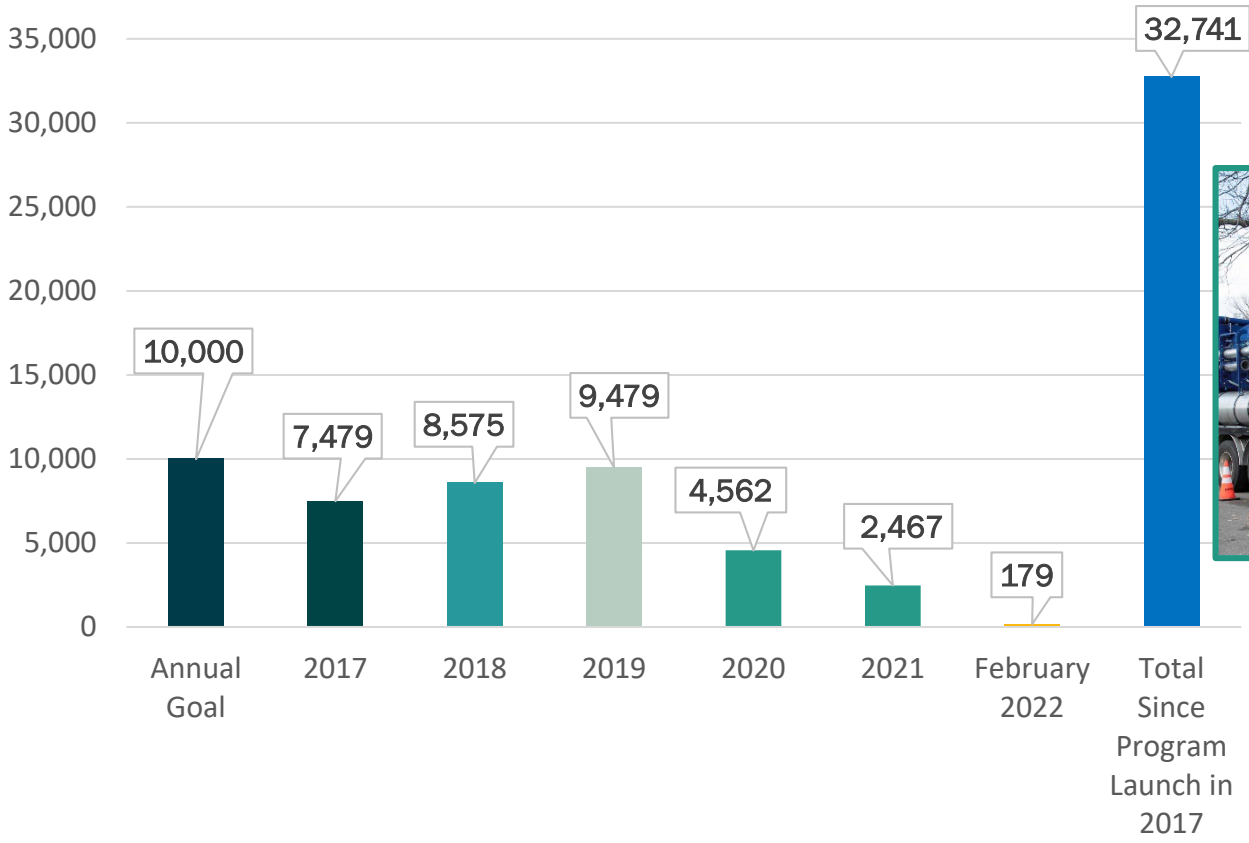
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

# FIELD SERVICES: Water Main Breaks



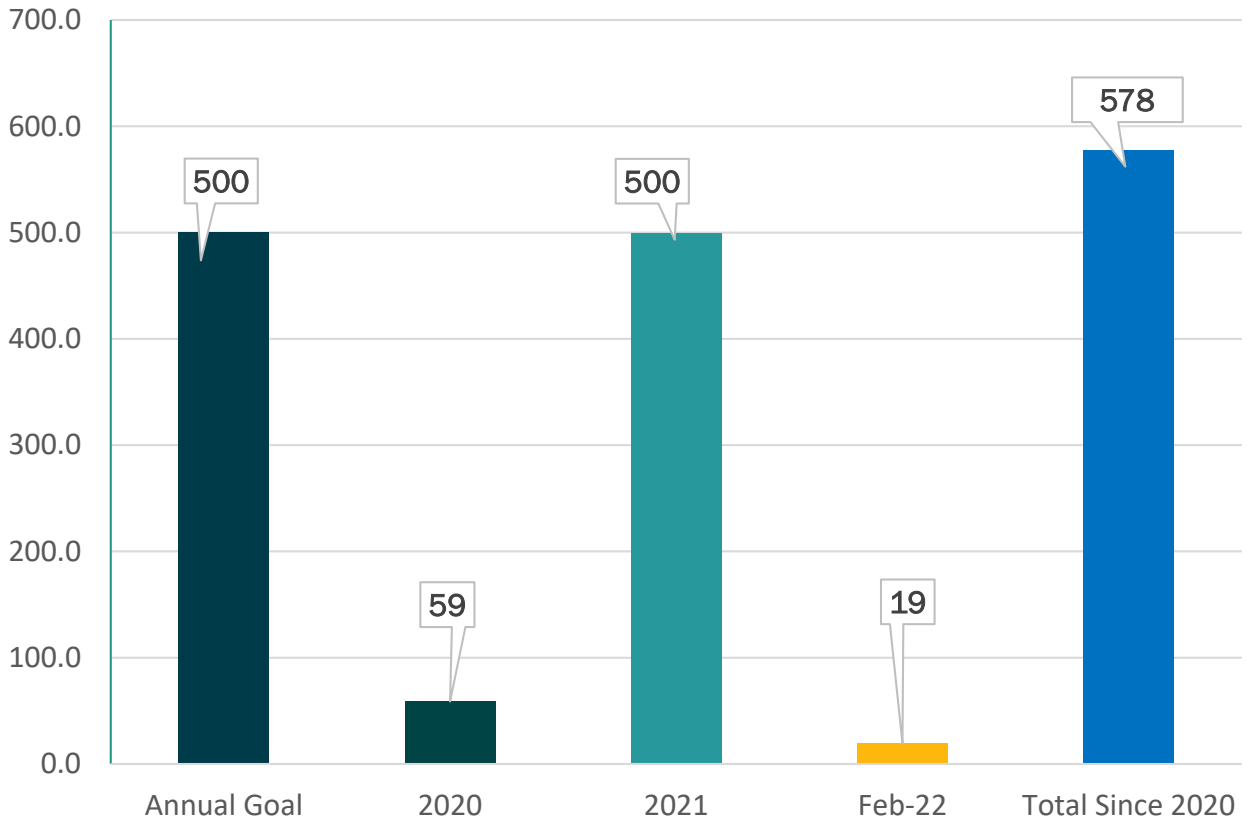
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected and water service outage, to determine priority.

# FIELD SERVICES: Catch Basin Inspection & Cleaning



DWSD Operations prioritizes catch basin cleaning based on the level of severity and street flooding.

# FIELD SERVICES: Sewer Cleaning



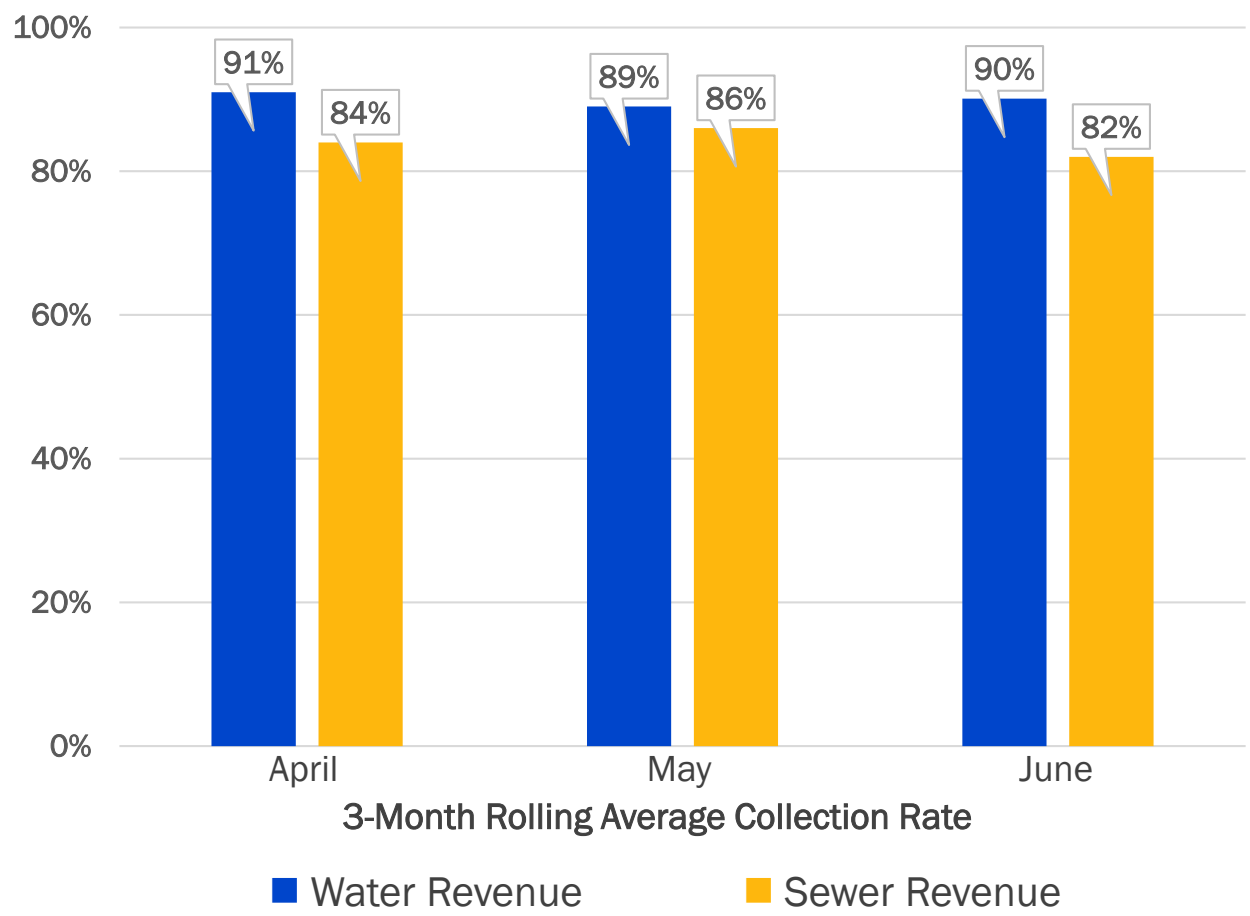
DWSD is expanding sewer cleaning for preventative maintenance to help reduce street flooding and basement backups. Crews cleaned 499.5 miles of city sewer pipe in calendar year 2021 compared with 59 miles in calendar year 2020.



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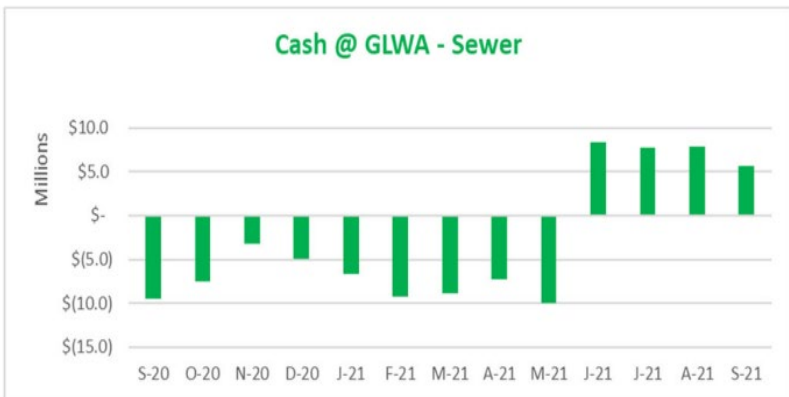
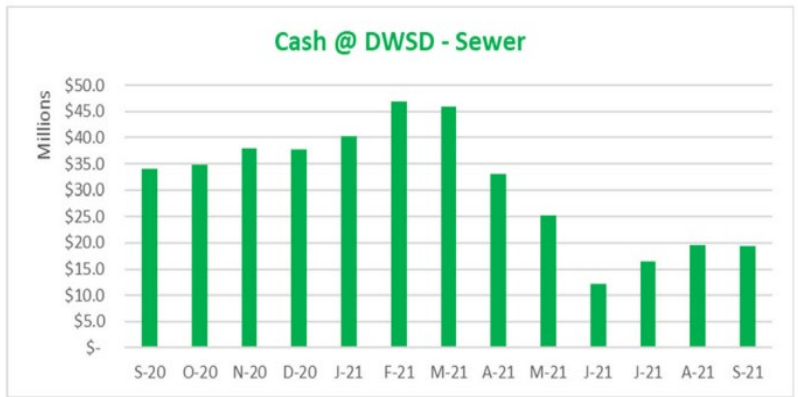
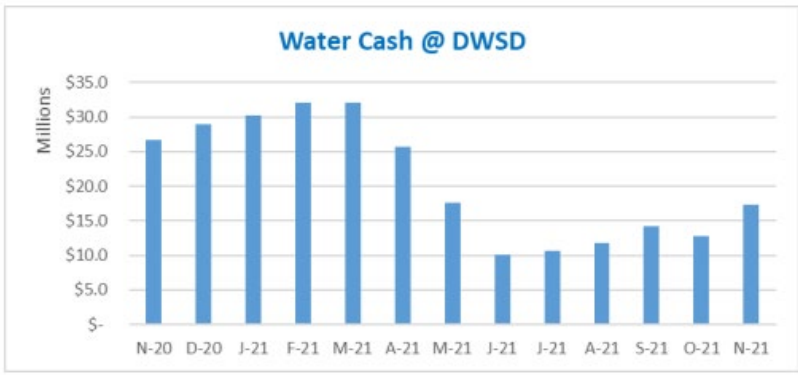
# Finance

# FINANCE: Bill Collection Rate



The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.

# FINANCE: Cash Balance



The Finance data is provided based on the most recent month reported to the Finance Committee of the Board of Water Commissioners.



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# Legal Services



# LEGAL: Claims, Hearings and Cases



**30**  
Cases handled by in-house staff

**9**  
Cases handled by outside counsel

**0**  
Lawsuits dismissed

**0**  
Lawsuits dismissed in calendar year 2021

**77**  
Pending Billing Disputes

**37**  
Disputes Closed in February 2022

**\$267,264.57**  
Total Amount Disputed

**\$148,585.42**  
Total Credits to Customers

**23**  
Total Resolved Utilizing Leak Policy

**N/A**  
Property damage claims

**N/A**  
Damage claims approved

**N/A**  
Amount in property damage claims

**N/A**  
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.



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# Investigations

# INVESTIGATIONS: Results

**494**

Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2021



Money Owed to DWSD identified by Investigators

**\$3,951,338**

Total since July 1, 2021

**\$617,661**

Back billed

**\$758,591**

Future owed in 12 months

**\$2,575,086**

Water loss



Revenue Identified Since Investigation Unit Began

**\$23,159,778**

Total since August 14, 2017

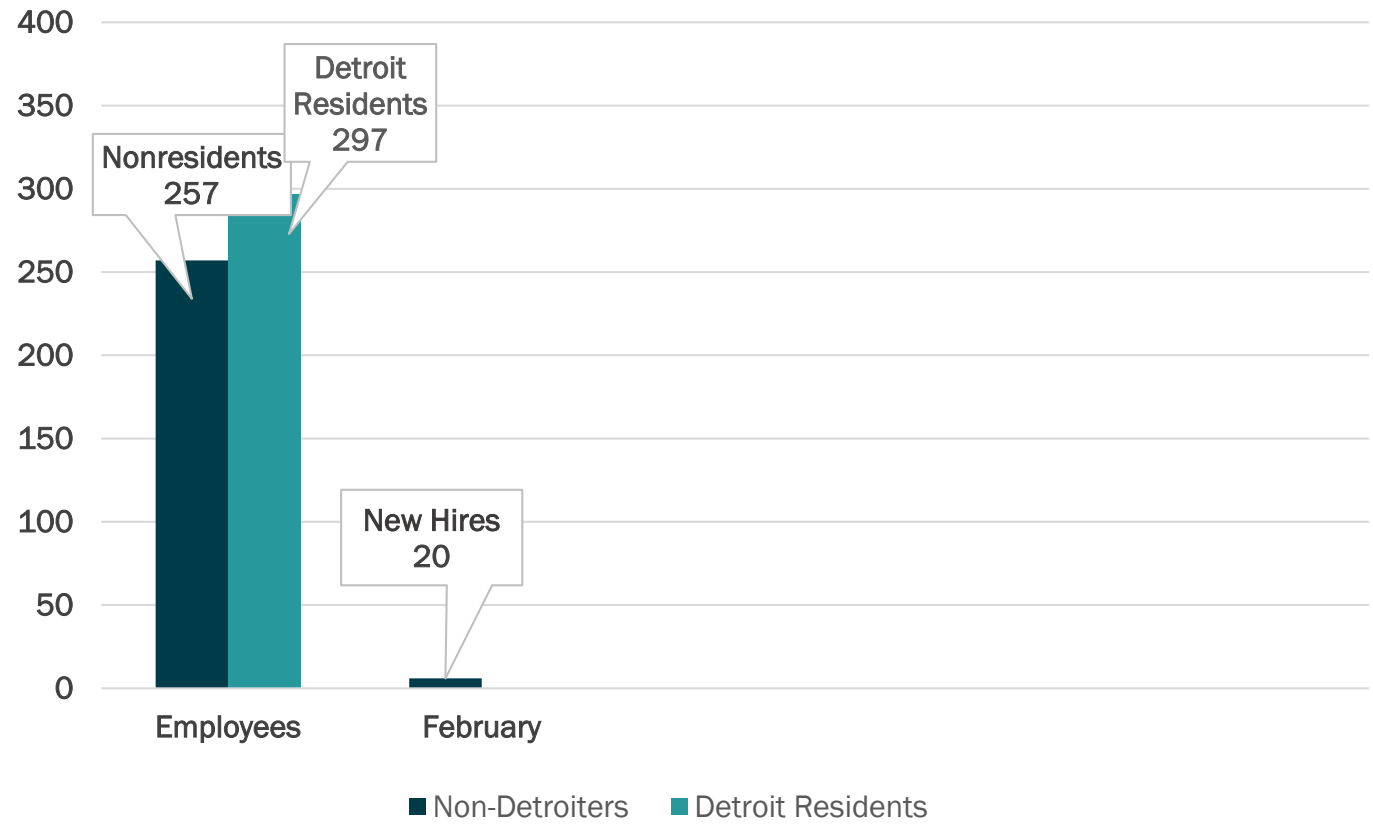
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$23 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's water main without a meter and/or permit. The unit works closely with the Finance/Collections and Legal Groups.



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# Human Resources

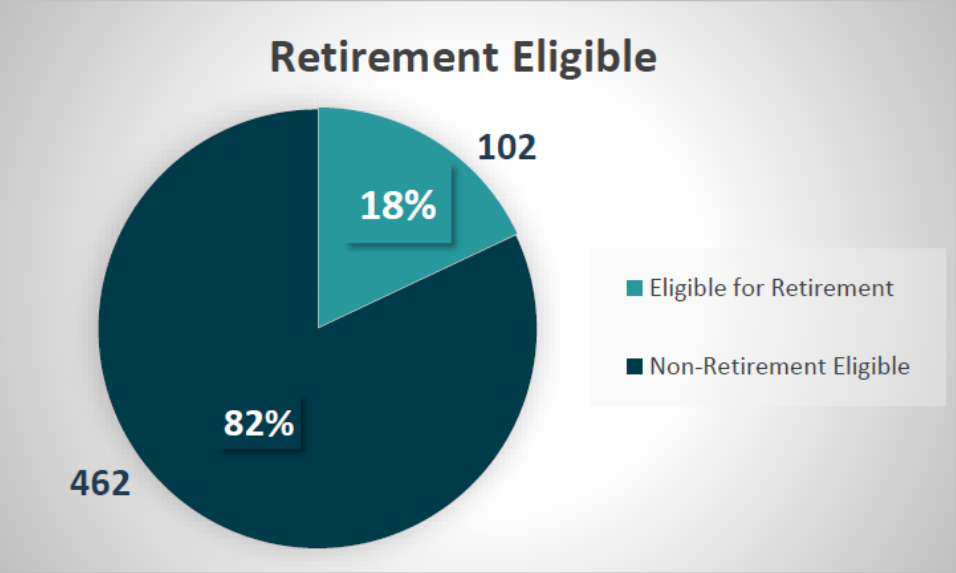
# HUMAN RESOURCES: Detroit Residents and Hiring



Total of 554 DWSD employees, 54% of which live 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) | 52         |
| 10 YOS/60 years old (Legacy)       | 39         |
| 10 YOS/62 years old (Hybrid)       | 0          |
| 8 YOS/65 years old (Legacy)        | 11         |
| <b>TOTAL</b>                       | <b>102</b> |

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

With a current population of 554 employees, there are 102 DWSD employees eligible for retirement.



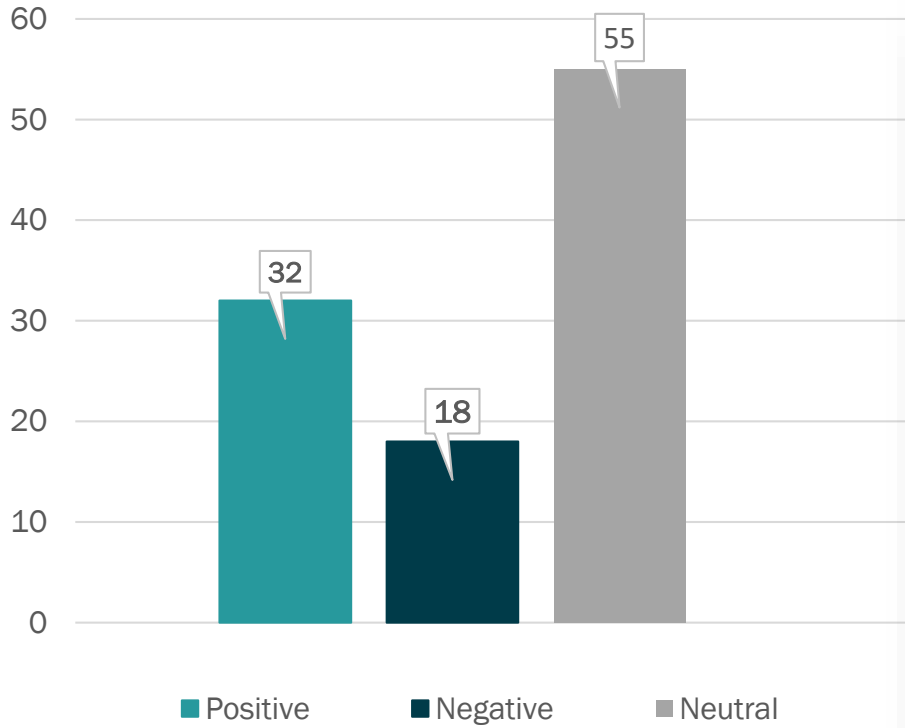
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# Public Affairs

# PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: February 1 – February 28, 2022



## The Detroit News

### Detroit launches \$15M effort to curb basement backups in flood-prone neighborhoods



U.S. Environmental Protection Agency Administrator Michael Regan, left, highlights Detroit's Basement Backup Protection \$15 million Program to help residents impacted by flooding last year designed to mitigate damage from future flooding events along with DWSD Director Gary Brown at the Holy Temple Church in Detroit on Friday, February 18, 2021. Max Ortiz, The Detroit News

In February, the DWSD Public Affairs team saw a total of **106** media stories. Majority of the positive stories covered DWSD’s announcement of the Basement Backup Protection Program and the U.S. Environmental Protection Agency’s Administrator’s visit to Detroit to acknowledge the program. All negative stories were reports of water main breaks in Detroit.

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



# PUBLIC AFFAIRS: Social Media Activity



**17**  
New Facebook Followers

**8,864**  
Total Followers on Facebook

**23,371**  
Engagement on Facebook



**11**  
New Twitter Followers

**1,852**  
Total Followers on Twitter

**113**  
Engagement on Twitter



**15**  
New Instagram Followers

**1,705**  
Total Followers on Instagram

**69**  
Engagement on Instagram



The DWSD Public Affairs team gained 43 new followers on social media in February 2022, bringing the total number of followers to **12,421**. In addition to the metrics above, Facebook saw a total of **1,601,536** impressions and 10,438 link clicks for the month. The top performing Facebook post was on February 7, explaining the difference between hard and soft restoration. The post received 215 engagements.



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# Information Technology

# TECHNOLOGY: Top Ten Projects Scorecard

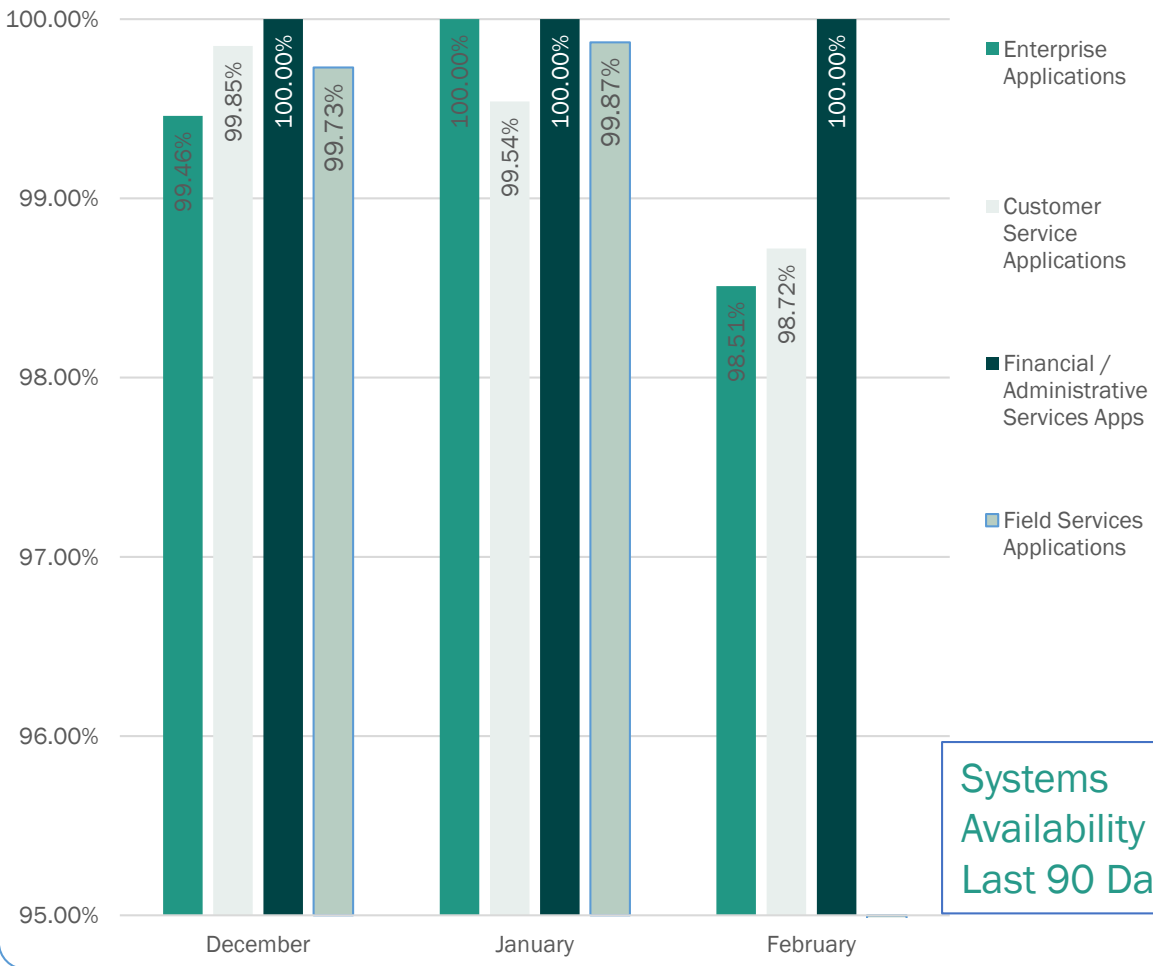


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| Exec. Priority Score | Sorted by Adjusted Priority Score                                   | PM         | Total Investment | Revised Target Date | Status/ Issues  | Current Phase         |
|----------------------|---|------------|------------------|---------------------|---|-----------------------|
| 1                    | Customer Service-2:enQuesta 6.0 Upgrade                             | J Payne    | \$ 1,400,000     | 5/1/2022            | Currently in Integration testing. Awaiting BOWC approval for a change order to add additional testing and training. Also, upgrading the access model to enhance internal controls | Active Implementation |
| 2                    | Customer Service-7:enQuestaLink (Service Link Replacement)          | C Penozza  | \$ 619,500       | Q2 2022             | On track to begin Integration testing by 3/15.  | Active Implementation |
| 3                    | Office of CFO-1: Oracle Supply Chain                                | C. Penozza | \$ 1,000,000     | 6/30/22             | On Track: Sprint 1 & 2 are complete. SIT complete and Train the Trainer is underway   | Active Implementation |
| 4                    | Operations (M&R, MTR OPS,Fleet)-2:Itron Meter Replacement           | C Penozza  | \$ 1,000,000     | 12/31/2023          | Currently building and testing integrations while awaiting Contract Approval  | Active Design         |
| 5                    | eSignature Standard for Contracts and Forms                         | G Burrell  | \$ 300,000       | 4/30/2021           | Additional training is currently in progress for additional business units.   | Live                  |
| 6                    | Customer Service-1:IVR / Call Center Replacement                    | G Burrell  | \$ 800,000       | 6/23/2021           | SOW for proposed IVR enhancements and optimization is awaiting approval   | Live                  |
| 7                    | Administrative and Compliance-7: 800 MHz Radio Upgrade              | TBD        | \$ 330,000       | 6/30/2022           | Funding proposal is routing for approval in Finance   | Pre-Procurement       |
| 8                    | Administrative and Compliance-6:Security Infrastructure Repair      | G Burrell  | \$ 350,000       | 6/30/2022           | Reviewing planned spend.  | Active Design         |
| 9                    | Operations (Stormwater)-1:Billable Impervious Acreage Rate Analysis | E Taiariol | \$0              | 08/01/2022          | Currently working on Roles & Responsibility matrix in order to build a workflow diagram   | Active Design         |

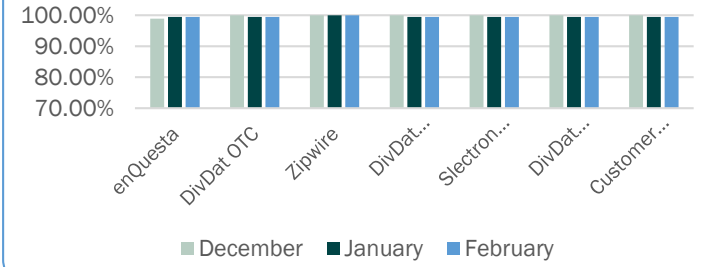


# TECHNOLOGY: Application Availability



Systems Availability Last 90 Days

## Customer Service Application Availability



**99.85%**  
 SYSTEMS AVAILABILITY

99.9% = TARGET

| Jan 2022 Cherwell Stats           | Totals |
|-----------------------------------|--------|
| Total Tickets                     | 555    |
| New Tickets Received              | 436    |
| Total Tickets Resolved            | 418    |
| Average Time to Resolve in Days   | 6      |
| Total Tickets Resolved within SLA | 370    |
| Total Tickets Resolved not in SLA | 48     |