



# **DIRECTOR'S REPORT**

## **June 21, 2017**

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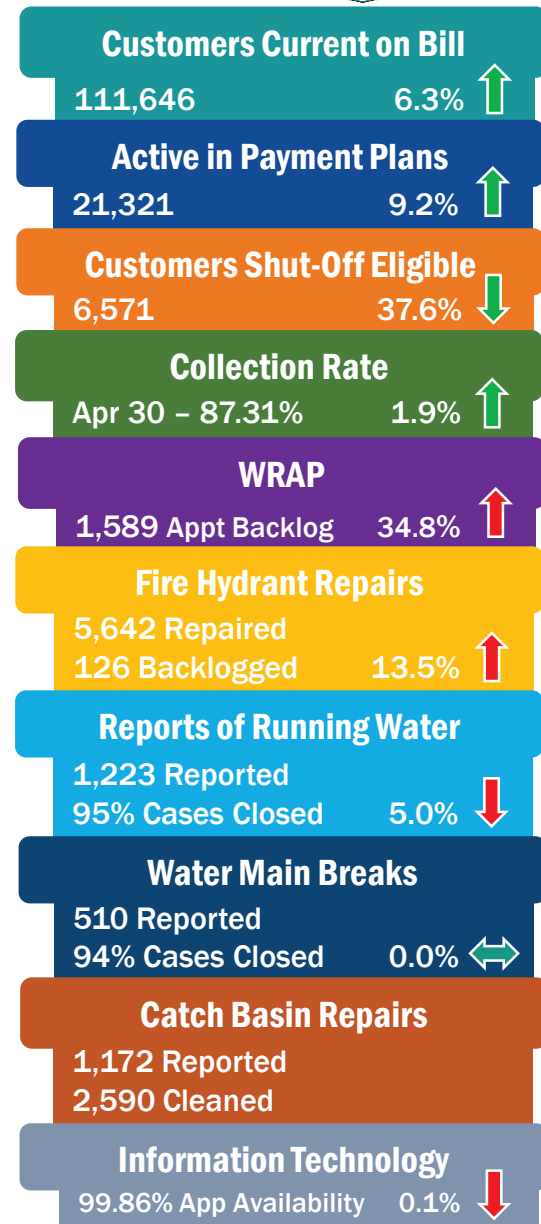
# Director's Update

## Recent Actions and Events:

- The second consecutive month, the number of residential households at-risk for a service interruption due to nonpayment have declined by more than 30 percent, resulting from DWSD's customer outreach efforts, enhanced by WRAP, the Water Residential Assistance Program, and the 10/30/50 Plan.
  - There are 6,018 Detroit households enrolled in WRAP as of May 31.
- Customers can now place themselves in line before they go to a Customer Care Center using QLESS at [www.detroitmi.gov/DWSDCustomerCare](http://www.detroitmi.gov/DWSDCustomerCare).
  - The system was soft-launched on May 22.
  - The payment kiosks, QLESS and upcoming web portal are part of DWSD's "Skip the Line" initiative.
  - Media events for the kiosks and QLESS took place on May 24 and June 15.
- The standup of the new Stormwater Management Group was official on May 25, which was published in *Crain's Detroit Business*, a few days after the Mayor's Office announced the new Office of Sustainability.
  - The Stormwater Management Group will oversee the drainage charge and credit program, and the green stormwater infrastructure projects.
  - DWSD will collaborate closely with the new Office of Sustainability.

## Upcoming Actions and Events (June - July):

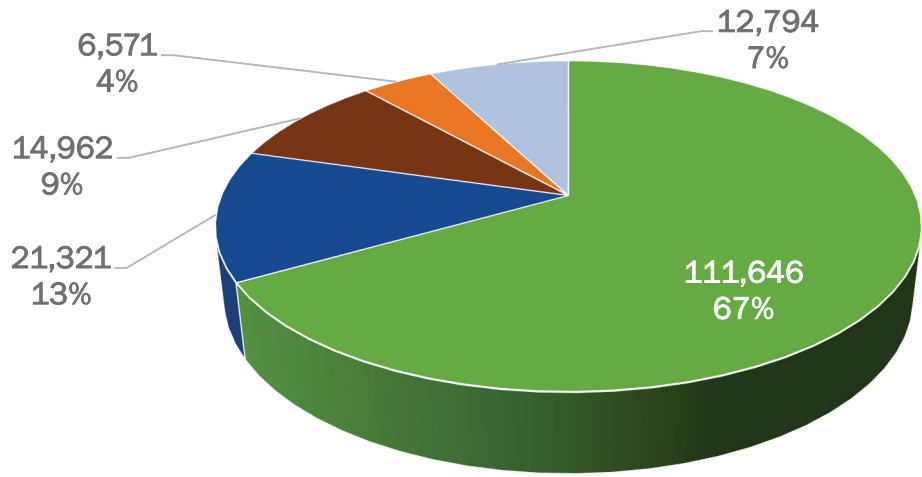
- Commercial and tax-exempt customer accounts will transition to the impervious acreage rate for the drainage charge beginning July (for parcels not currently on impervious acreage), with charges on their August bill.
- A commercial with DWSD, Wayne County Treasurer and DTE Energy will air on local TV and radio stations this summer to promote the payment kiosks.
- The Customer Care Web Portal, part of "Skip the Line," will launch this summer following internal testing.





# Customer Care

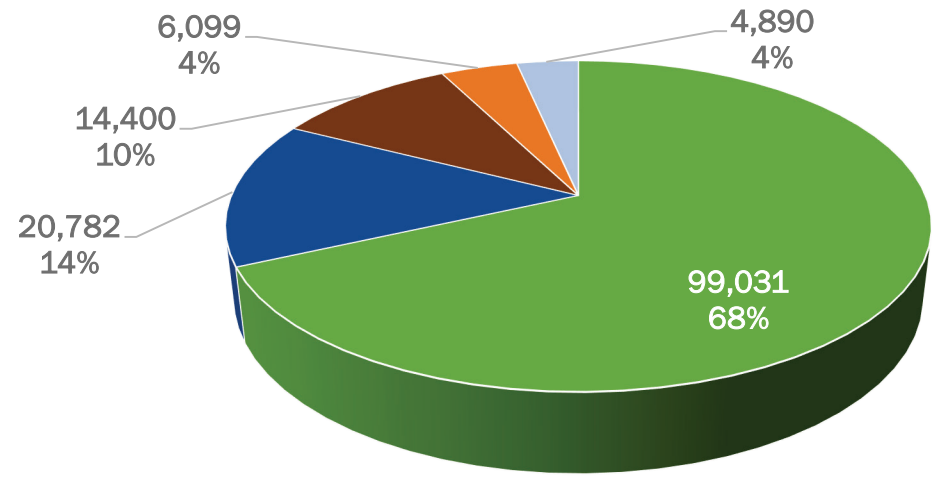
# Customer Care: Account Status\*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible
- Drainage Charge Only

\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

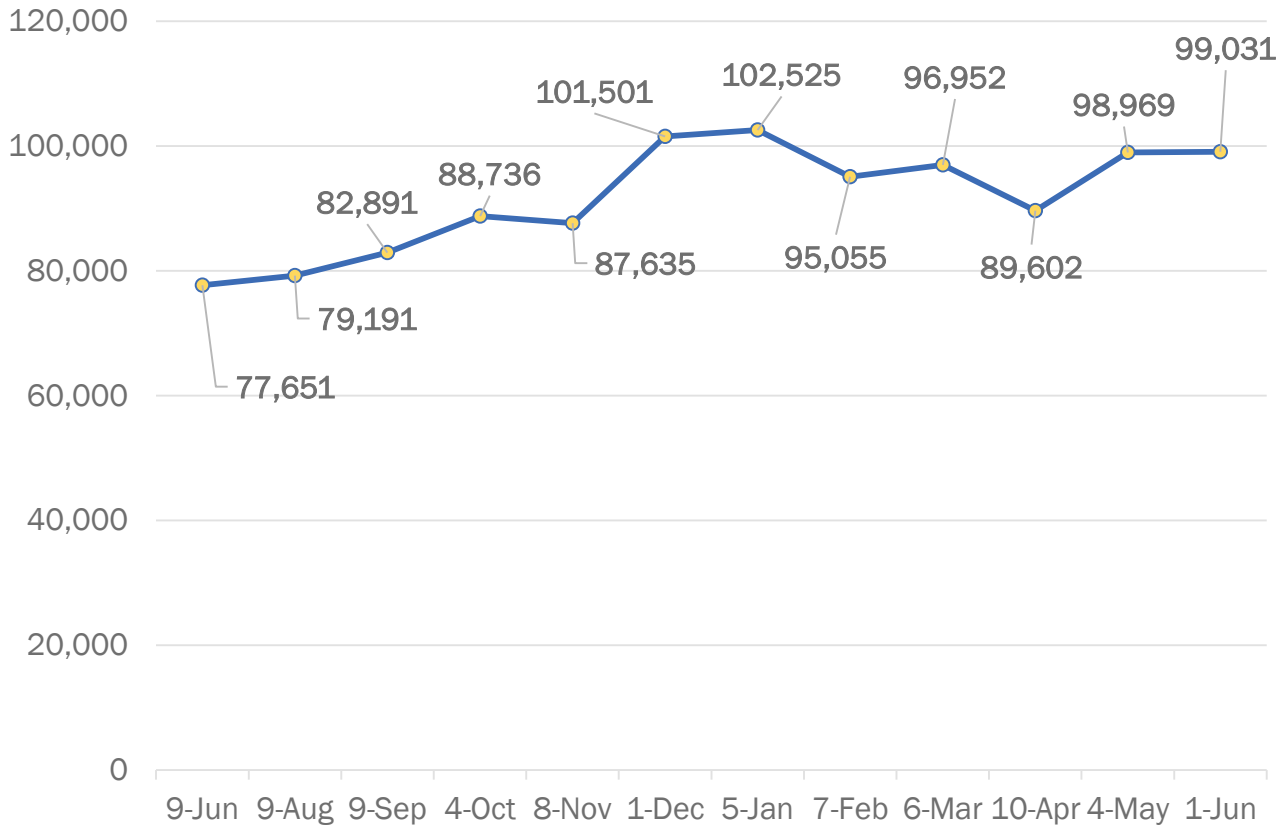
# Customer Care: Residential Account Status\*



- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible
- Drainage Charge Only

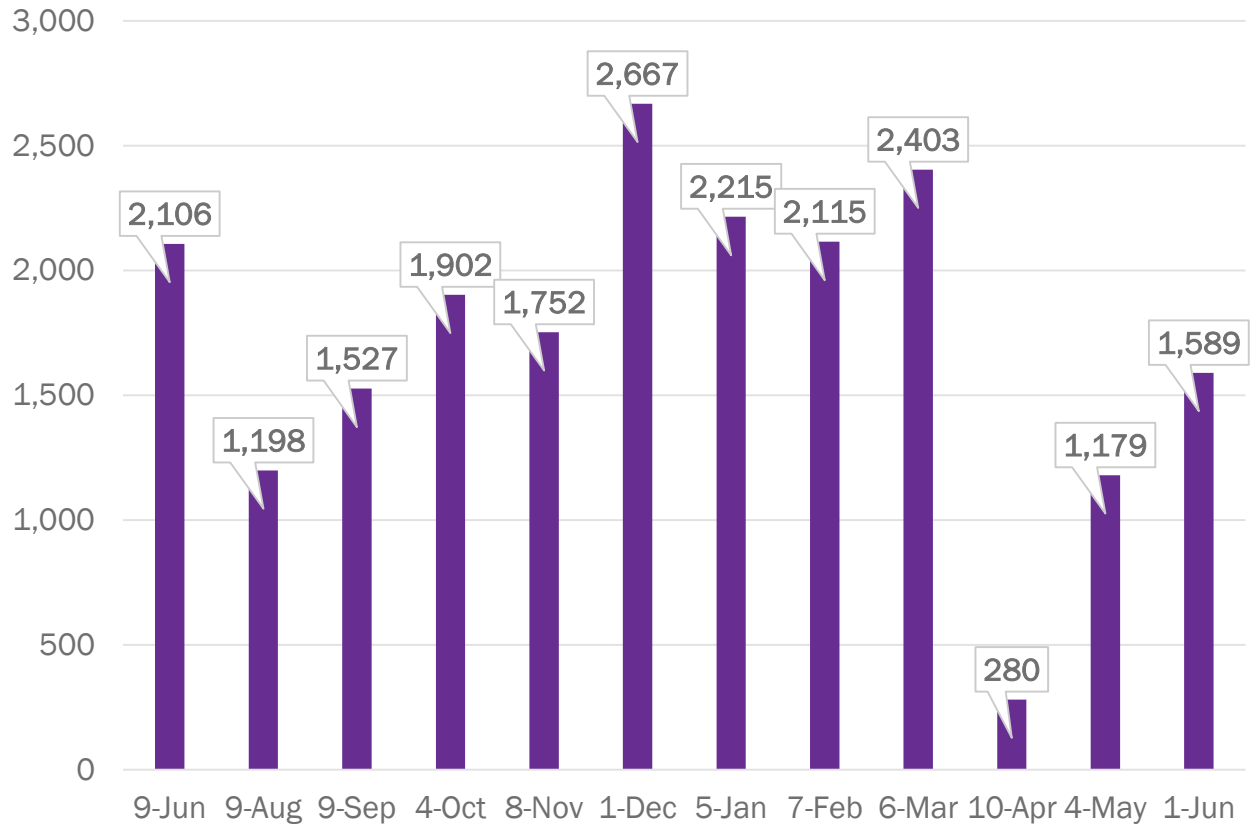
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Residential Current on Bill\*



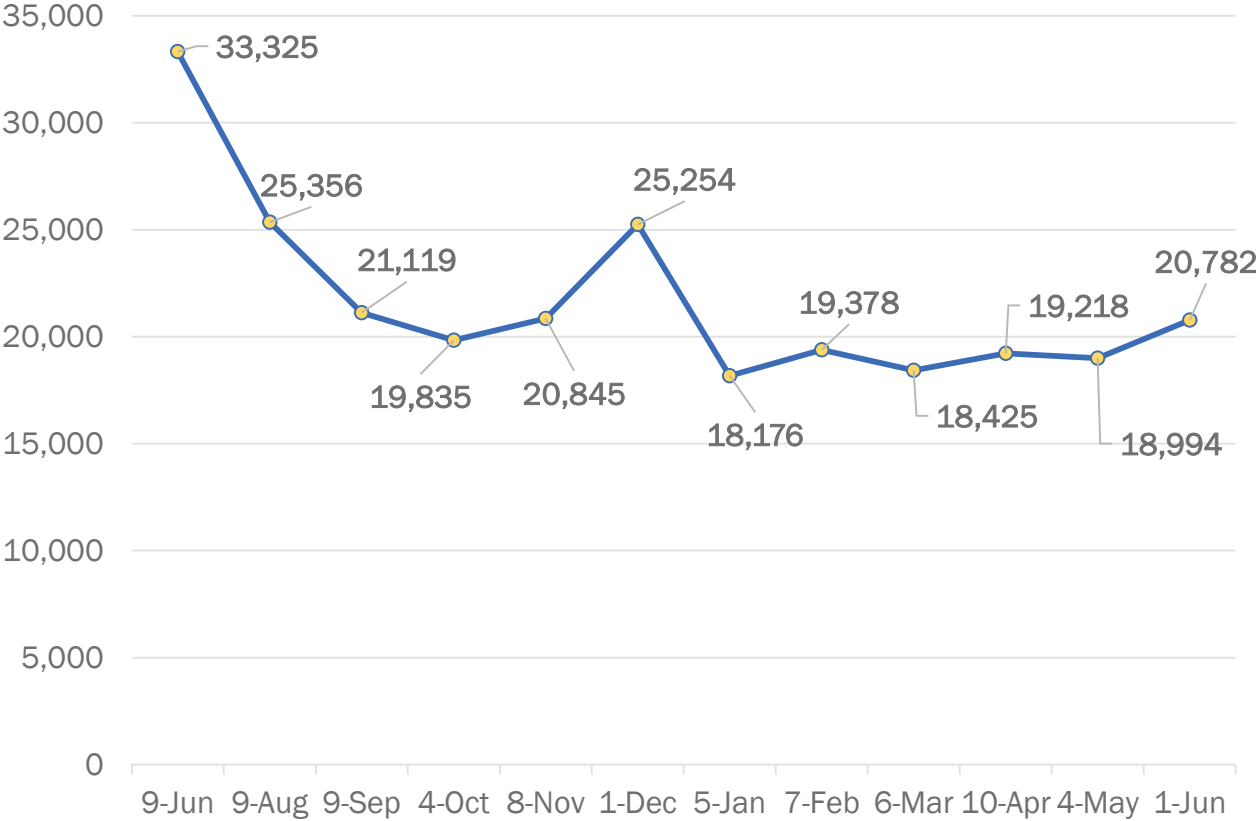
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Appointments for Water Residential Assistance Program (WRAP)





# Customer Care: Residential Payment Plans

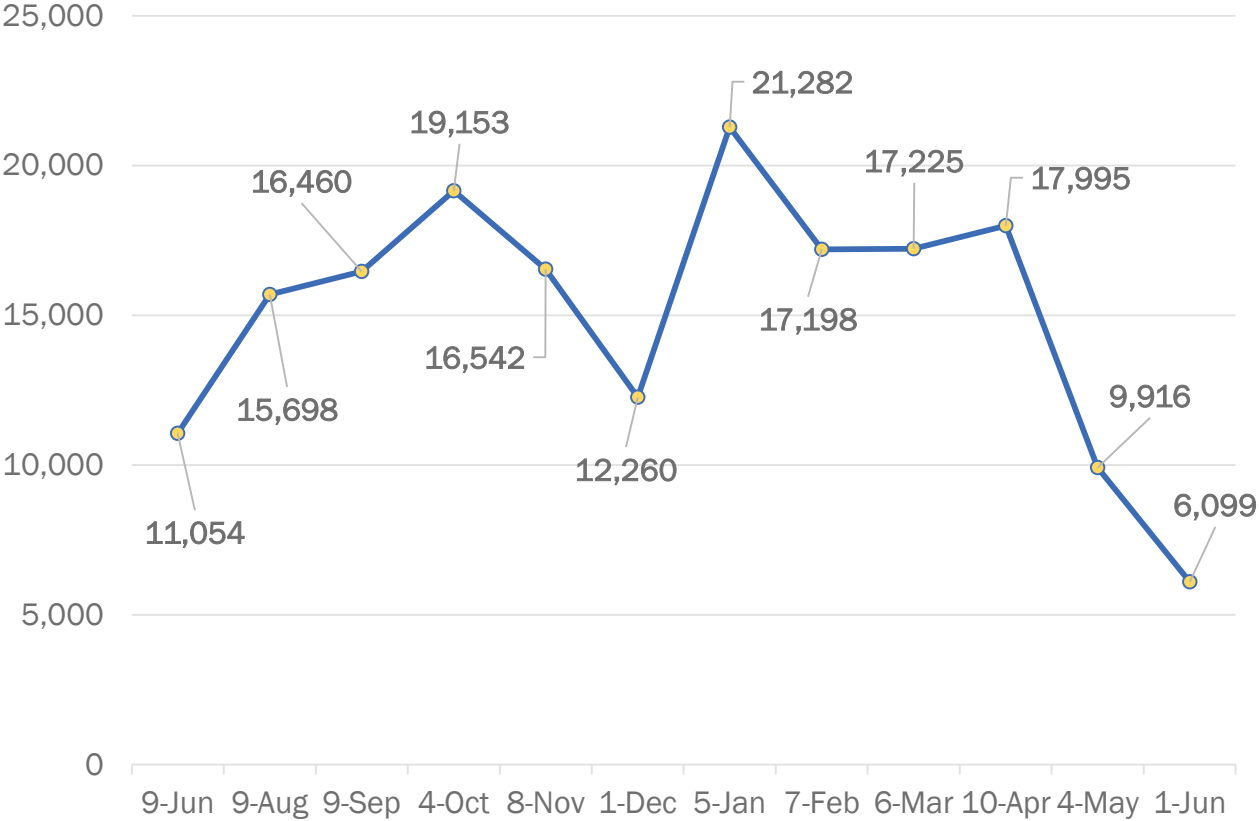


# Customer Care: Residential On the Bubble\*

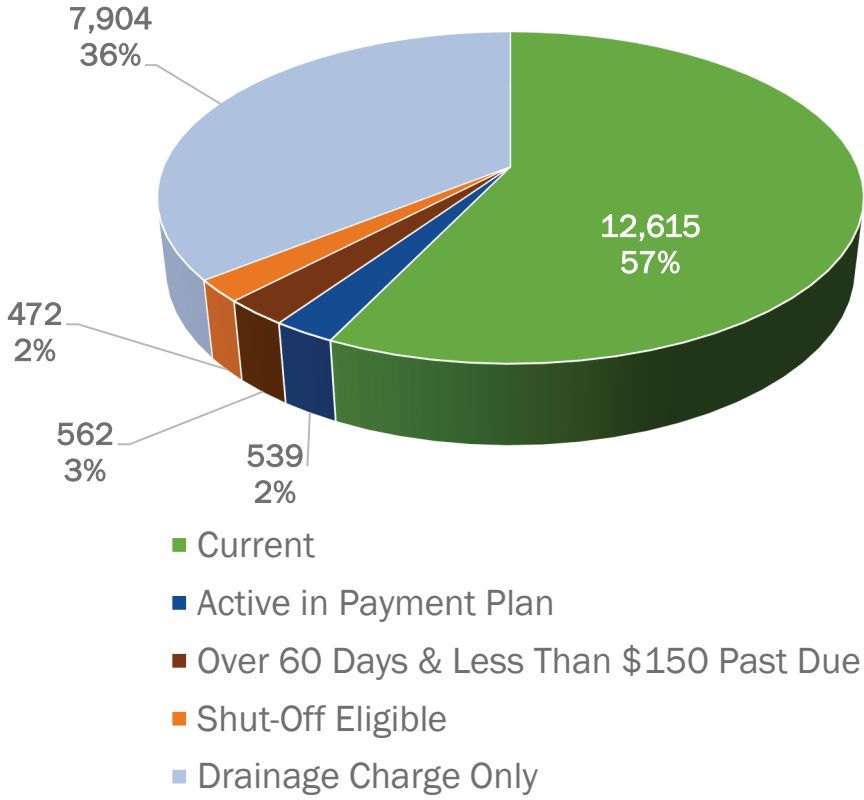


\*Past due more than 60 days and less than \$150.

# Customer Care: Residential Shut-Off Eligible

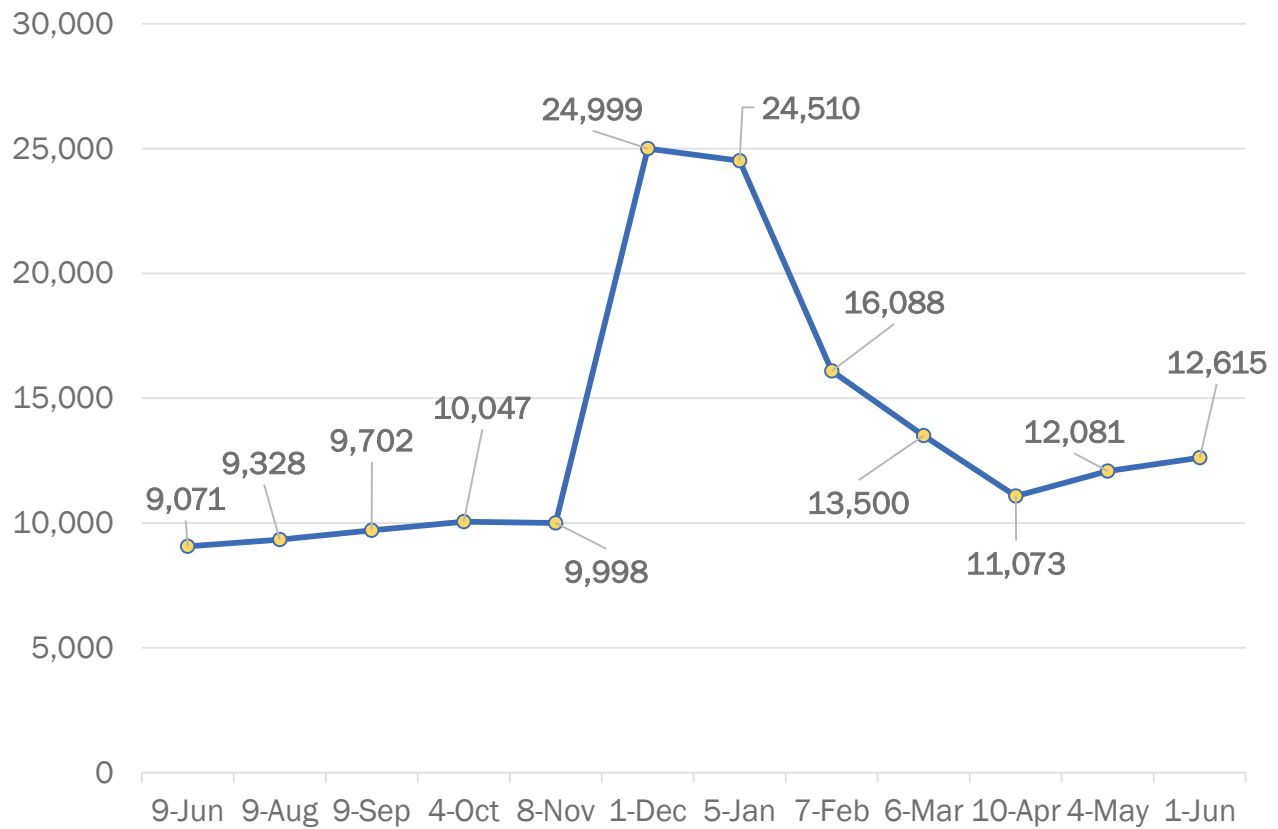


# Customer Care: Nonresidential Account Status\*



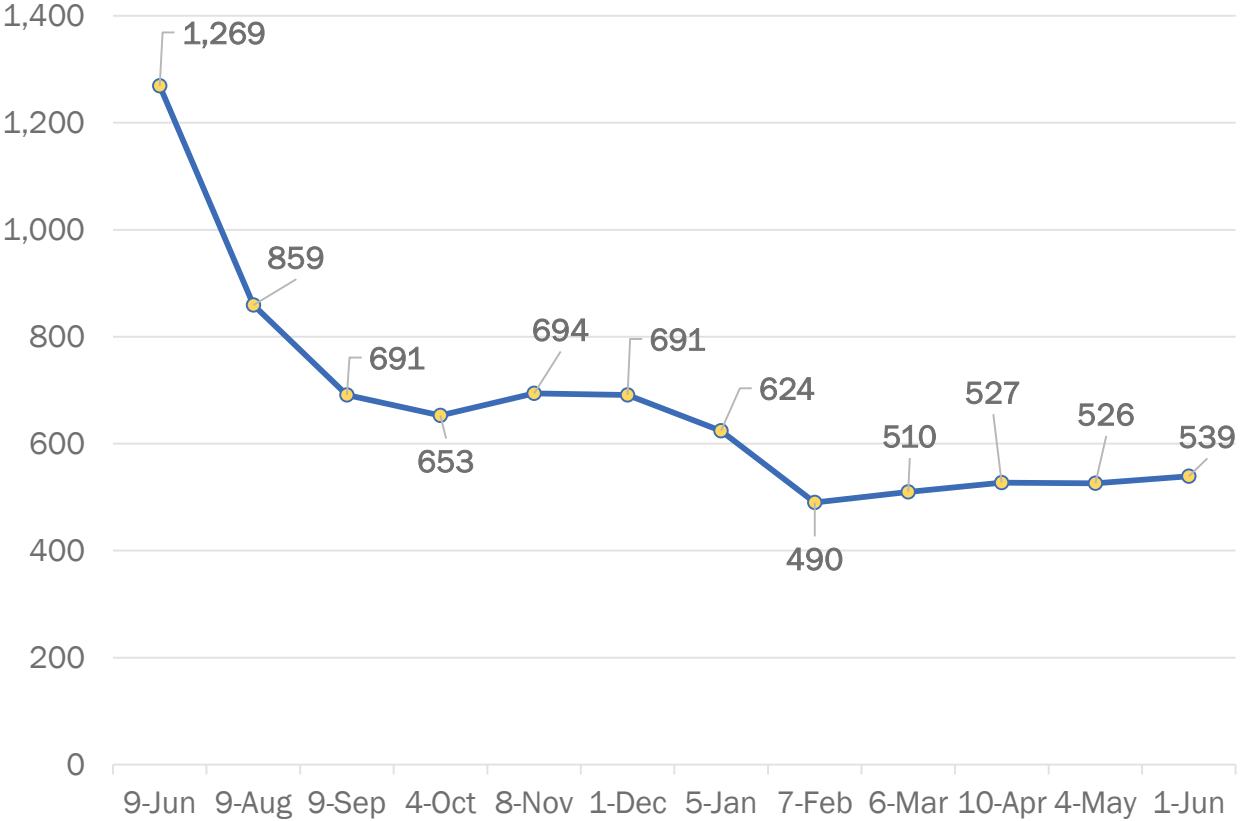
\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Current on Bill\*

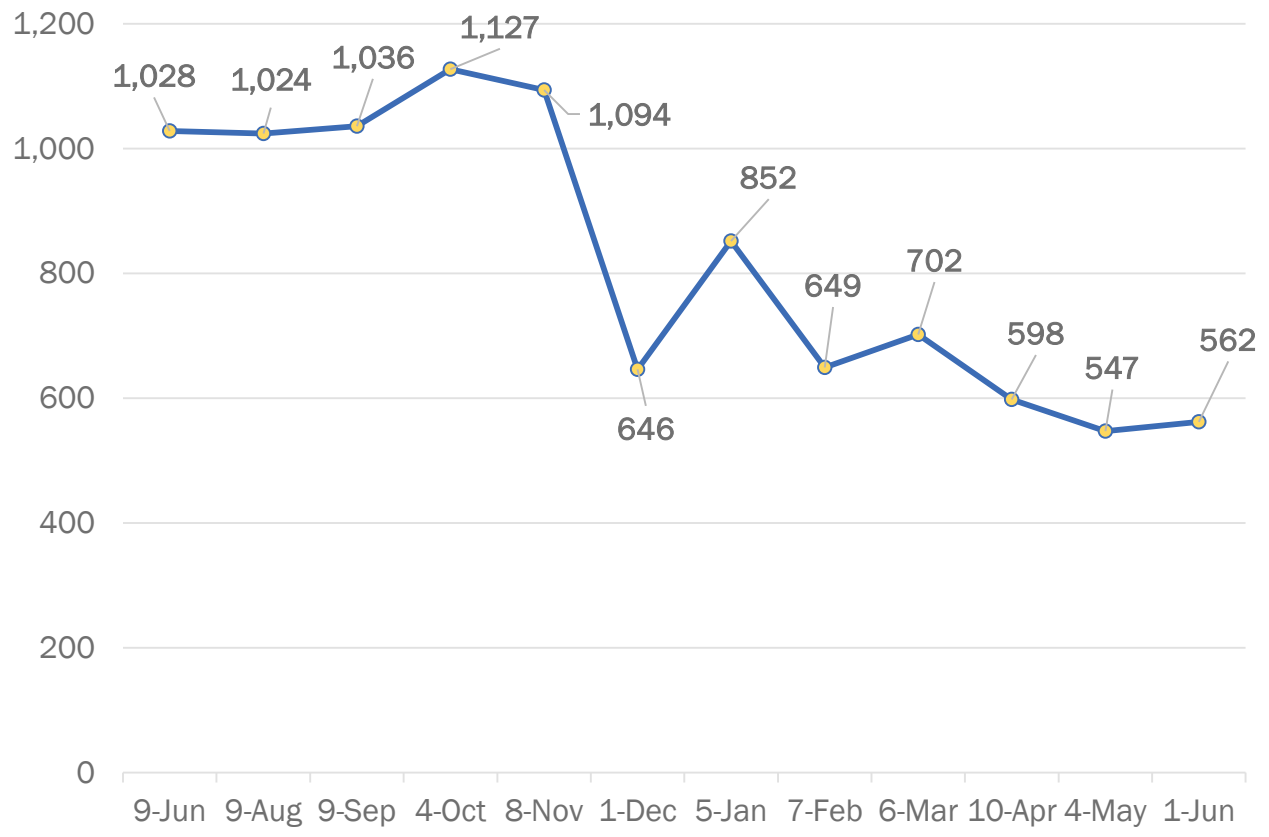


\*Approximately 20,000 never-been-billed parcels were added to the DWSD billing system in October 2016 as part of the Drainage Charge Program.

# Customer Care: Nonresidential Payment Plans

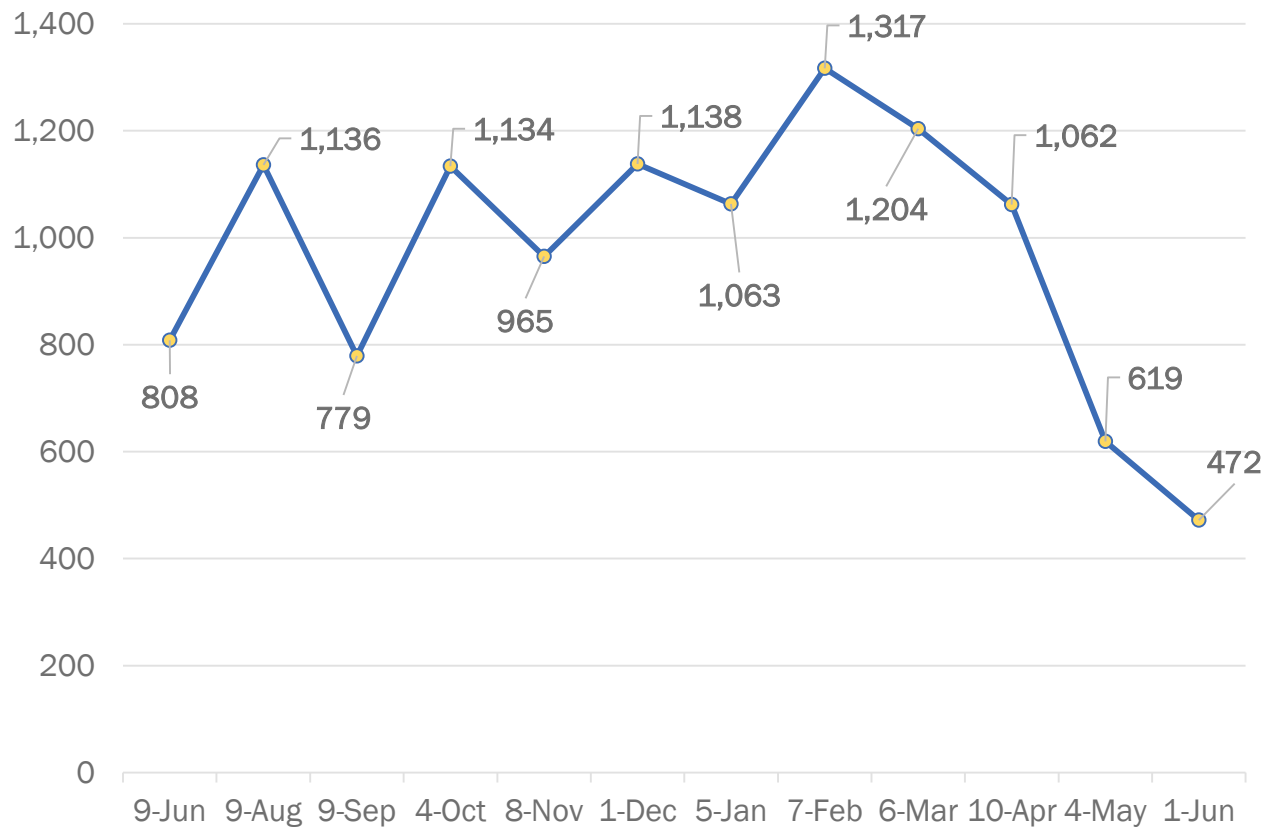


# Customer Care: Nonresidential On the Bubble\*



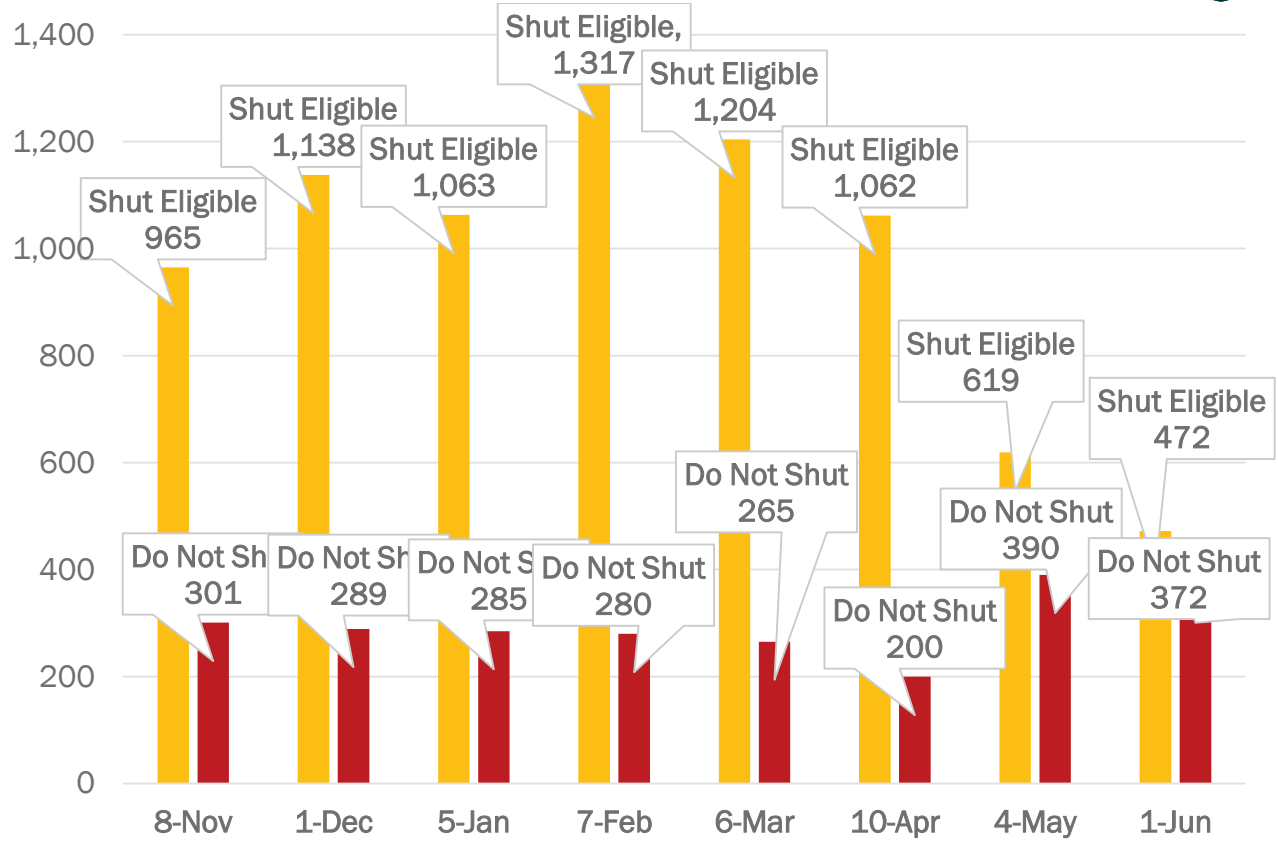
\*Past due more than 60 days and less than \$150.

# Customer Care: Nonresidential Shut-Off Eligible





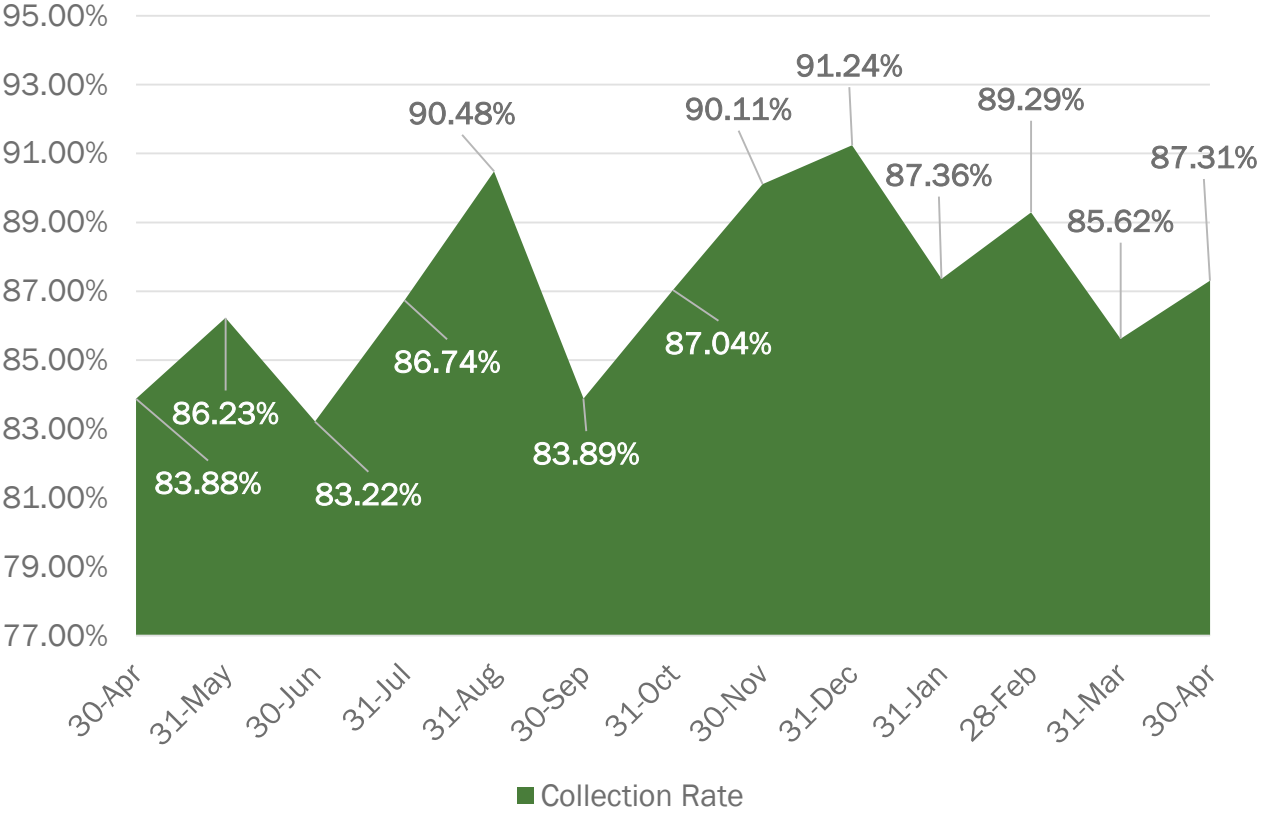
# Customer Care: Nonresidential Shut-Off Status\*



\*Customers in the “do not shut” category include nursing homes and apartment buildings.

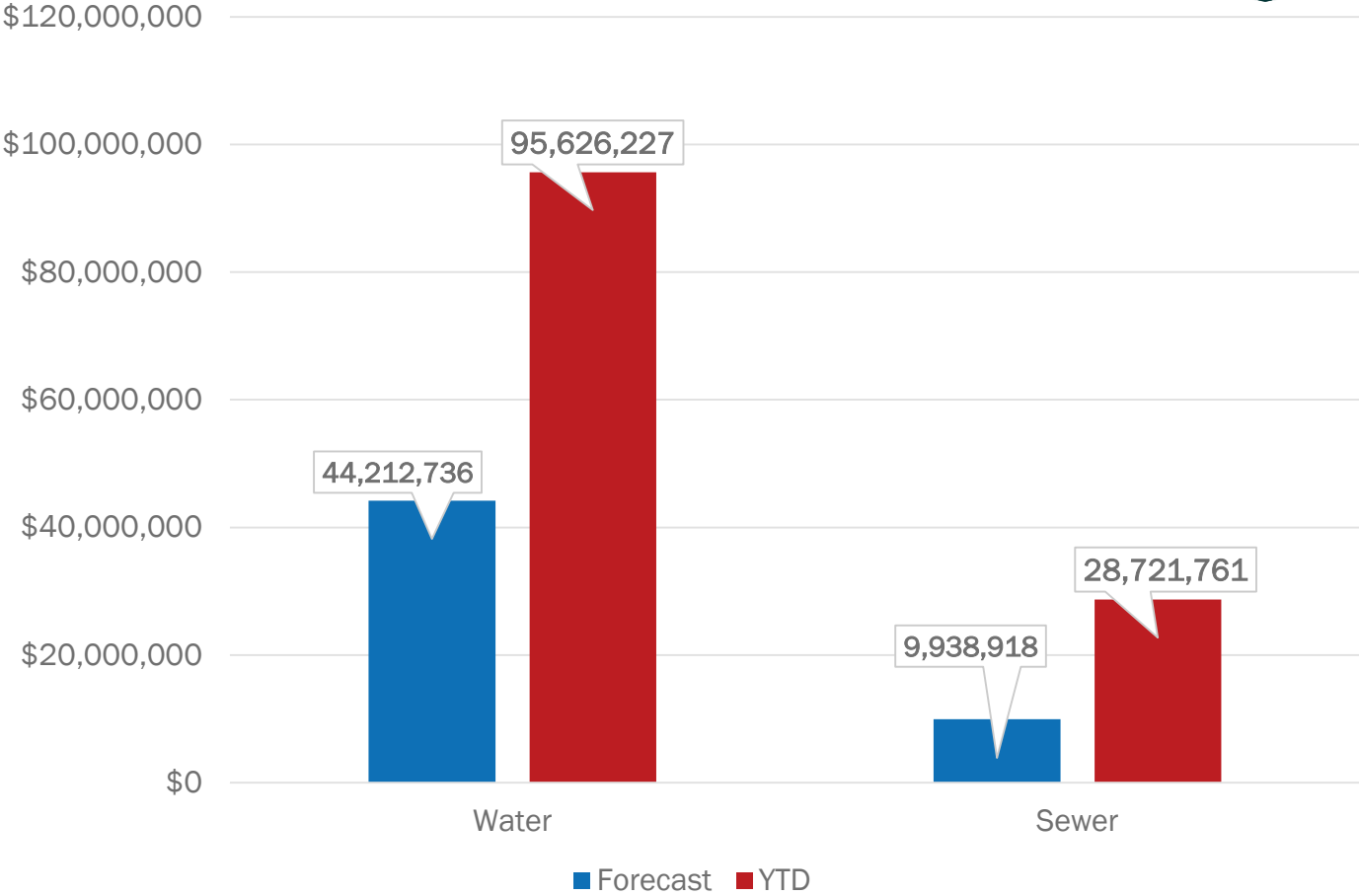
# Finance

# Finance: Collection Rate\*

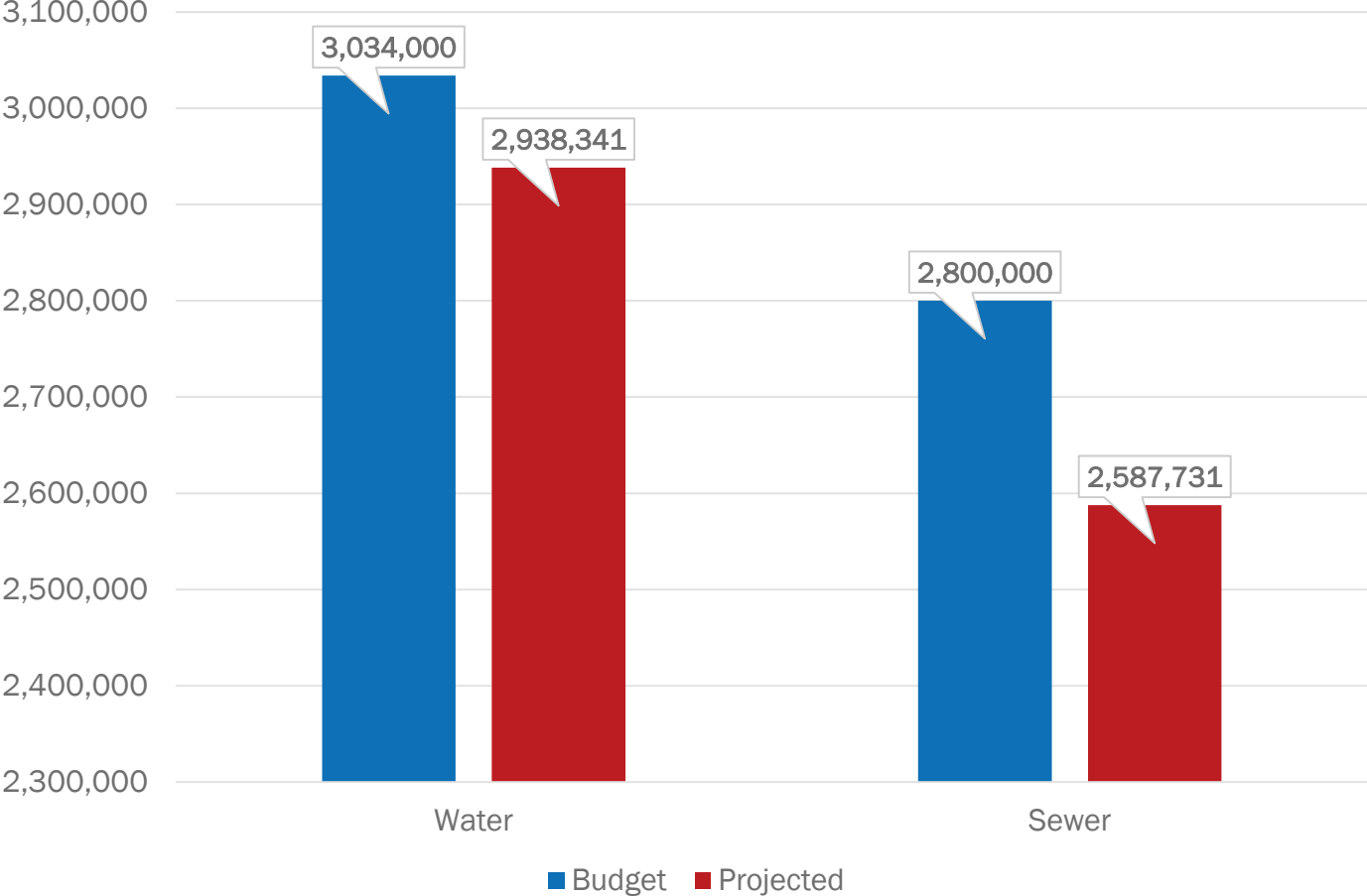


\*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

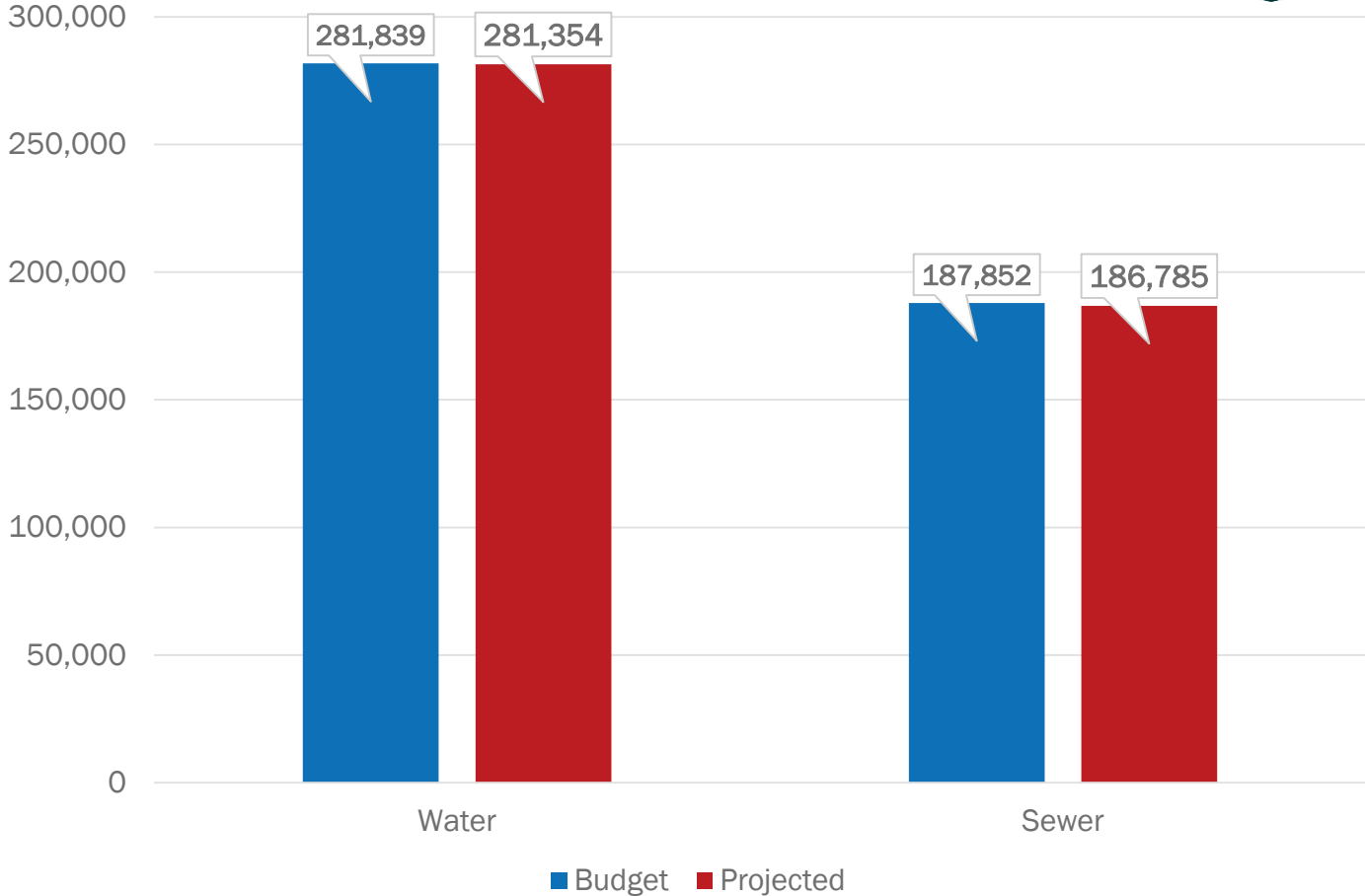
# Finance: Cash Flow Status



# Finance: Commodity Volumes

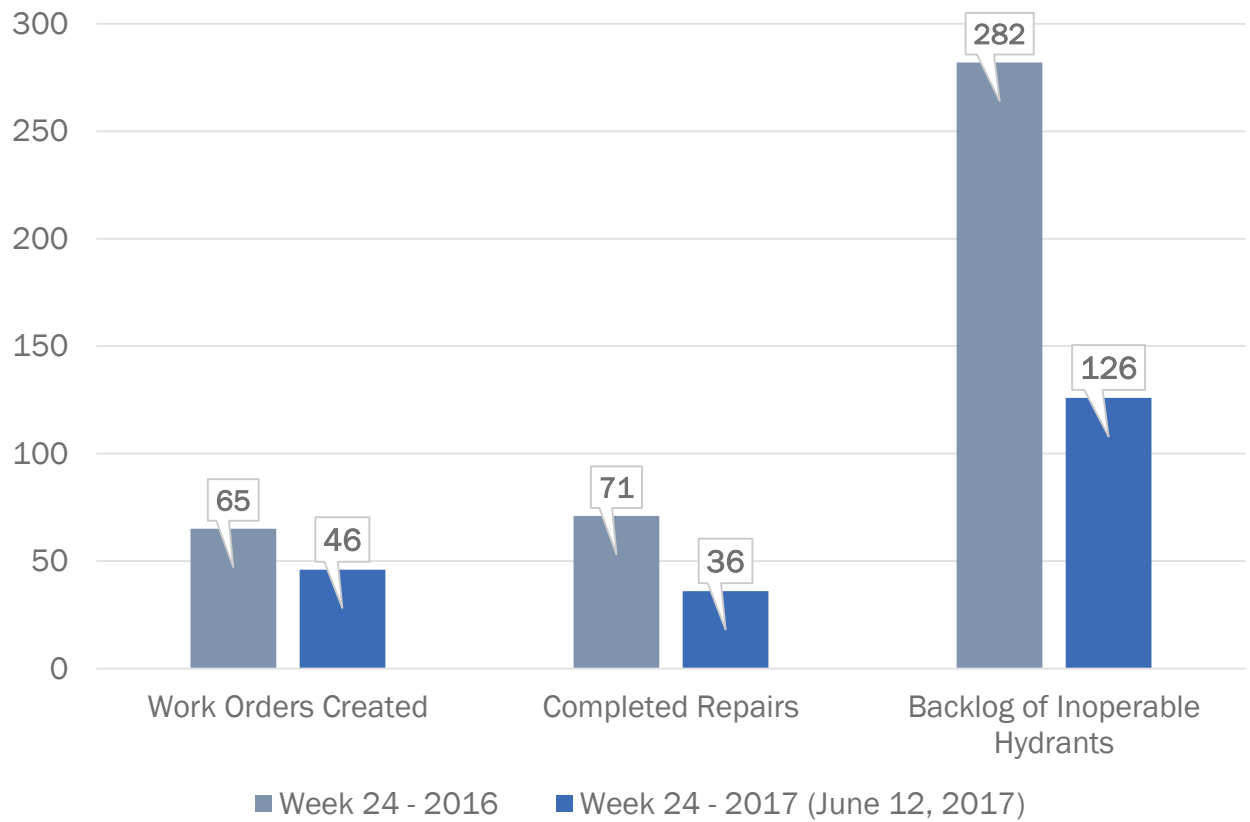


# Finance: Equivalent Accounts



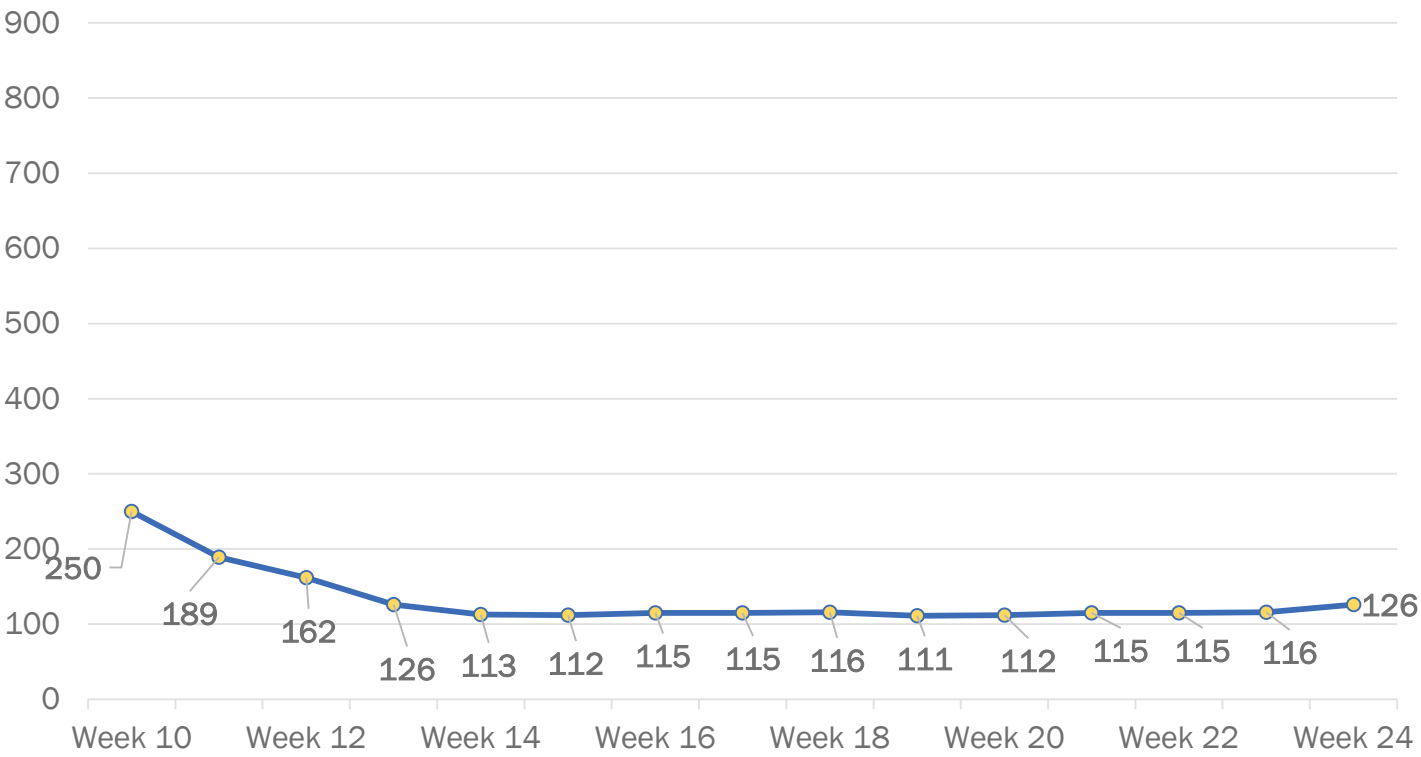
# Field Services

# Field Services: Fire Hydrant Repairs





# Field Services: Backlog of Inoperable Fire Hydrants



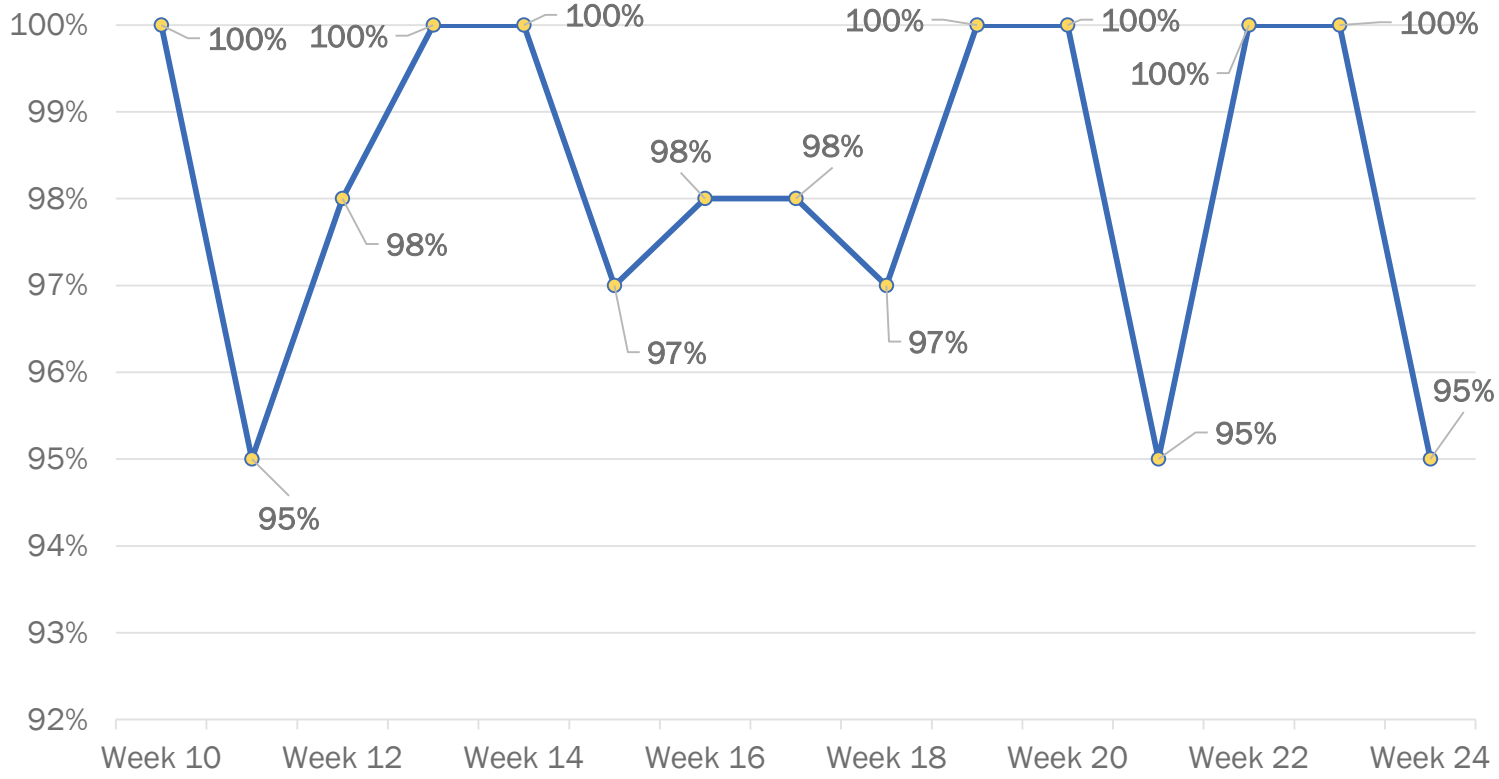
# Field Services: Reports of Running Water



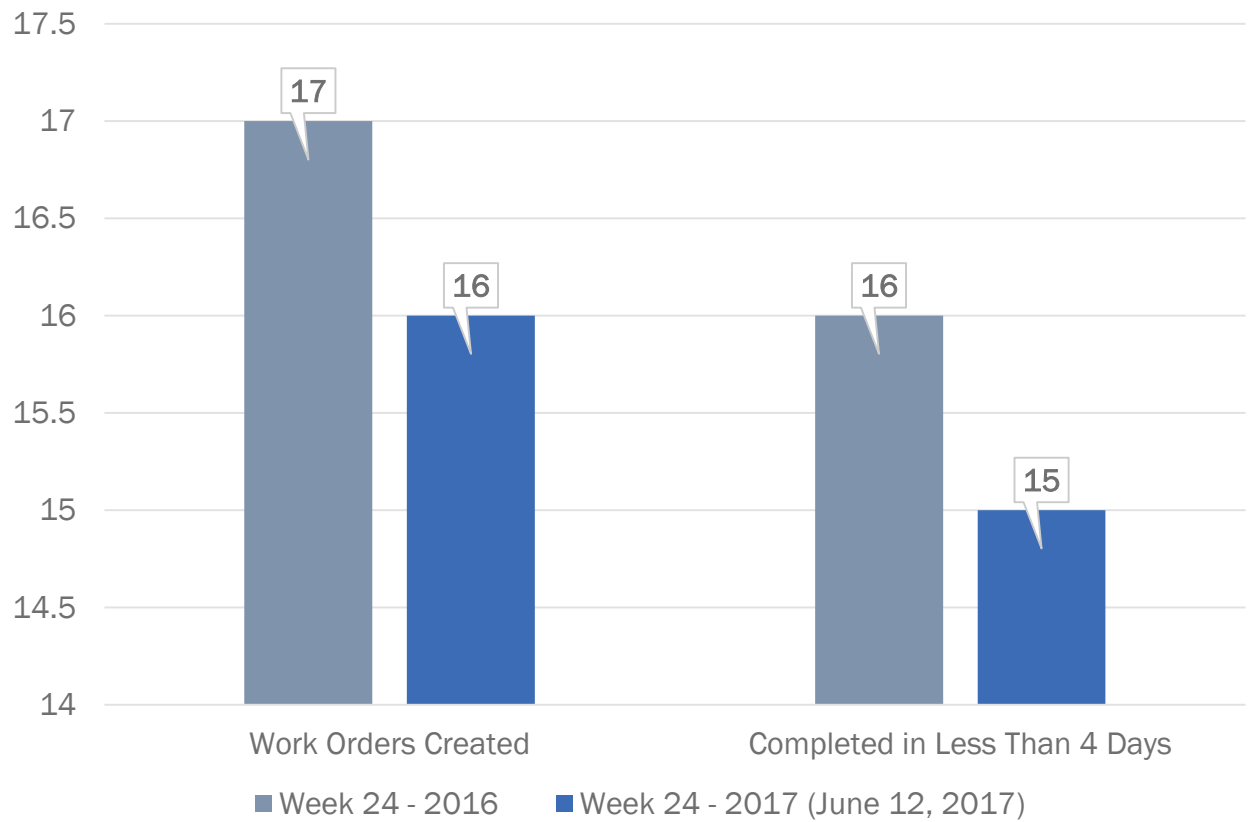
# Field Services: Reports of Running Water



## Completion Rate within TWO Days



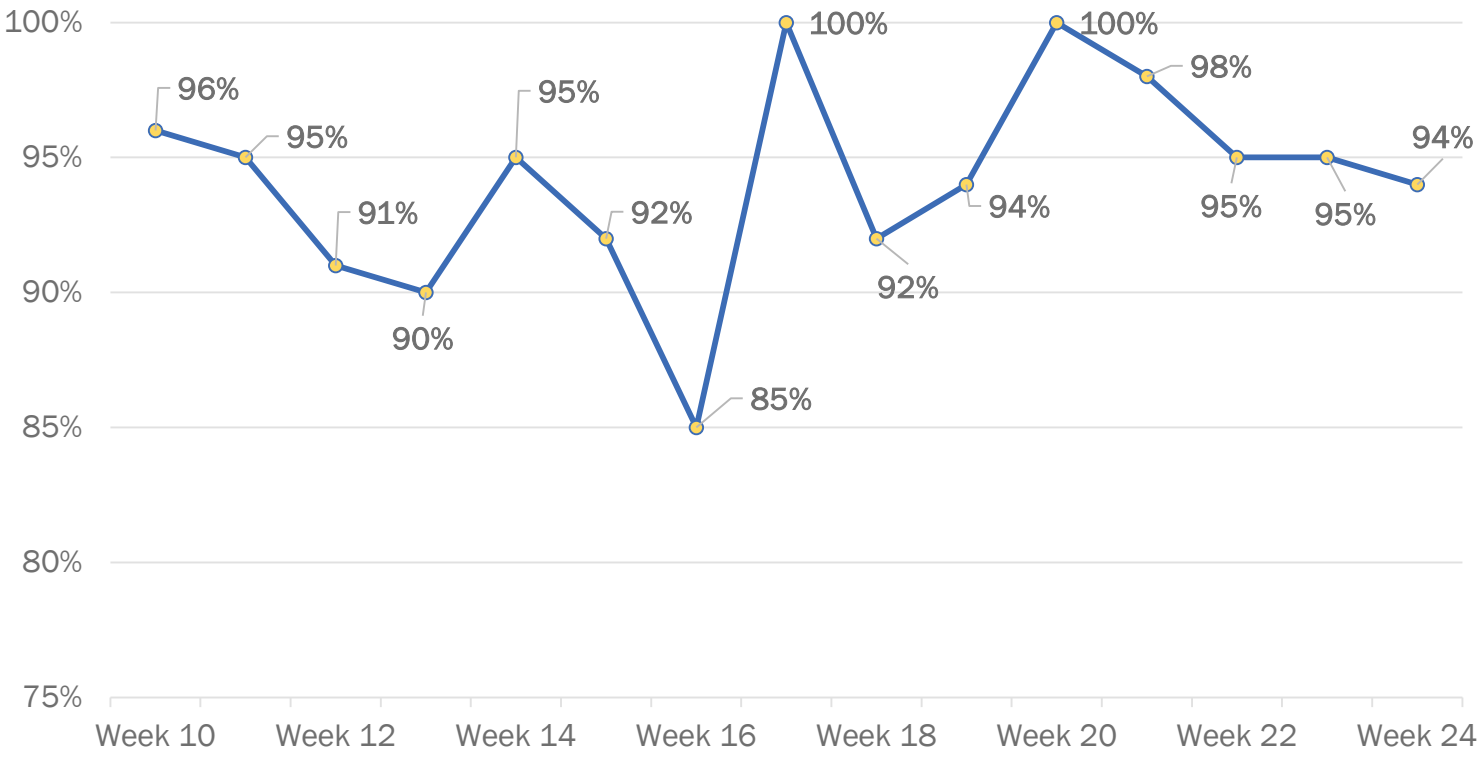
# Field Services: Water Main Repairs



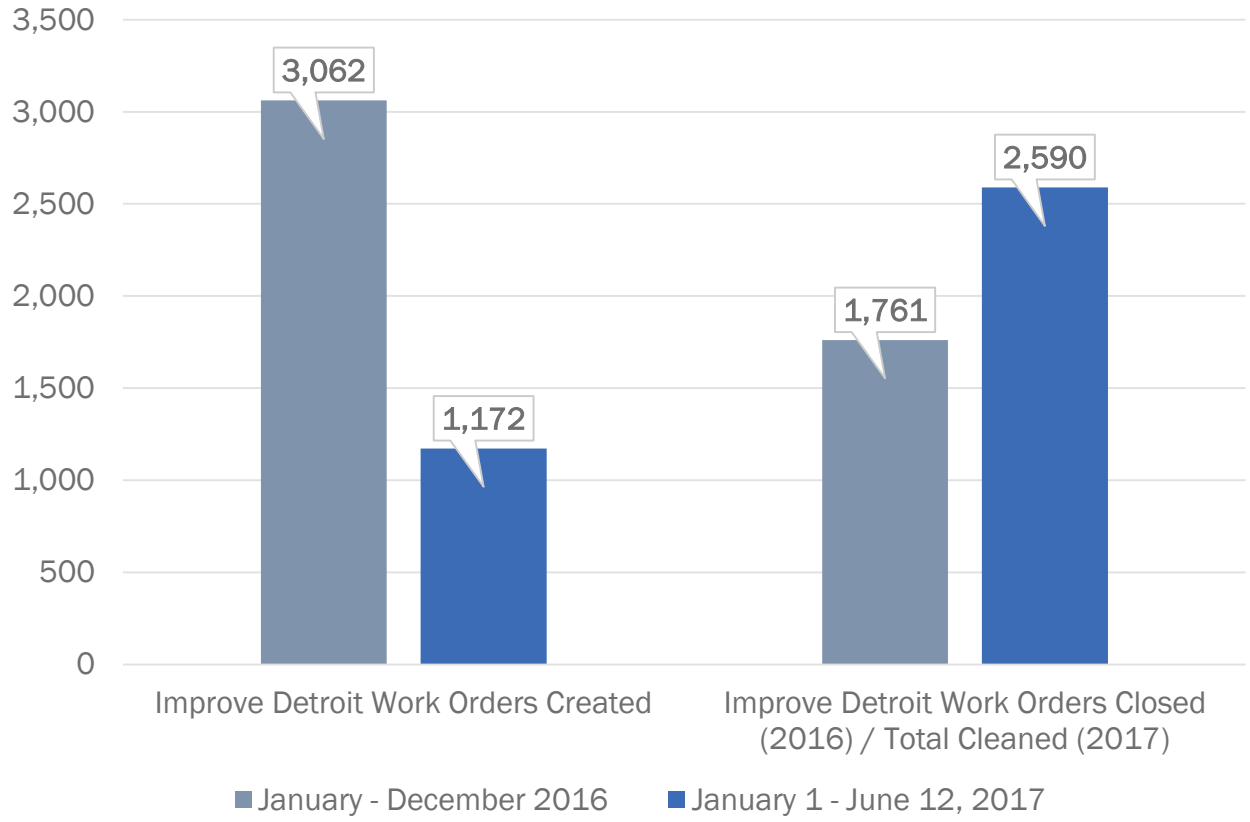
# Field Services: Water Main Repairs



### Completion Rate within FOUR Days



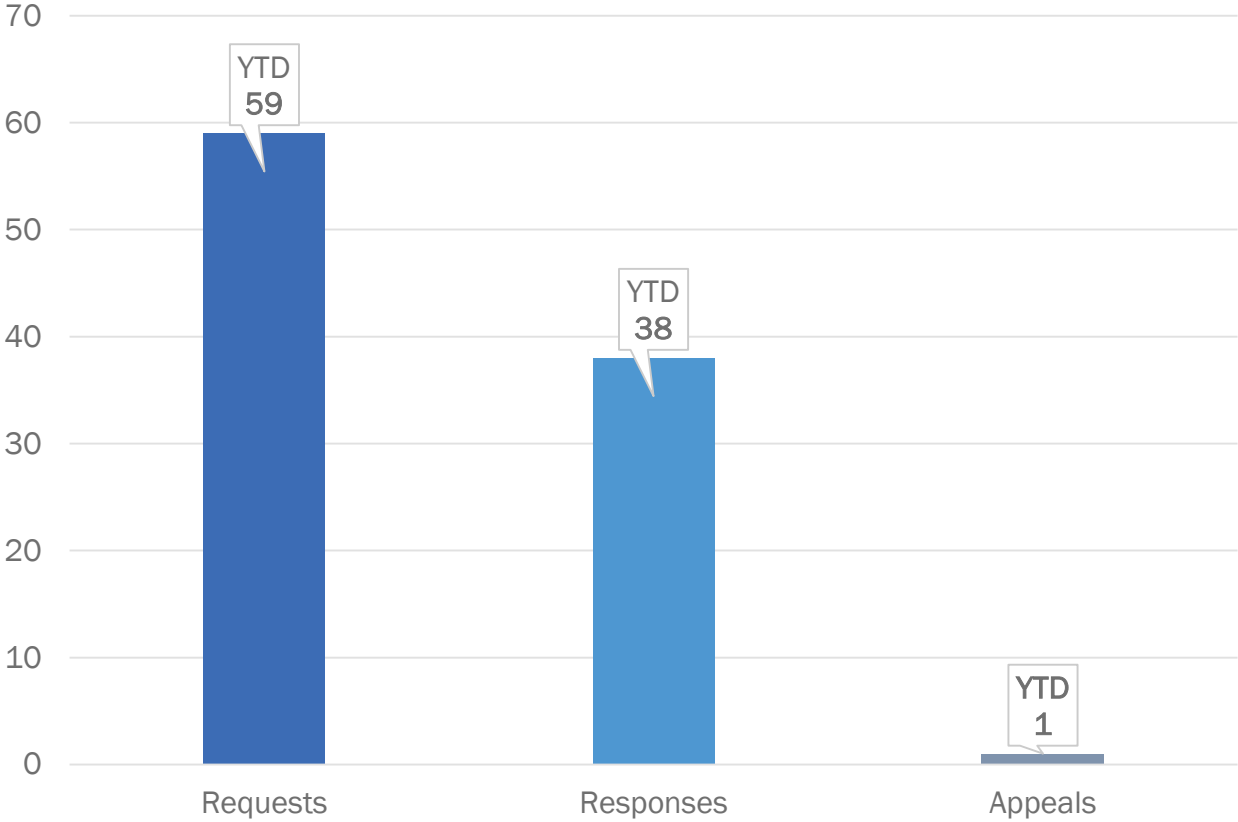
# Field Services: Catch Basins





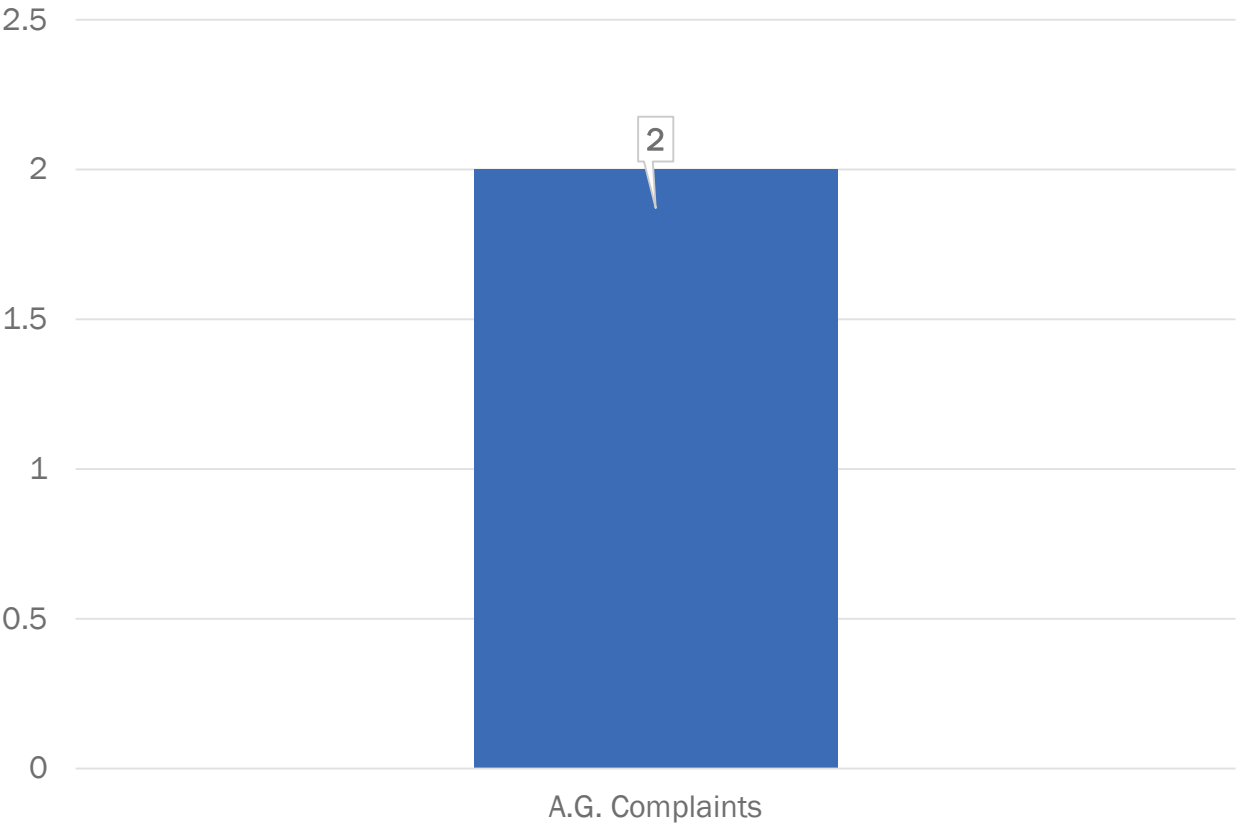
# Legal Services

# Legal: FOIA Requests

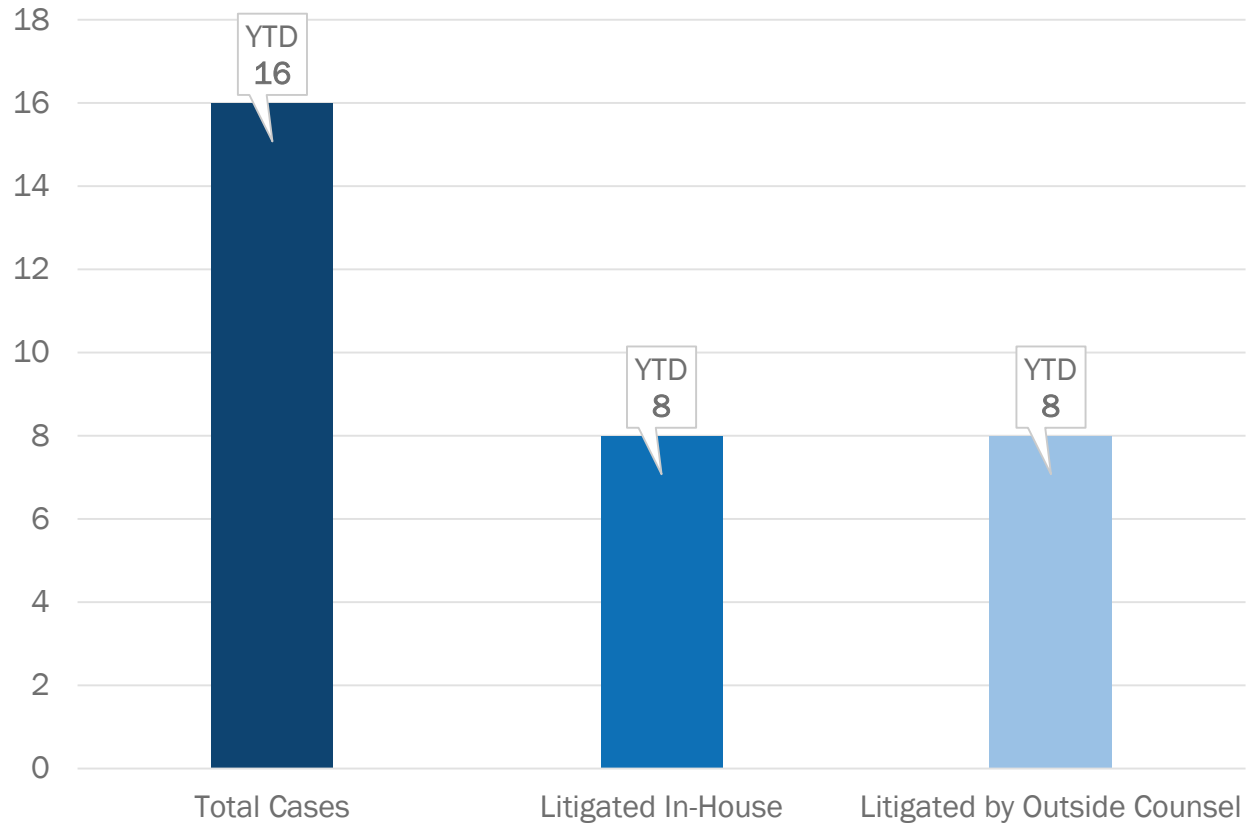




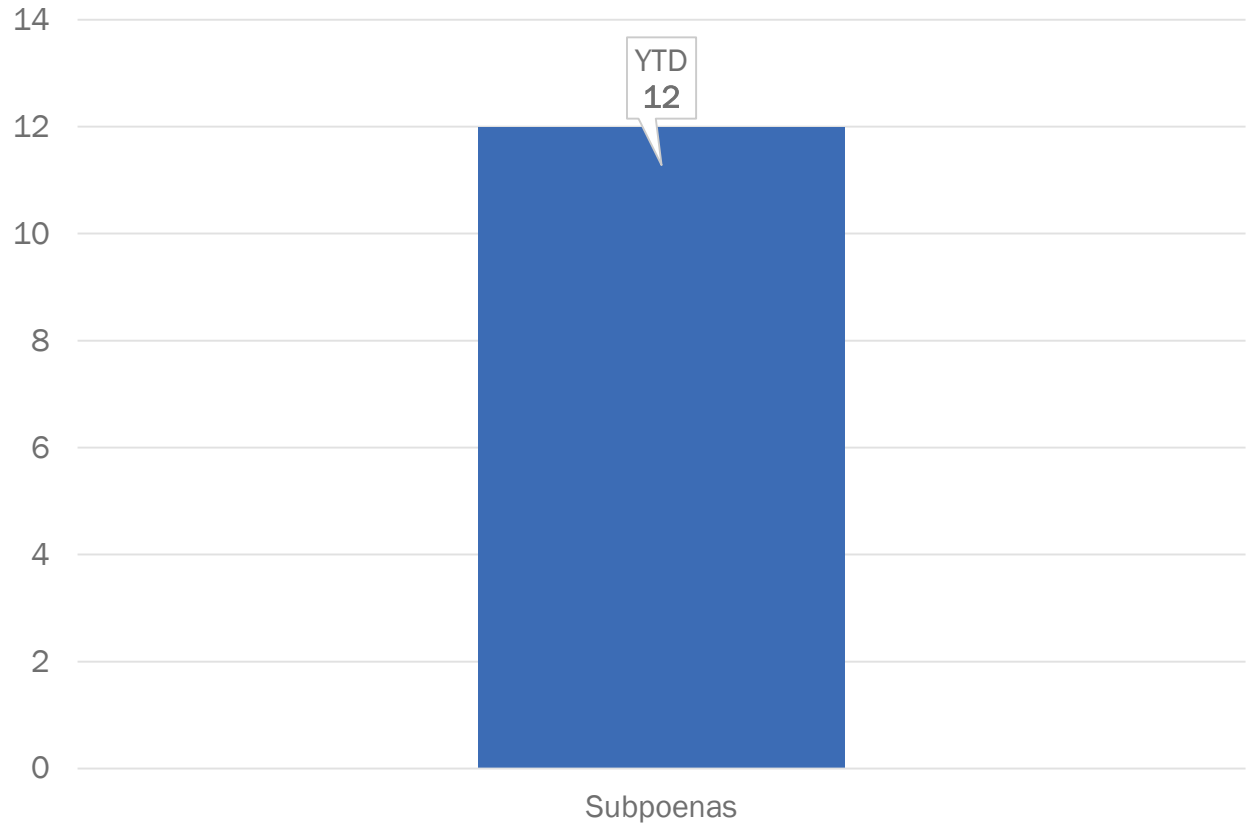
# Legal: Attorney General Complaints



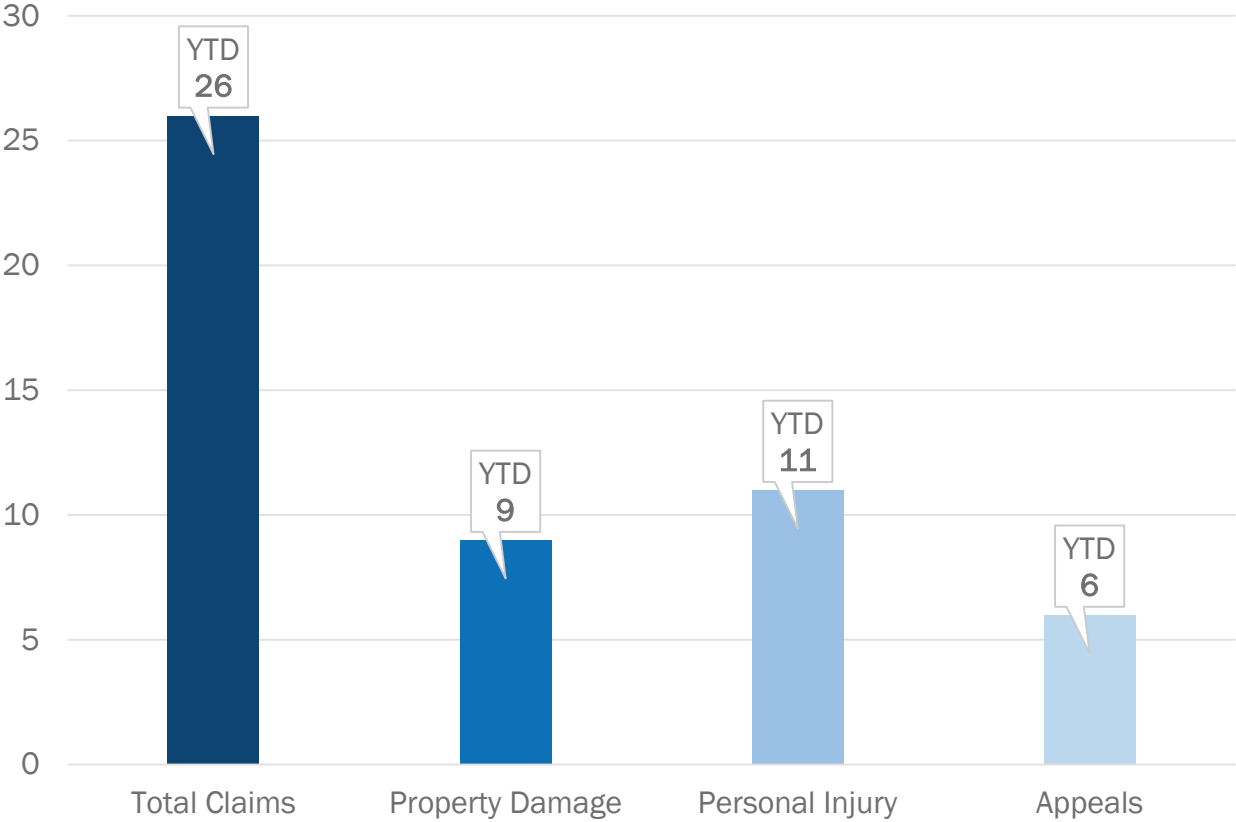
# Legal: Cases



# Legal: Subpoenas



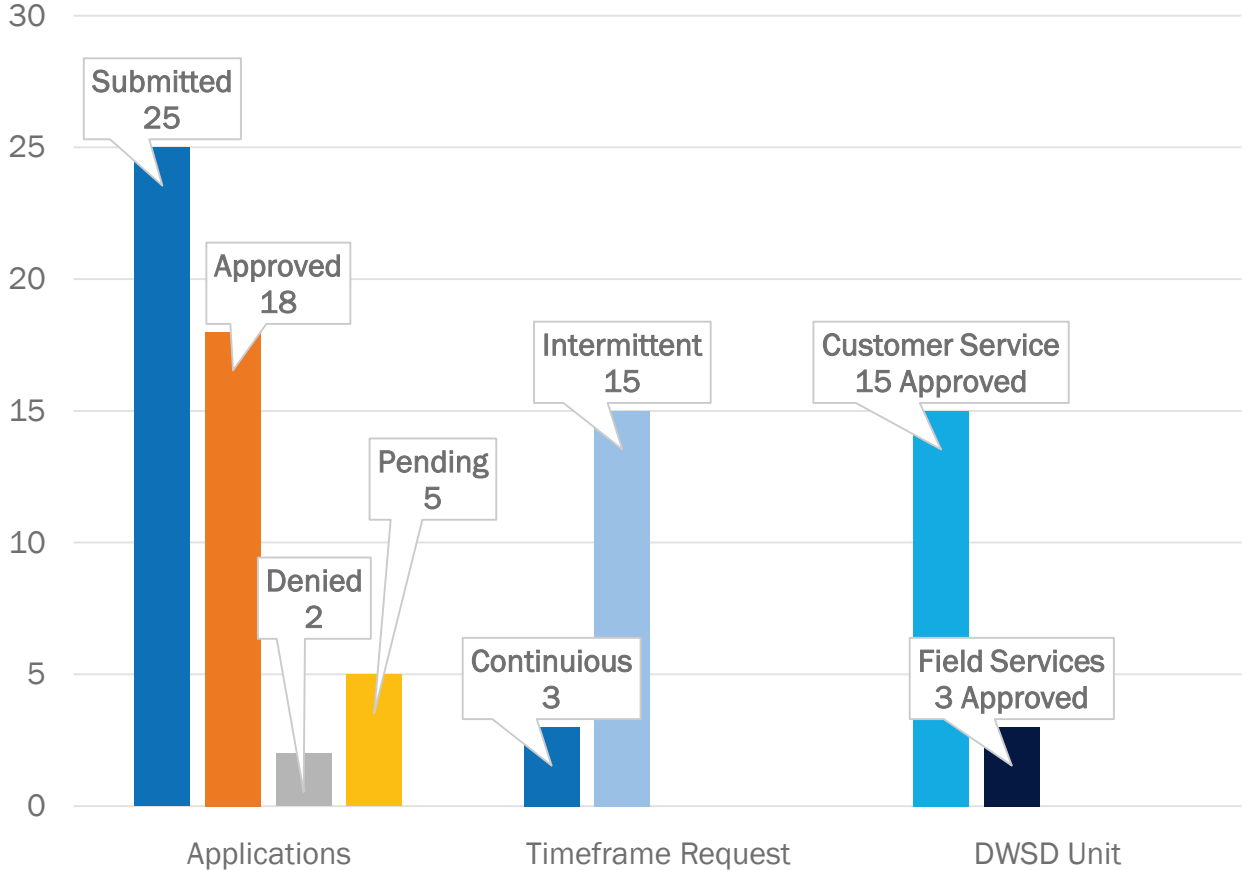
# Legal: Customer Claims



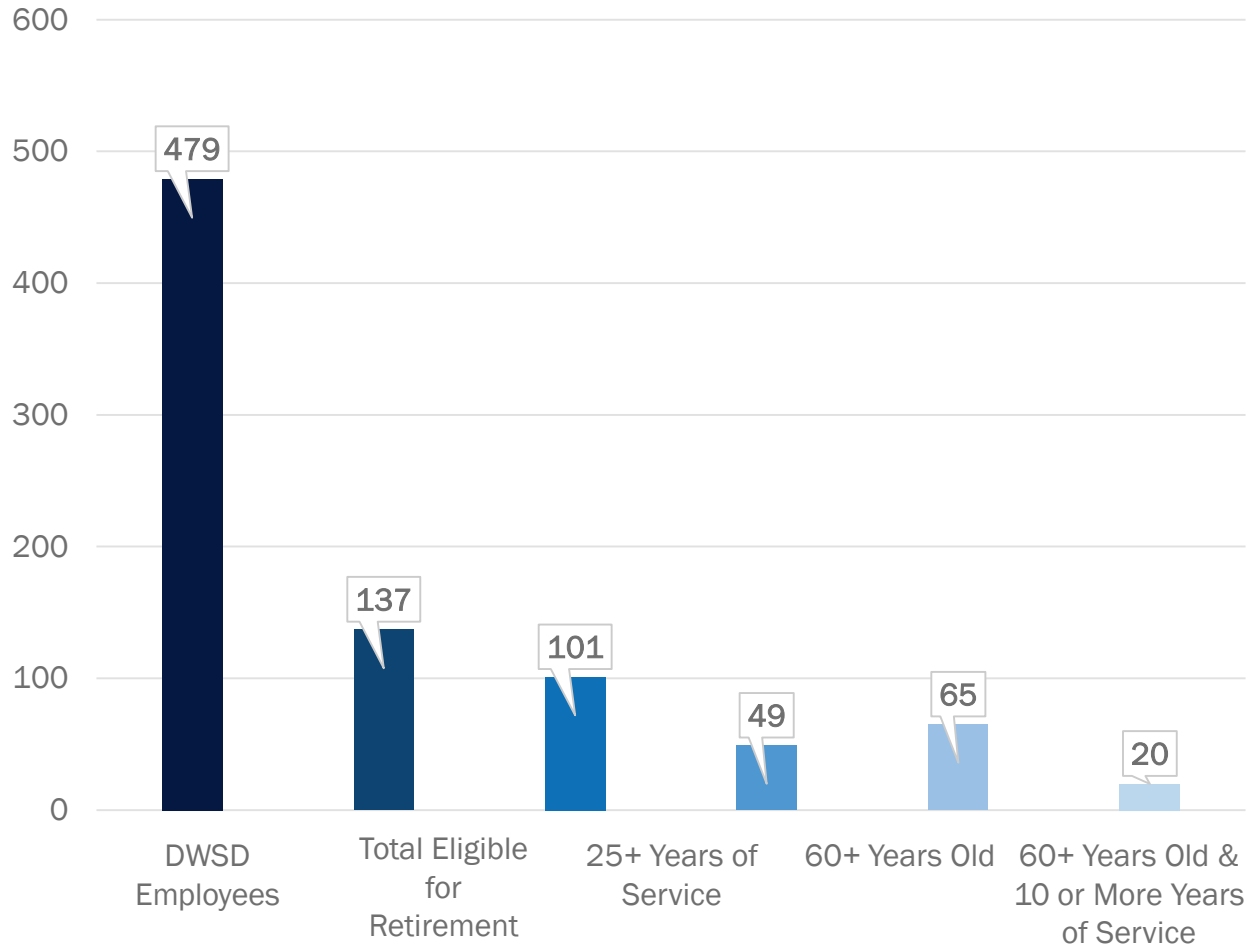


# Human Resources

# HR: Family Medical Leave Act



# HR: Retirement Eligible

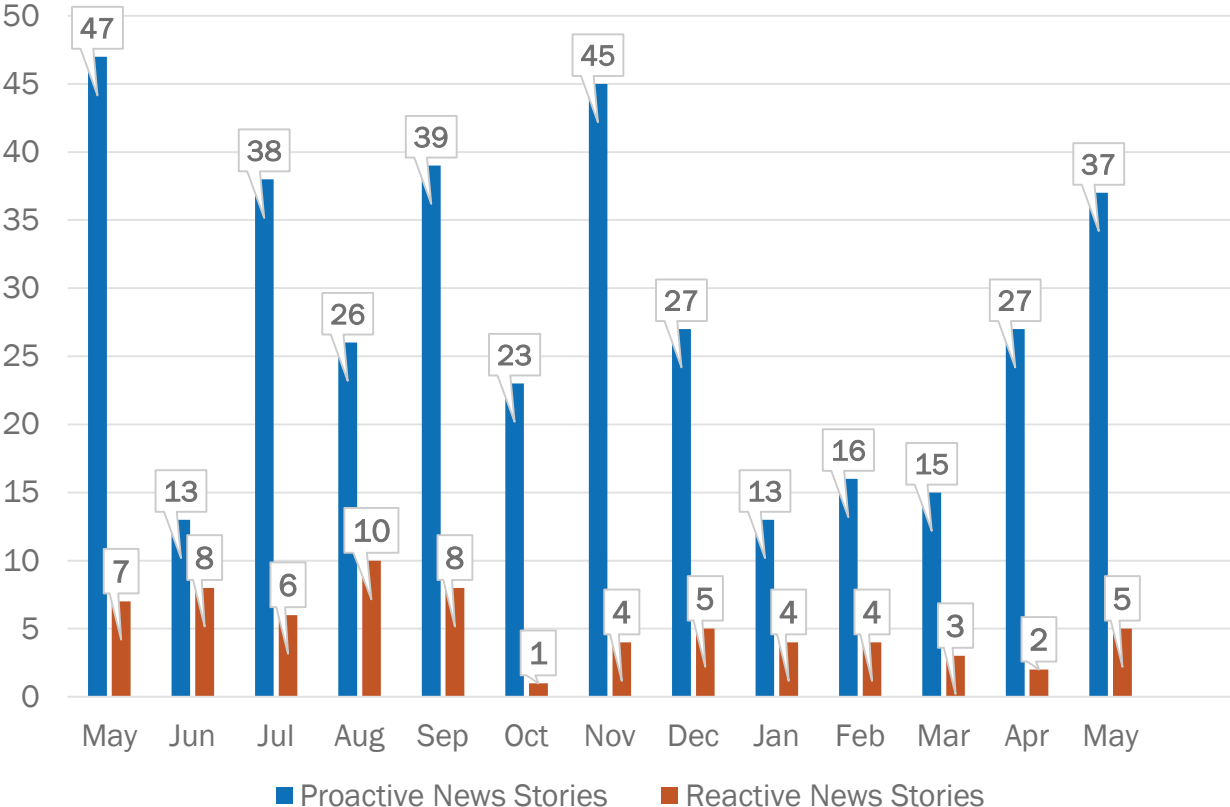




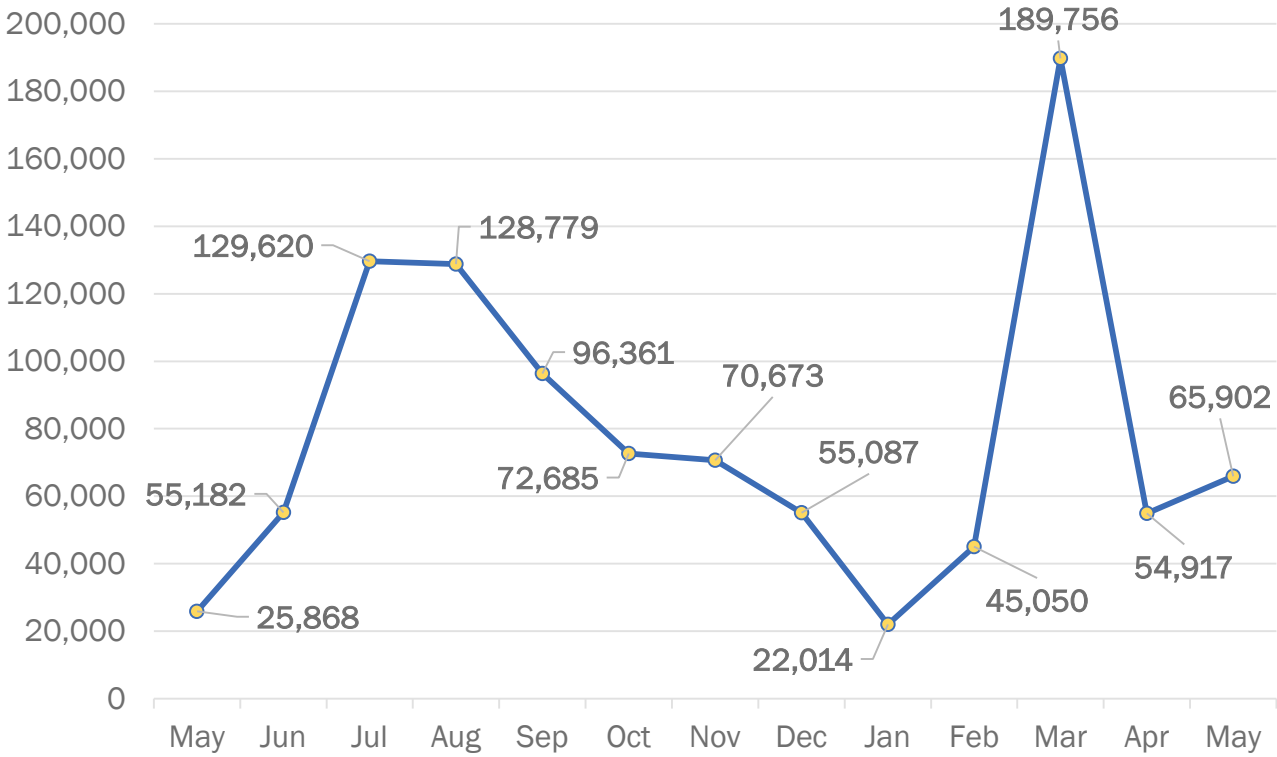
# Public Affairs



# Public Affairs: News Media Placements

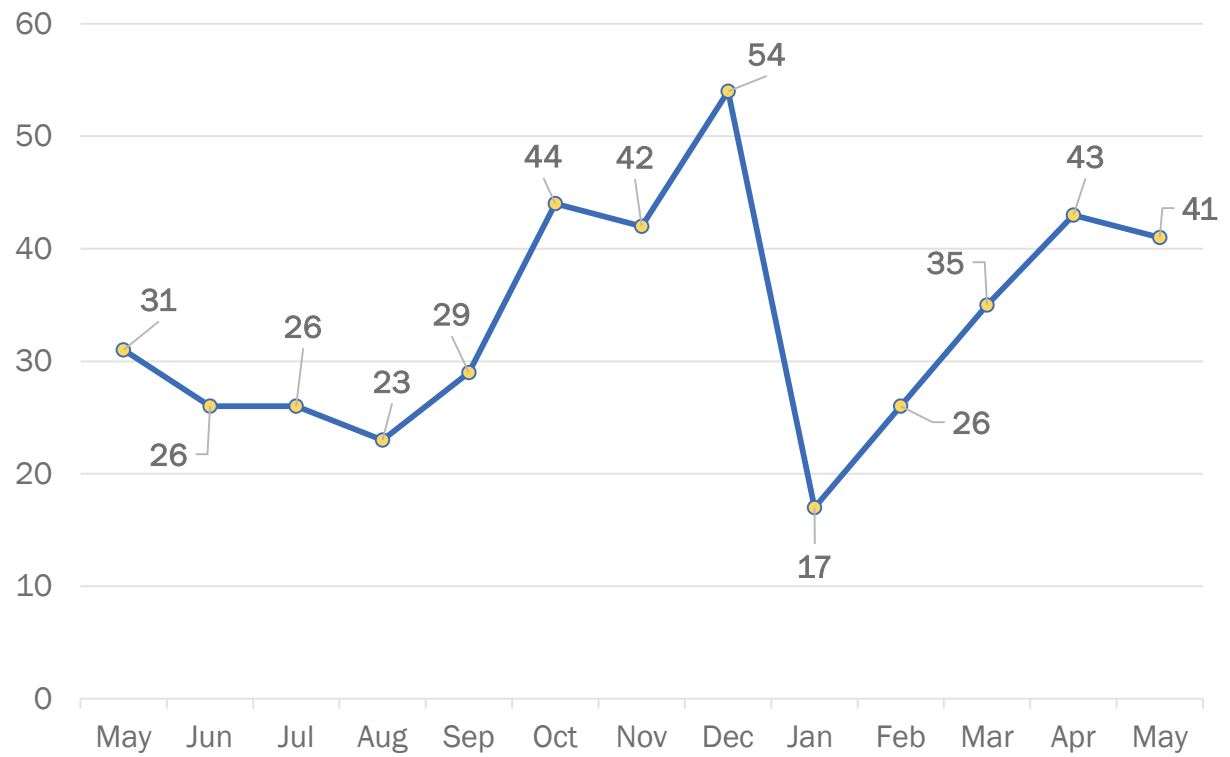


# Public Affairs: Social Media Reach\*



\*The significant increase in July and August 2016 is mostly a result of targeted paid advertising on Facebook and Instagram by DWSD. The jump in March 2017 is directly related to issuing a boil water advisory on February 28 - March 3.

# Public Affairs: Community Engagement Activities





# Information Technology

# Information Technology: Software Application Availability for Customer Care, Field Services and Finance



Customer Service Application Availability Last 90-Days

