



**Water & Sewerage
Department**

DIRECTOR'S REPORT

August 21, 2019



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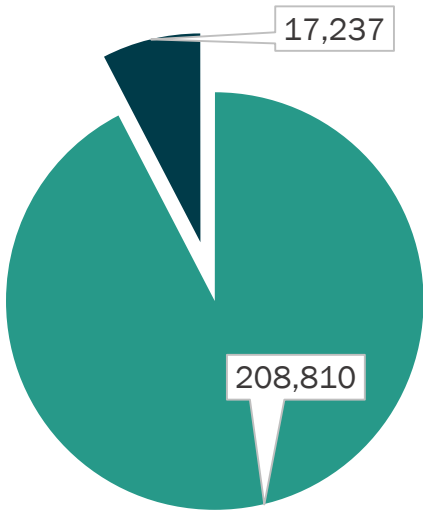
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Customer Care

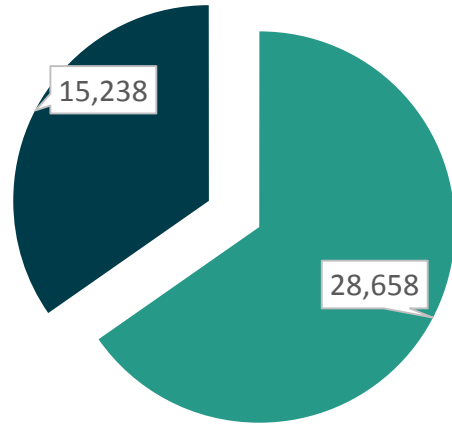
CUSTOMER CARE: Number of Active Accounts



Active Residential Accounts



Active Non-Residential Accounts



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

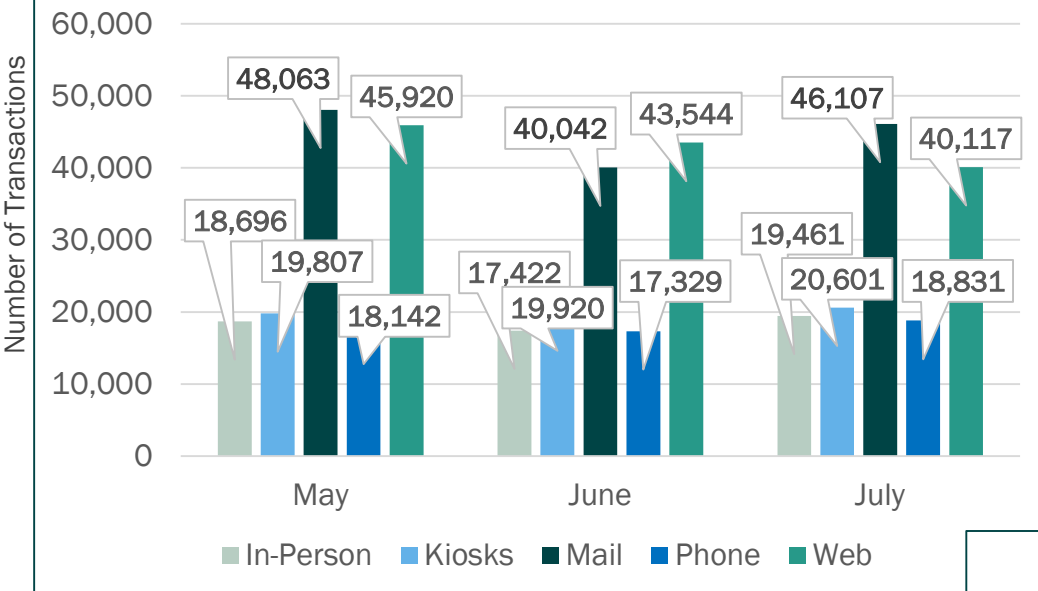
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

CUSTOMER CARE: Transactions

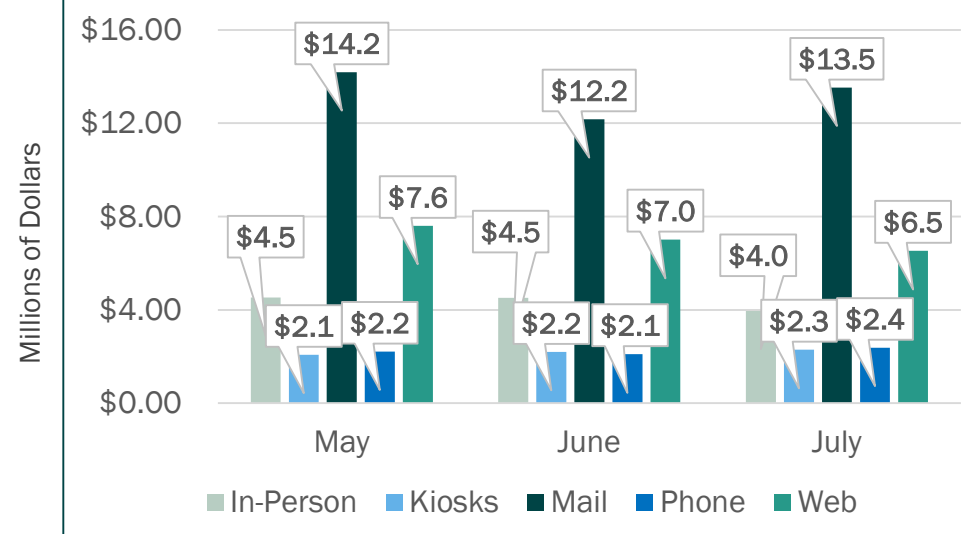


Payment Transactions by Platform Type



DWSD is presenting this payment transaction data in a three-month series to show trends.

Revenue Collected by Platform Type

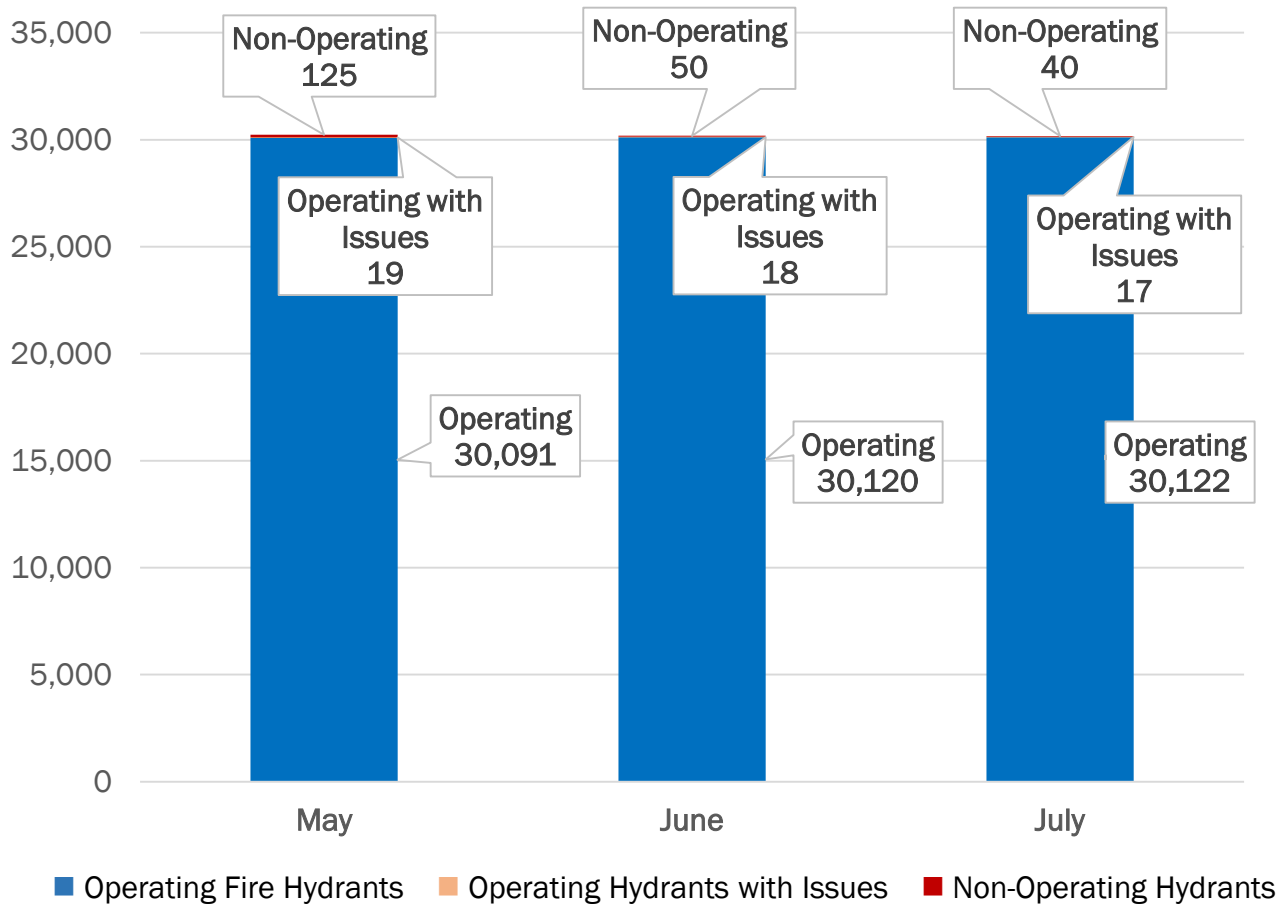




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Field Services

FIELD SERVICES: Fire Hydrant Maintenance



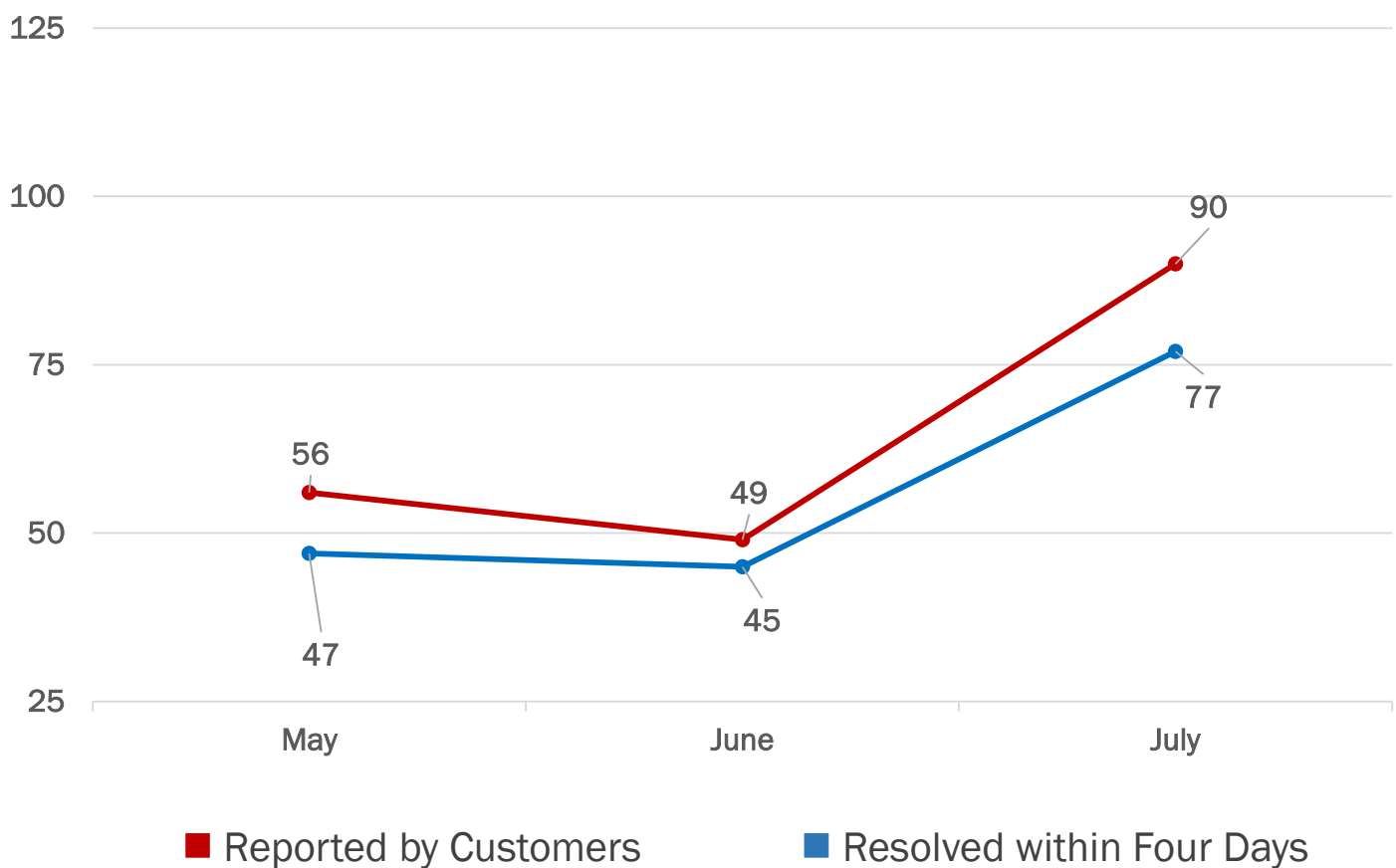
As of July 31, **99.8%** of the fire hydrants are completely working.

FIELD SERVICES: Running Water



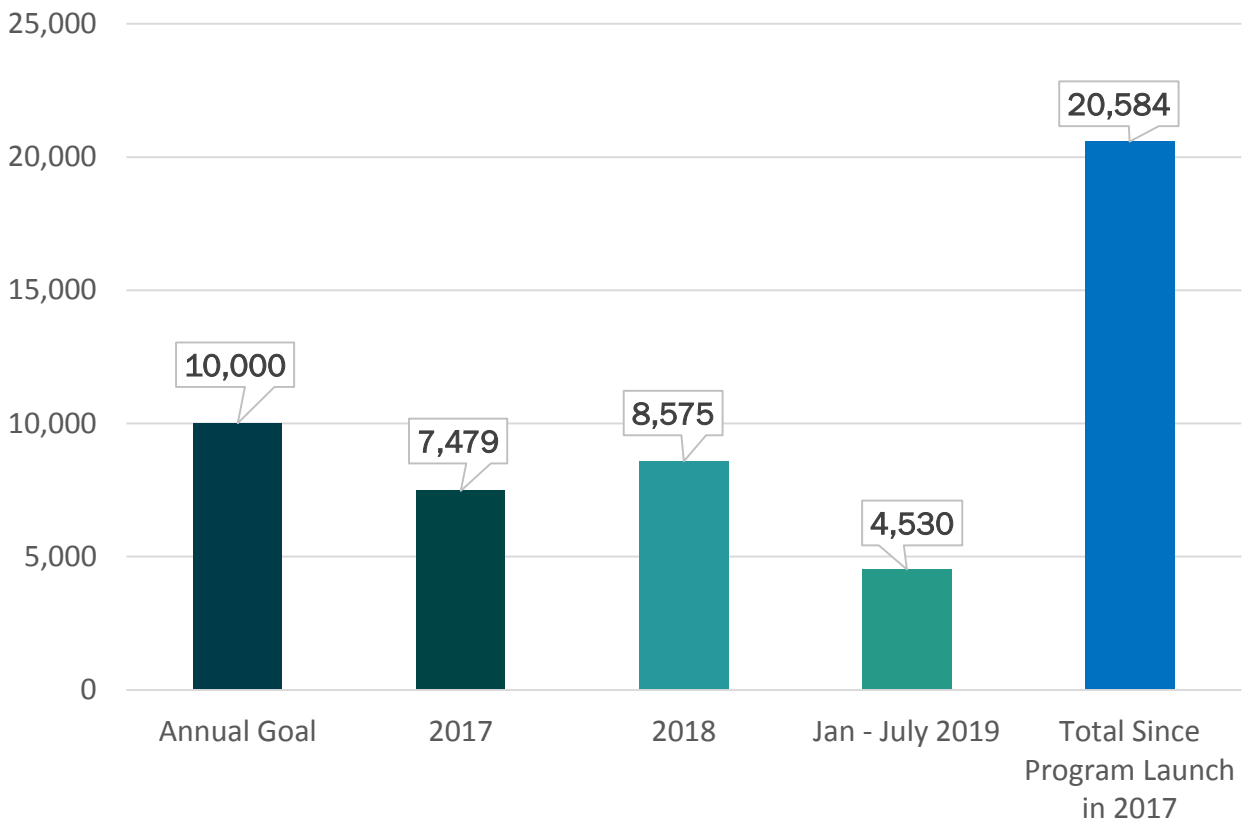
DWSD had an increase in running water reports in June, largely due to street flooding caused by heavy rains and the Detroit River cresting over seawalls on the canals in the near lower eastside.

FIELD SERVICES: Water Main Breaks



DWSD had a significant increase in water main breaks in July when temperatures reached into the 90s and near 100 for several days. When there is dramatic change in temperature -- hot or cold -- the ground can shift and cause tension on the pipes.

FIELD SERVICES: Catch Basin Inspection & Cleaning



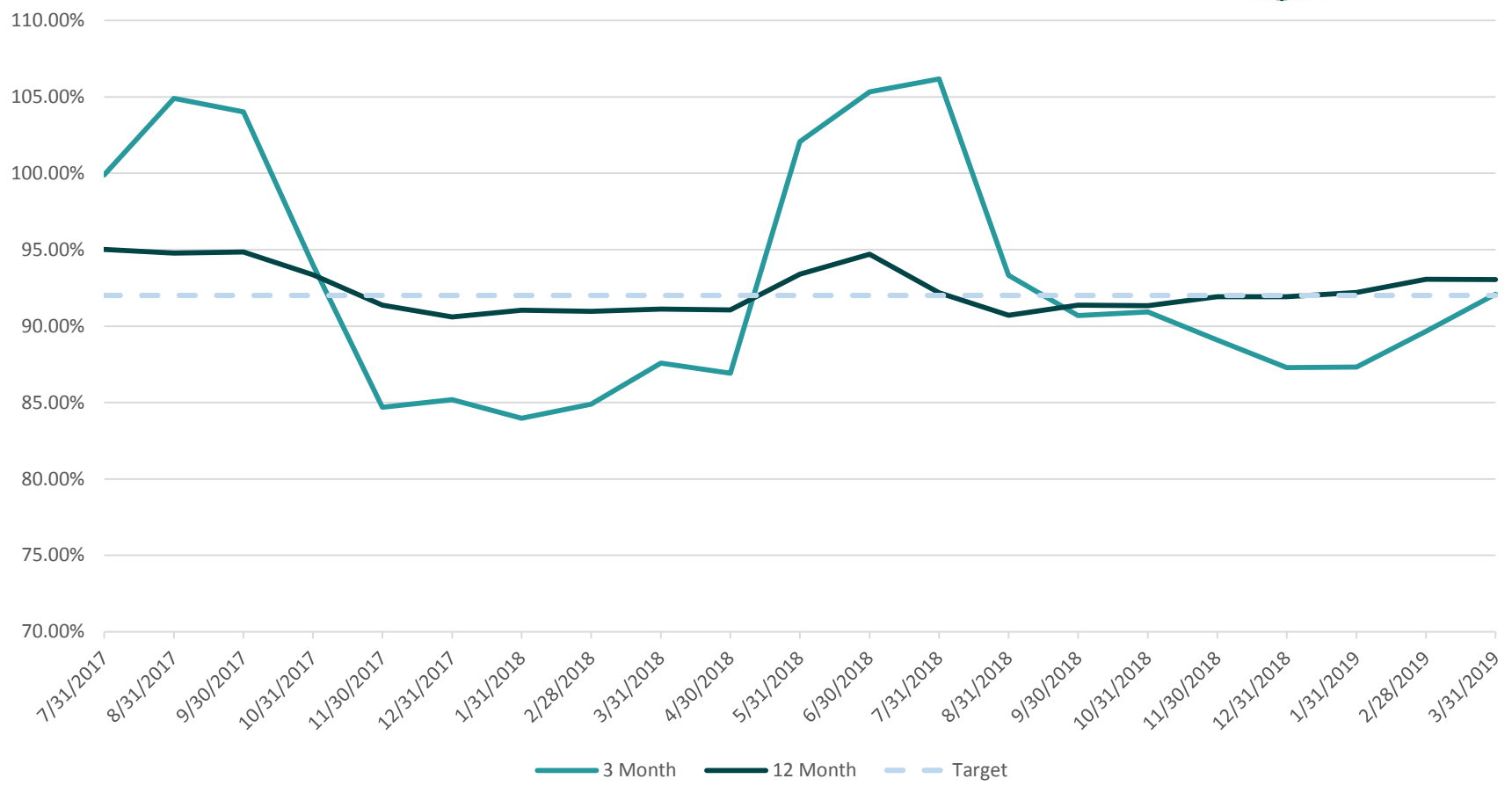
Since the catch basin inspection and cleaning program launched in 2017, crews have touched 20,584 of the estimated 90,000 catch basins. The goal is 30,000 in three years and DWSD is close to reaching that objective.



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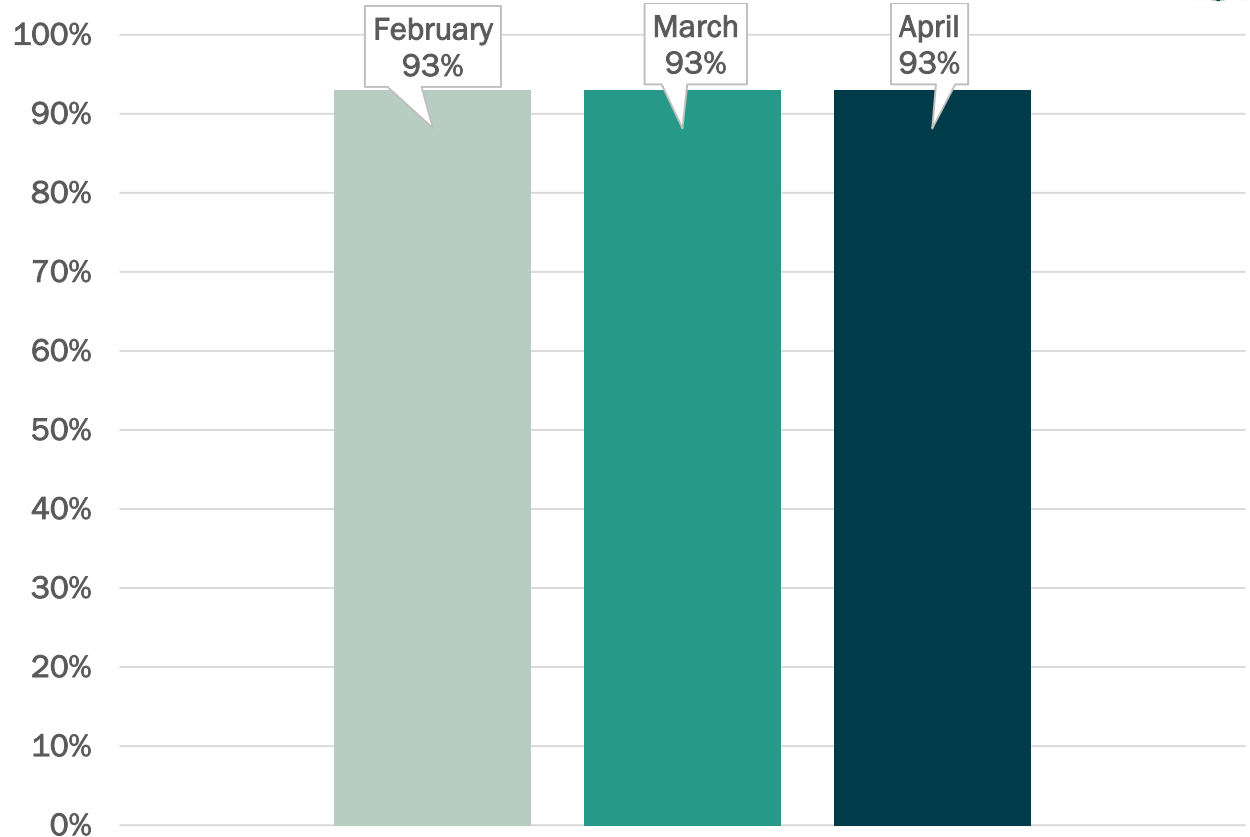
Finance

FINANCE: Bill Collection Rate



During the winter months, the collection rate historically decreases as households choose to pay their heating bills and catch up later with water bills in the spring, even moreso this past winter due to the temperatures falling well below zero for several days. Every percentage increase in the collection rate above 80 percent is an additional \$3.5 million which can be applied to the maintenance of and upgrades to the water and sewer systems.

FINANCE: Bill Collection Rate



12-Month Rolling Average Collection Rate

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 the business practices, improving technology, customer service and outreach – the collection rate has remained above 90 percent the last three years.



\$95,504,744
Water cash balance as of
April 30, 2019

\$163,084,510
Sewer cash balance as of
April 30, 2019

As of April 30, 2019, DWSD had 237.33 days of cash on hand. The target is 120 days.



DETROIT
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Legal Services

LEGAL: Claims, Hearings and Cases



8
Property damage claims

0
Basement backup damage claims appeals

\$99,827
Amount in property damage claims

N/A
Basement backup damage claim appeals

\$27,200
Total claims recommended to be paid

30
Dispute hearings

11
Number of cases DWSD prevailed

\$35,170
Amount in dispute

\$4,074
Credited to customers based on hearing outcomes

\$31,096
Owed to DWSD after hearings

19
Cases handled by in-house staff

10
Cases handled by outside counsel

1
Lawsuits dismissed

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 bill disputes may request a hearing at the City of Detroit Department of Appeals and Hearings.



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Investigations

INVESTIGATIONS: Results



1,649
[137 per month, on average]
Parcels investigated for delinquency, possible meter tampering and no meter since July 1, 2018



Money Owed to DWSD identified by Investigators

\$5,156,770
Total since July 1, 2018

\$1,516,716
Back billed

\$2,149,527
Future owed in 12 months

\$1,490,527
Water loss

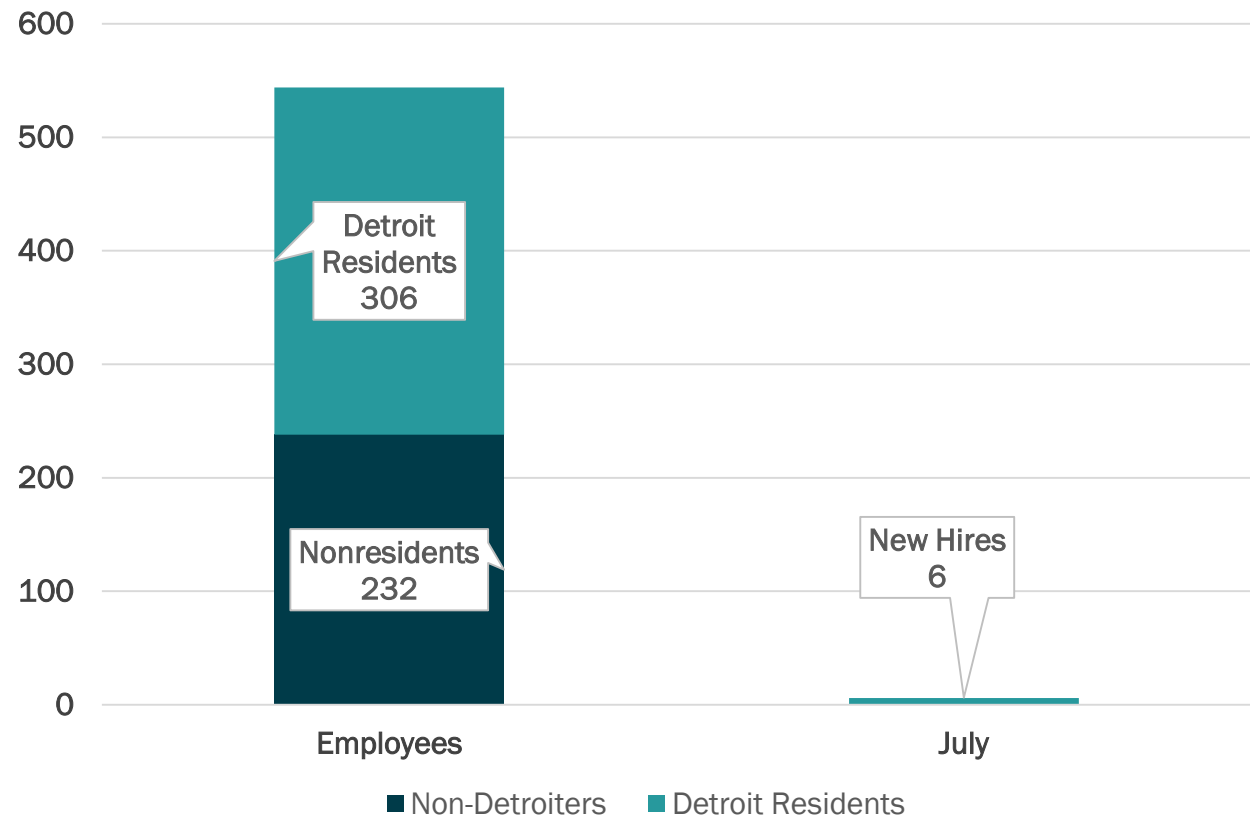
The DWSD Revenue Recovery Unit, in collaboration with customer service/billing, has identified more than \$10 million in services owed by primarily commercial customers since its creation in August 2017. They uncovered severe delinquencies, non-working meters, unauthorized use of fire hydrants, tampering with the meters, or connected to the city's water main without a meter and/or permit. The team works closely with the DWSD collections and legal staff.



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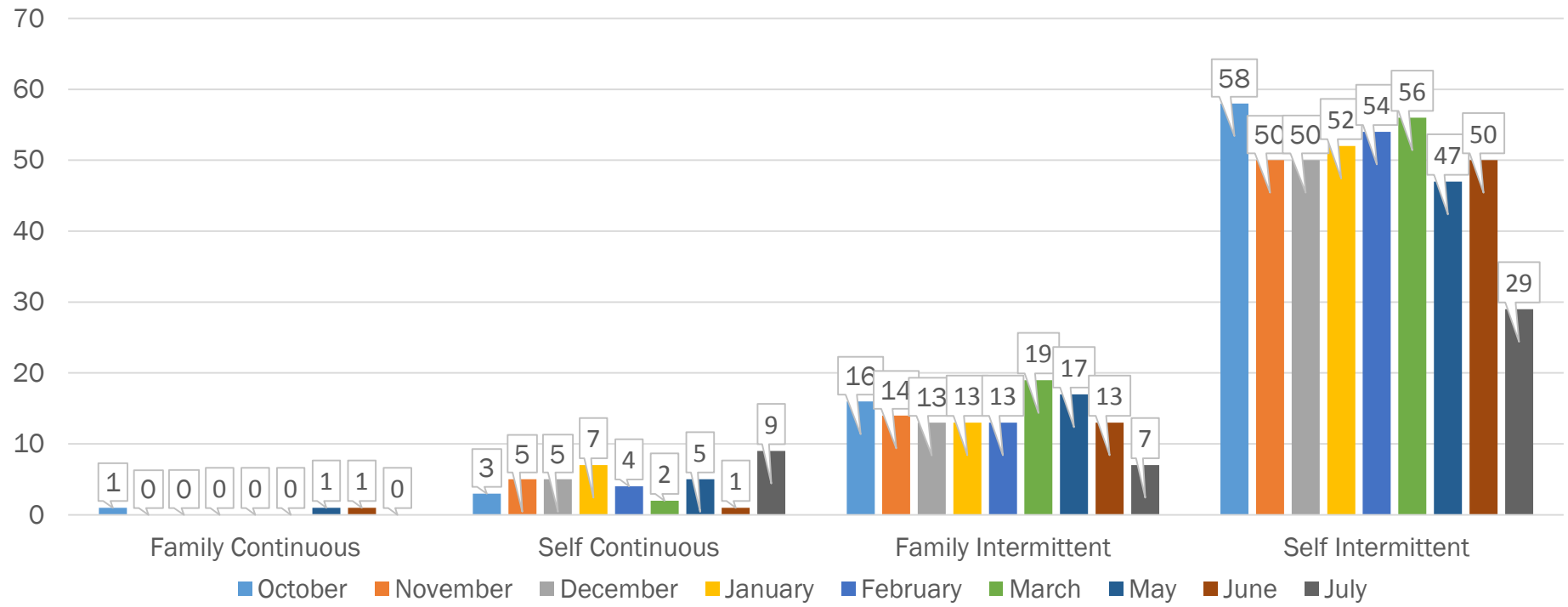
Human Resources

HUMAN RESOURCES: Detroit Residents and Hiring



Fifty-six percent of the DWSD workforce lives in Detroit.

HUMAN RESOURCES: Family Medical Leave Act





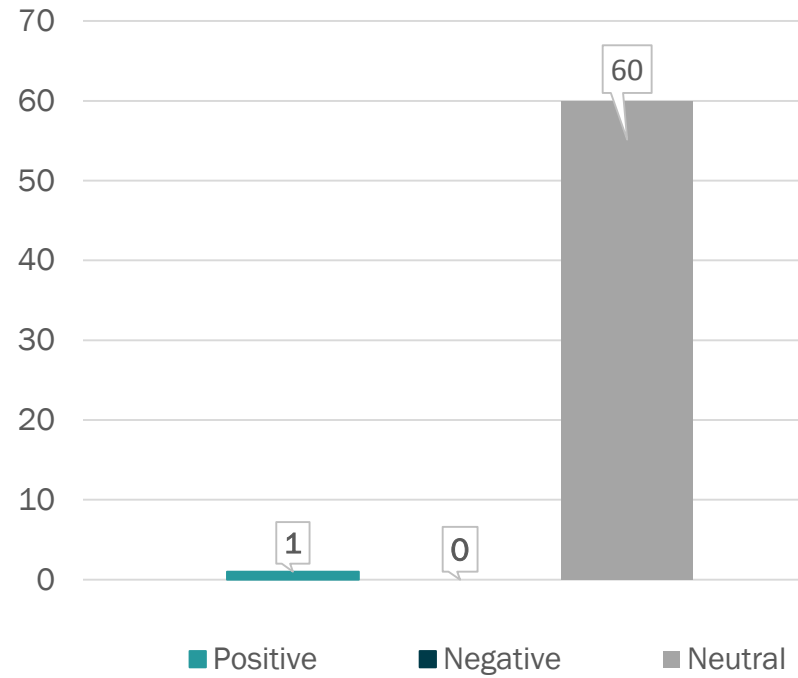
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Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: July 1 – July 31, 2019



JEFFERSON CHALMERS NEWS

Widespread flooding in Jefferson Chalmers causes city to issue emergency order

Historically high water levels, lack of adequate seawalls, and the city's combined sewer system have created a crisis in the east side neighborhood

3y **Brian Allnutt** | Jul 11, 2019, 2:04pm EDT



Detroit residents concerned about water main break, crumbling road

Water main break, crumbling road two different issues, city official says

By Larry Spruill - Reporter, Natasha Dado

Posted: 6:39 PM, July 22, 2019
Updated: 6:39 PM, July 22, 2019

In July, the DWSD Public Affairs team saw a total of **61** media stories. The majority of the neutral stories were Flint related stories where DWSD was mentioned by name – stories were mainly about the Flint Crisis and the presidential candidates promises and Former Gov. Snyder withdrawing from Harvard. There were also a few stories on the Jefferson Chalmers flooding. The positive story featured the City’s Chief Information Officer Beth Niblock and highlighted DWSD’s use of the DivDat kiosks. Of the stories, 1 were broadcast, 58 were print/online and 2 were radio.

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

PUBLIC AFFAIRS: Social Media Activity



47
New Facebook Followers

7,840
Total Followers on Facebook

2,358
Engagement on Facebook



14
New Twitter Followers

1,581
Total Followers on Twitter

145
Engagement on Twitter



42
New Instagram Followers

1,208
Total Followers on Instagram

94
Engagement on Instagram



The DWSD Public Affairs team gained **103** new followers on social media in July 2019, bringing the total number of followers to **10,629**. In addition to the metrics above, Facebook saw a total of 1.1 million impressions and 5,816 link clicks. The top performing post on Facebook was on July 30 when DWSD posted a video about getting the lead out of drinking water, with 179 reactions, 25 comments and a reach of 39,592. The top performing post on Twitter was on July 19 and was about improper use of fire hydrants. The July 17 top performing Instagram post was on using succulent plants instead of other types because they require less water.



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Information Technology

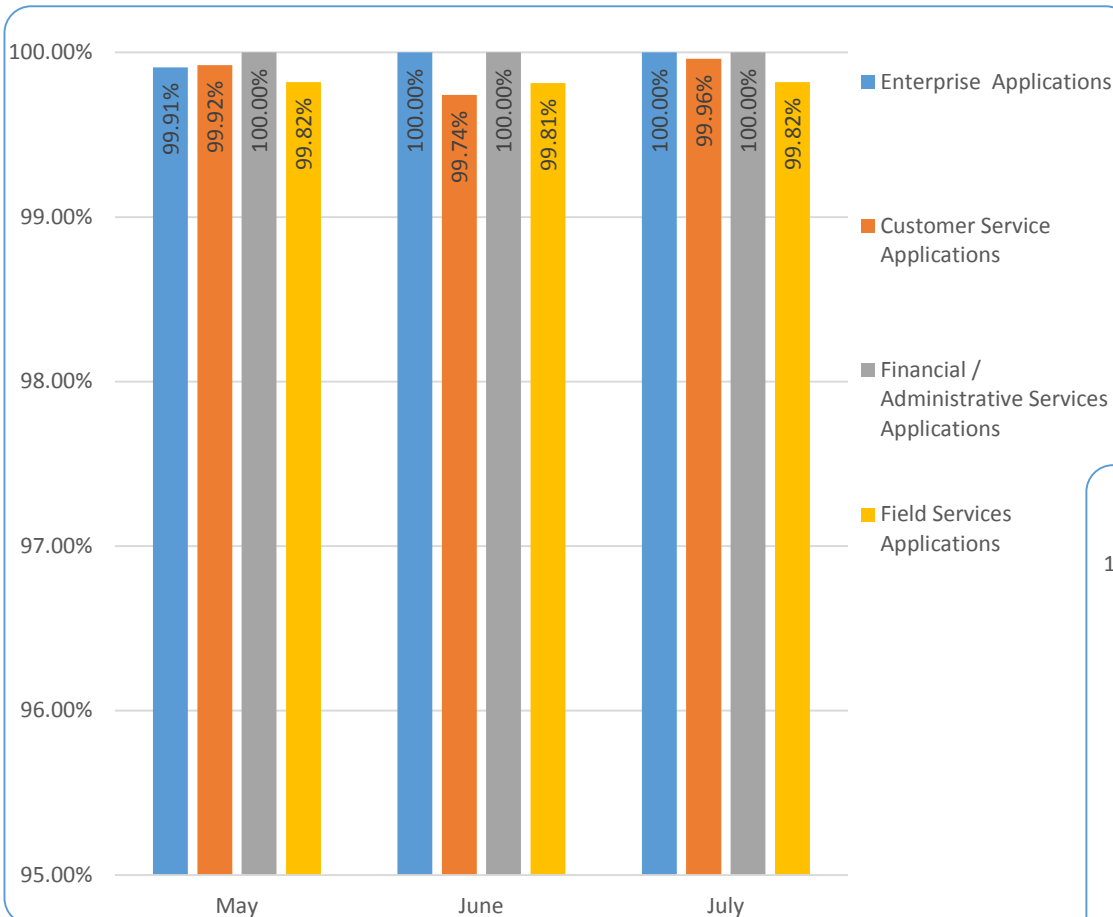
Technology: Application Availability



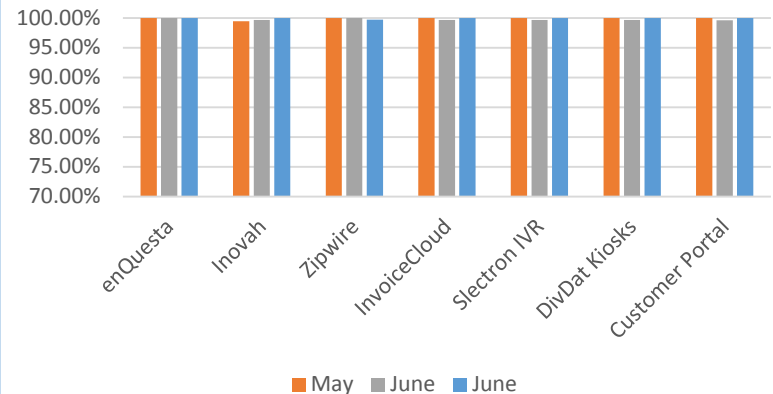
Water & Sewerage Department

99.96%

MONTHLY AVAILABILITY
99.9% = TARGET



Customer Service Application Availability



In the Informational Technology (IT) Group, the major projects underway are the transition from Great Lakes Water Authority (GLWA) IT shared services which includes new network, active director, BOX.com, print/fax services, IVR upgrade to the cloud, and GIS (Geographic Information System) to City of Detroit migration; launch of fleet management programs AssetWorks, FleetFocus and FuelFocus; CityWorks to replace WAM work order system; and Customer Care Web Portal phase two.