



**Water & Sewerage
Department**

DIRECTOR'S REPORT

April 20, 2022



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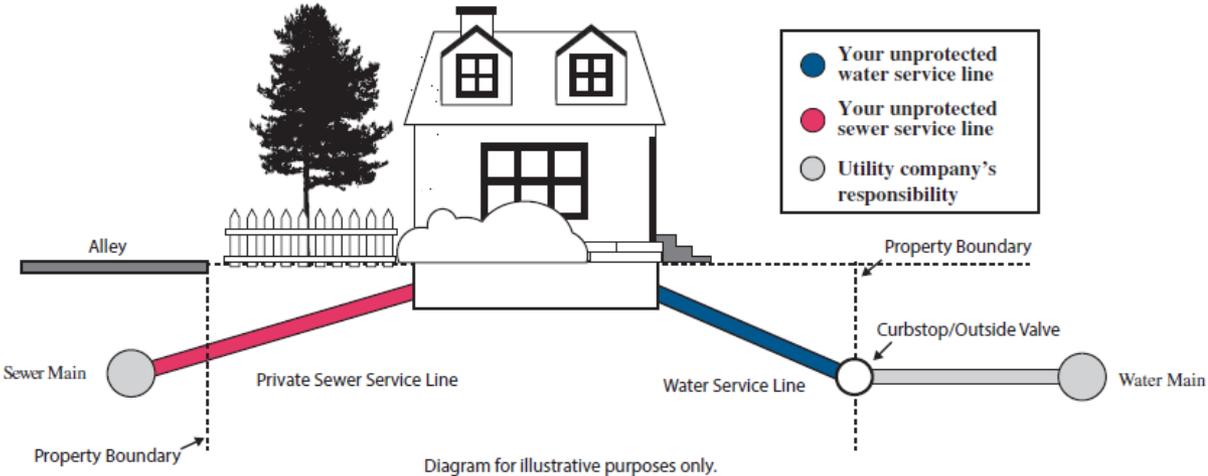
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DIRECTOR GARY BROWN'S MESSAGE TO THE BOARD

In April, American Water Resources will launch the Water Line and Sewer Line Protection Program in Detroit. At less than \$8 a month, this warranty program will allow Detroit residents to get affordable repairs or replacement for their external private water and/or sewer lines. American Water Resources will partner with a Detroit-based Master Plumber to do the water and sewer line work for enrolled households. This vendor provides similar programs in New York, New Jersey, Philadelphia, and California.

Homeowners will receive postcards later this month and an enrollment packet in May. There are other service providers, though this one is endorsed by DWSD and is providing a discounted rate for up to two years.

The Water Line and Sewer Line Protection Program, offered by American Water Resources, provides an affordable means of protection from repairs that can cost thousands of dollars.



Normal wear and tear can cause a leak or break in the water line, or a clog or blockage in the sewer line, that may be your responsibility to repair. To protect yourself, call 833-901-1888 or visit AWRUSA.com/Detroit



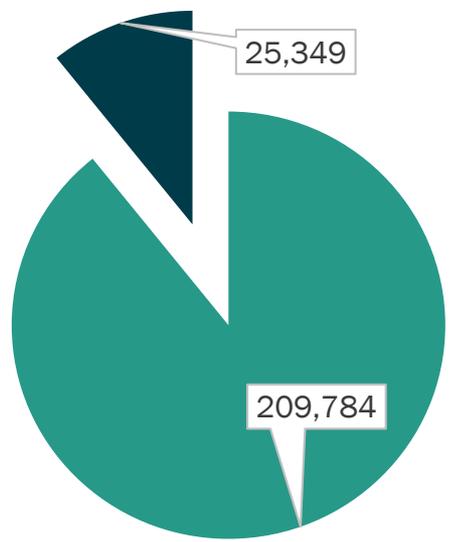
**Water & Sewerage
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Customer Service

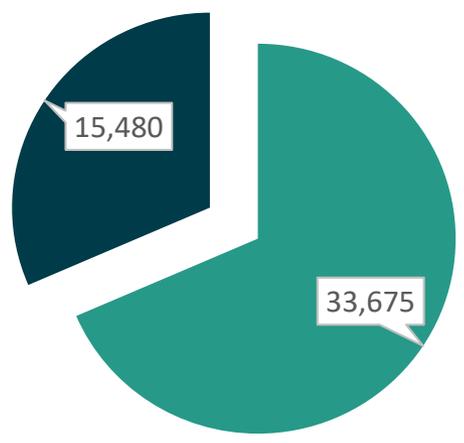
CUSTOMER SERVICE: Number of Active Accounts



Active Residential Accounts



Active Non-Residential Accounts



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

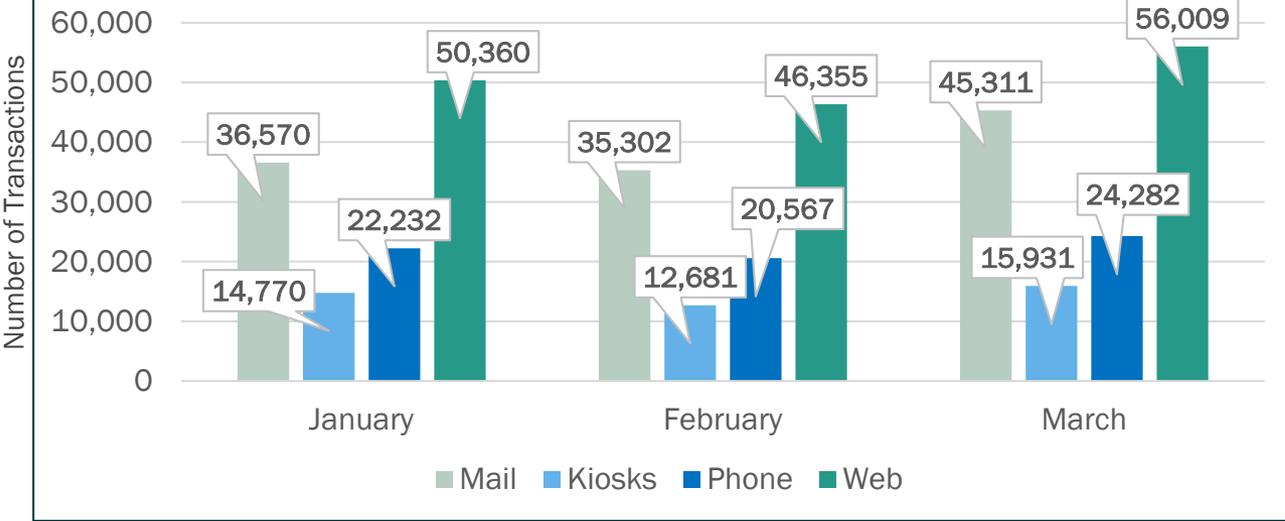
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

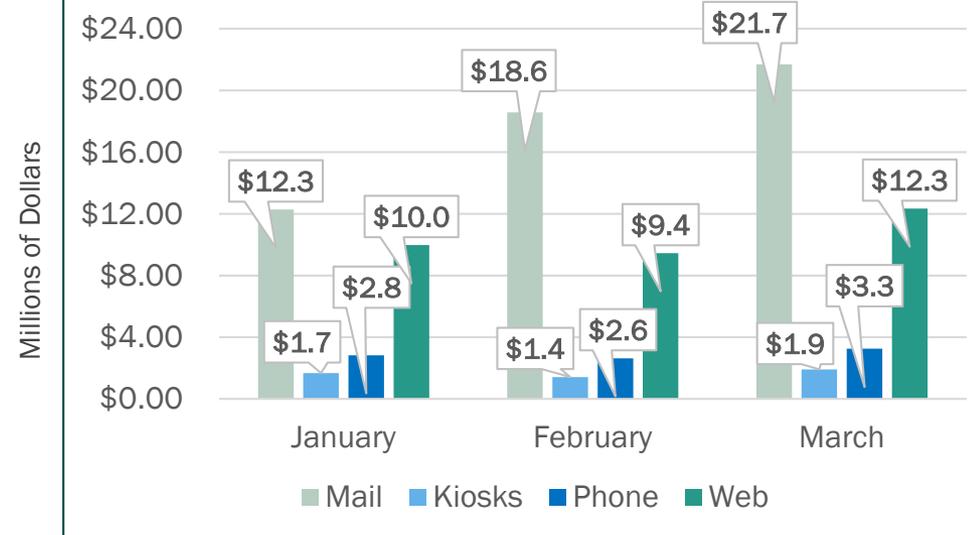
CUSTOMER SERVICE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



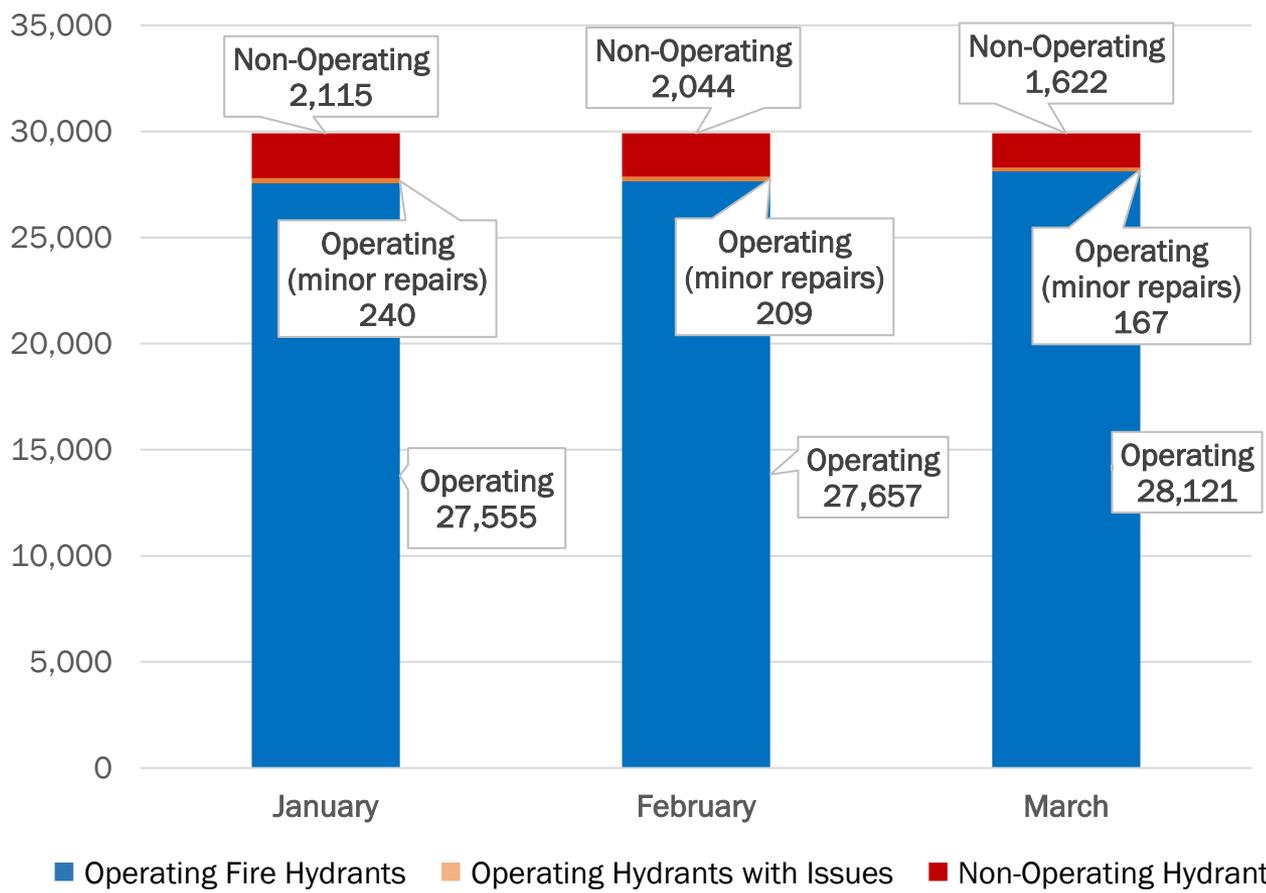
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including the launch of enhanced services on the Customer Web Portal at www.detroitmi.gov/paymywaterbill and contact via email at mydwsd@detroitmi.gov. DWSD is also communicating all the convenient, safe ways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



**Water & Sewerage
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Field Services

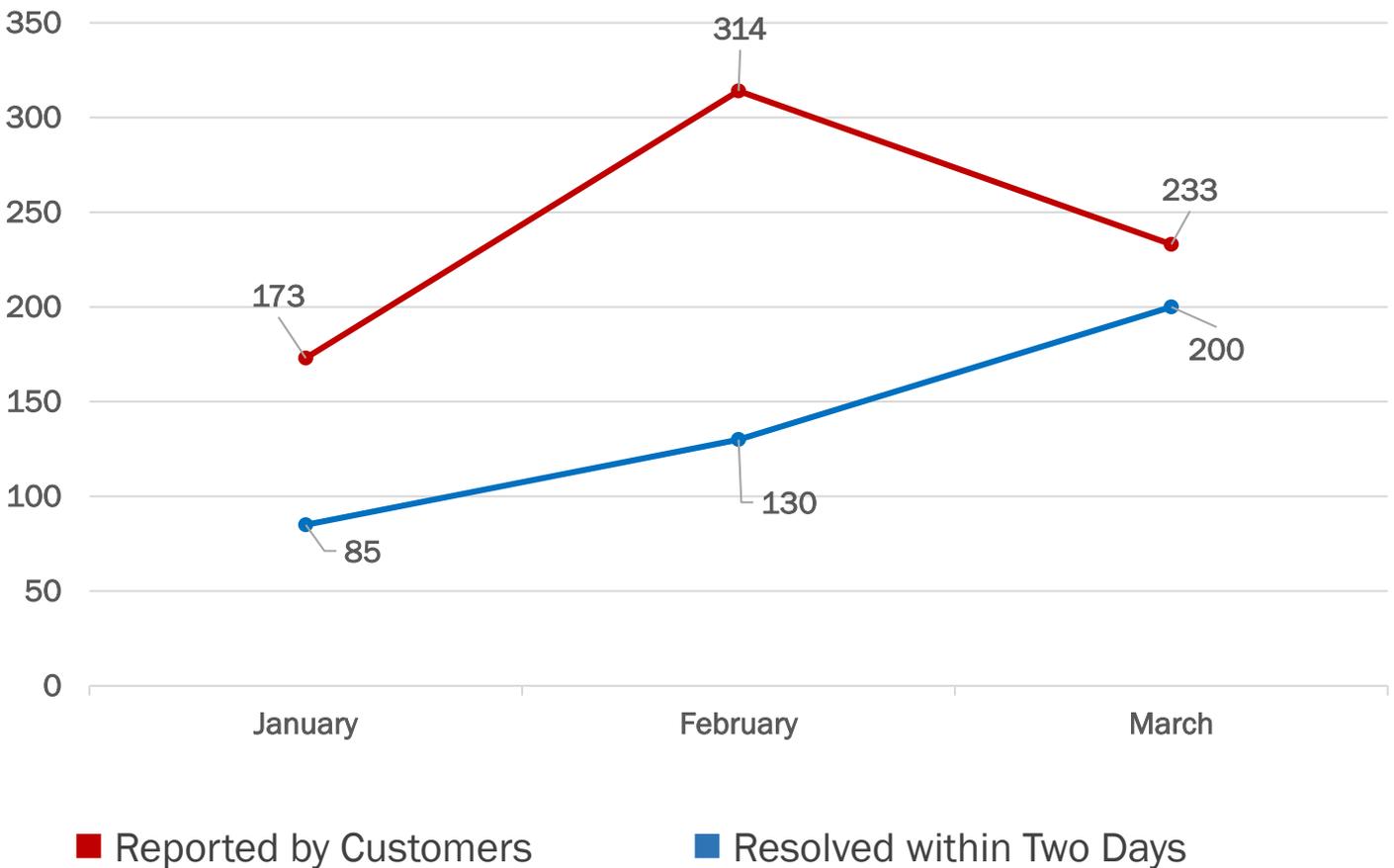
FIELD SERVICES: Fire Hydrant Maintenance



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.

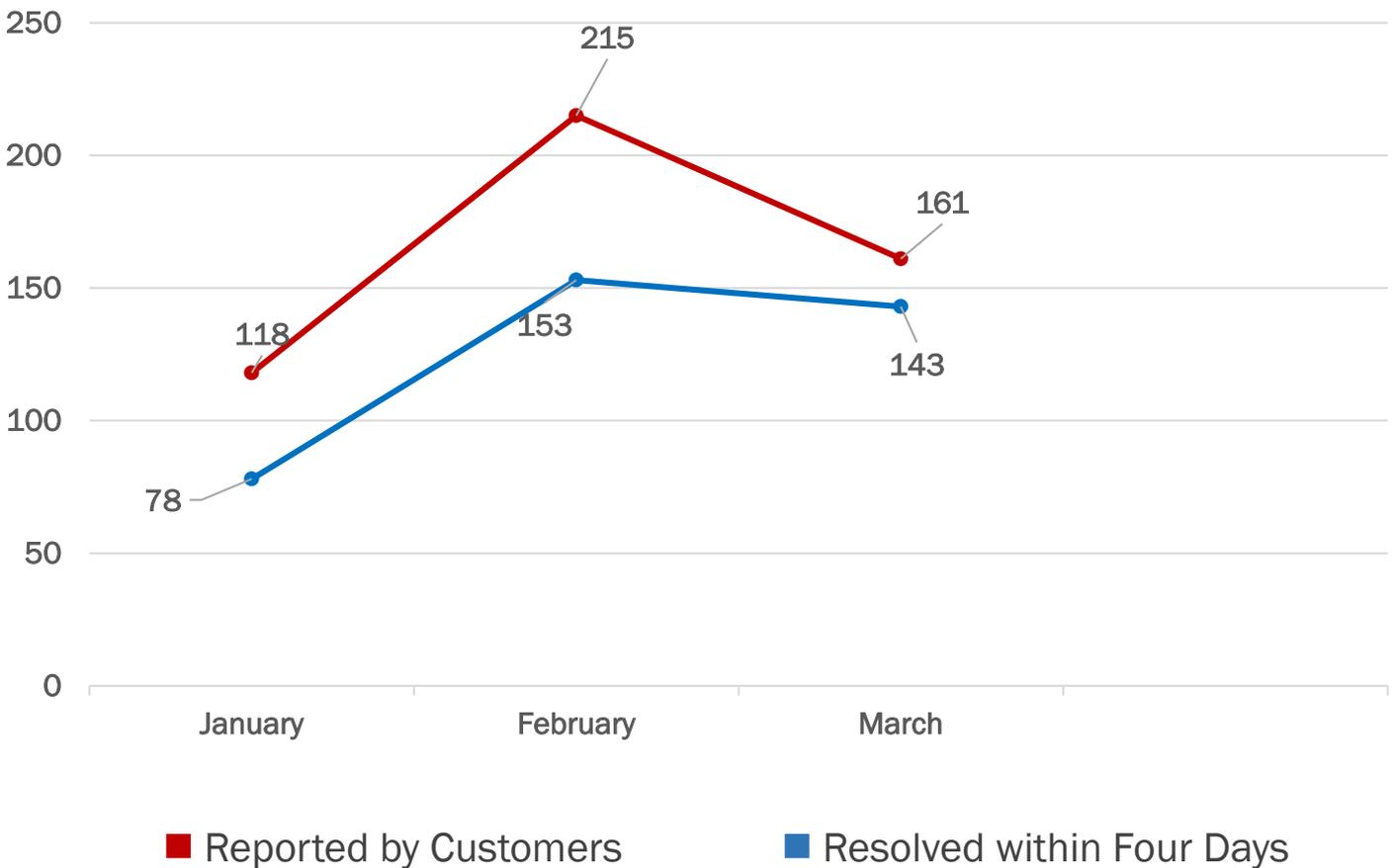


FIELD SERVICES: Running Water



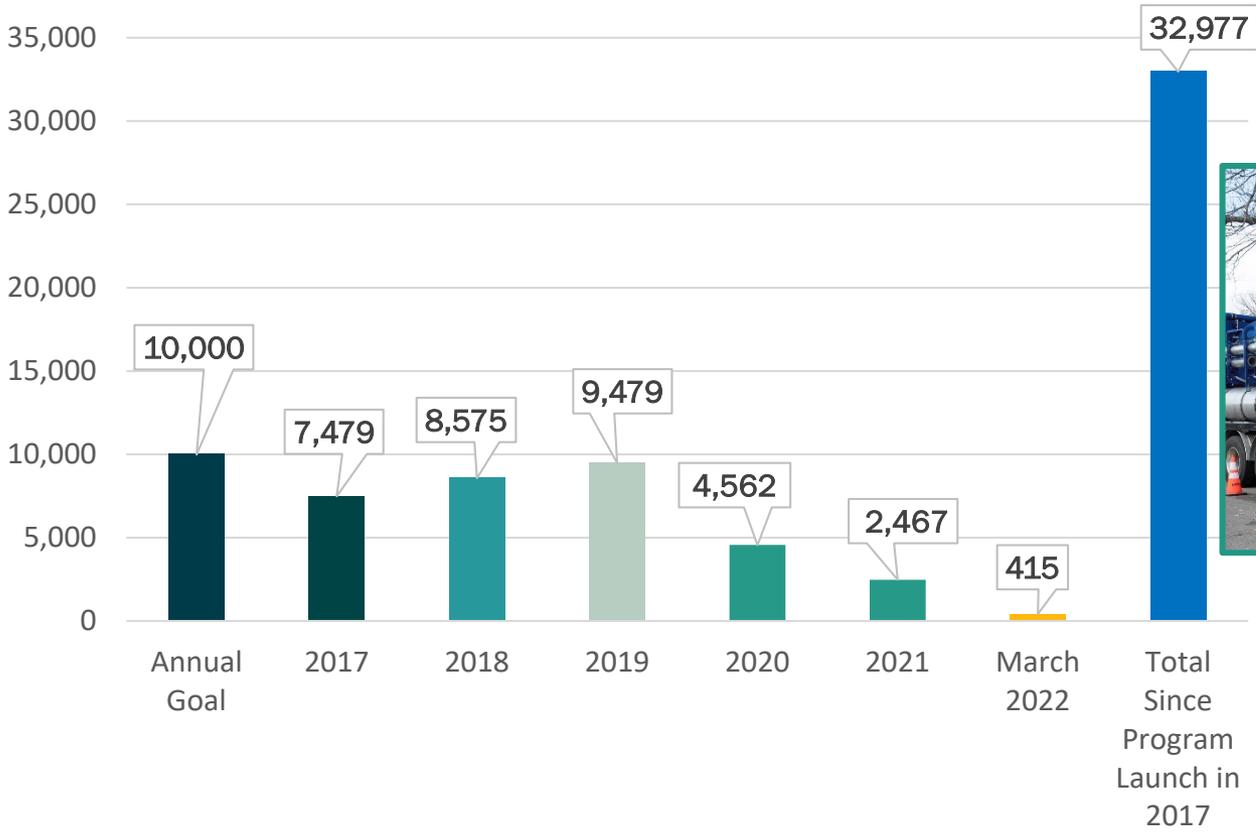
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

FIELD SERVICES: Water Main Breaks



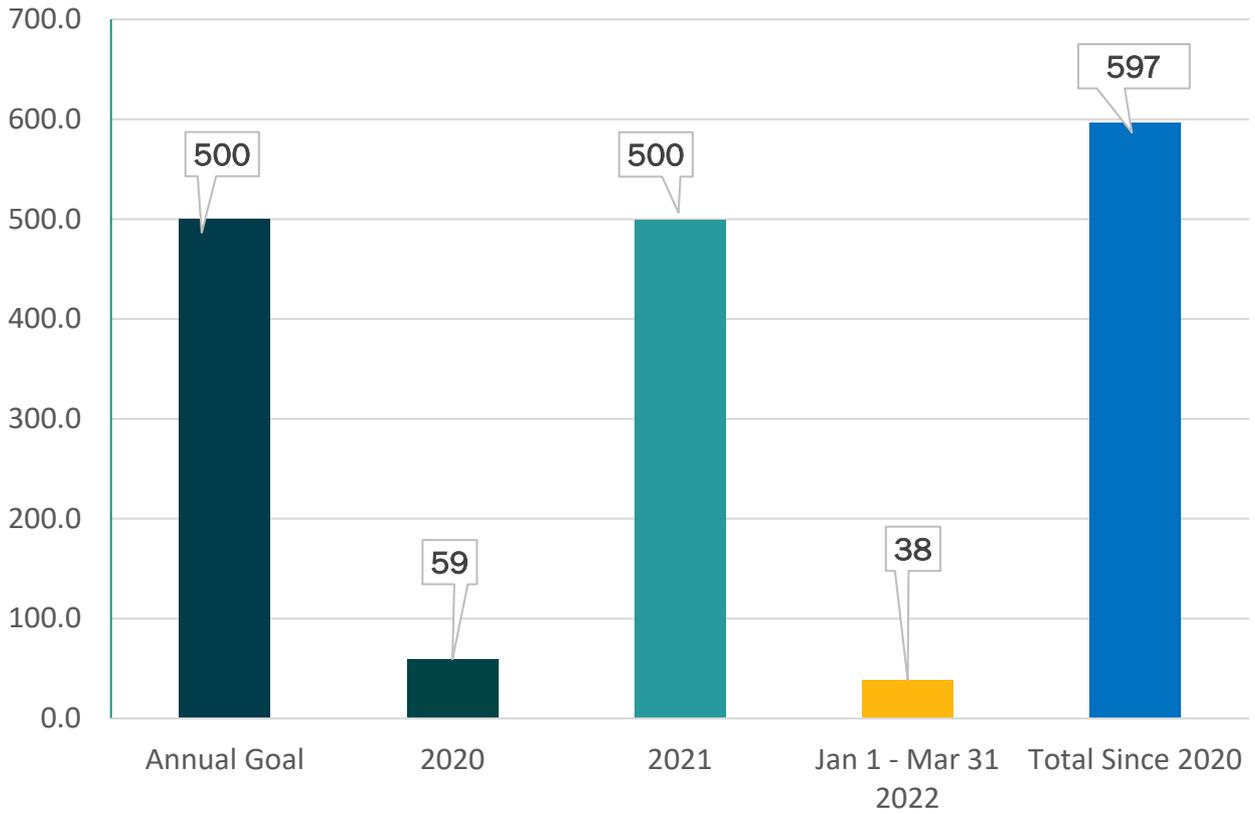
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected and water service outage, to determine priority.

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



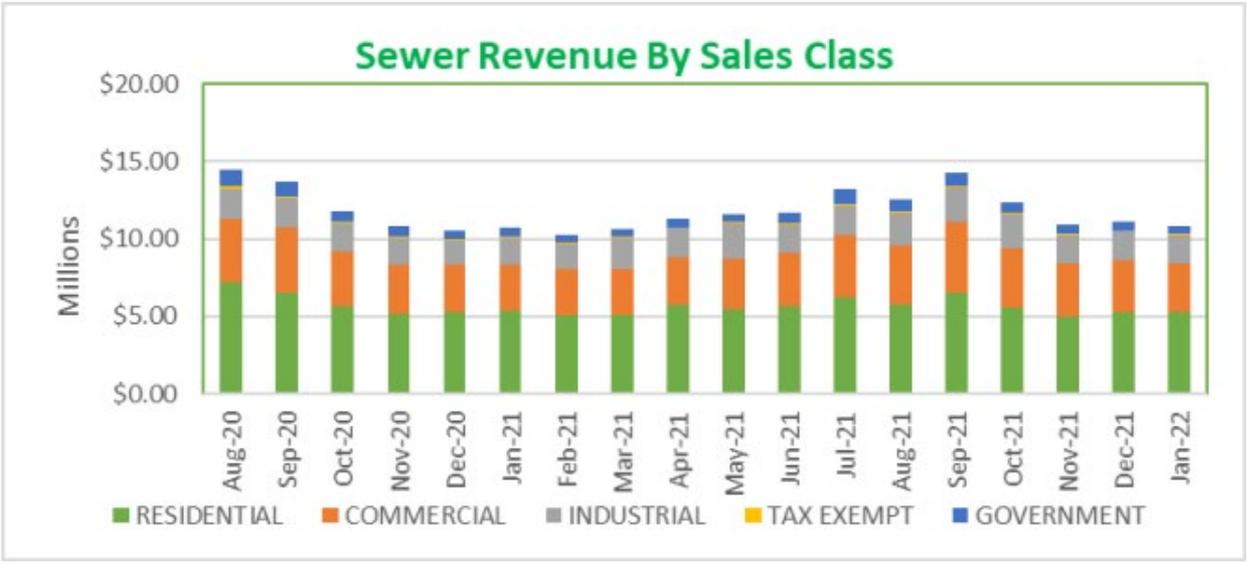
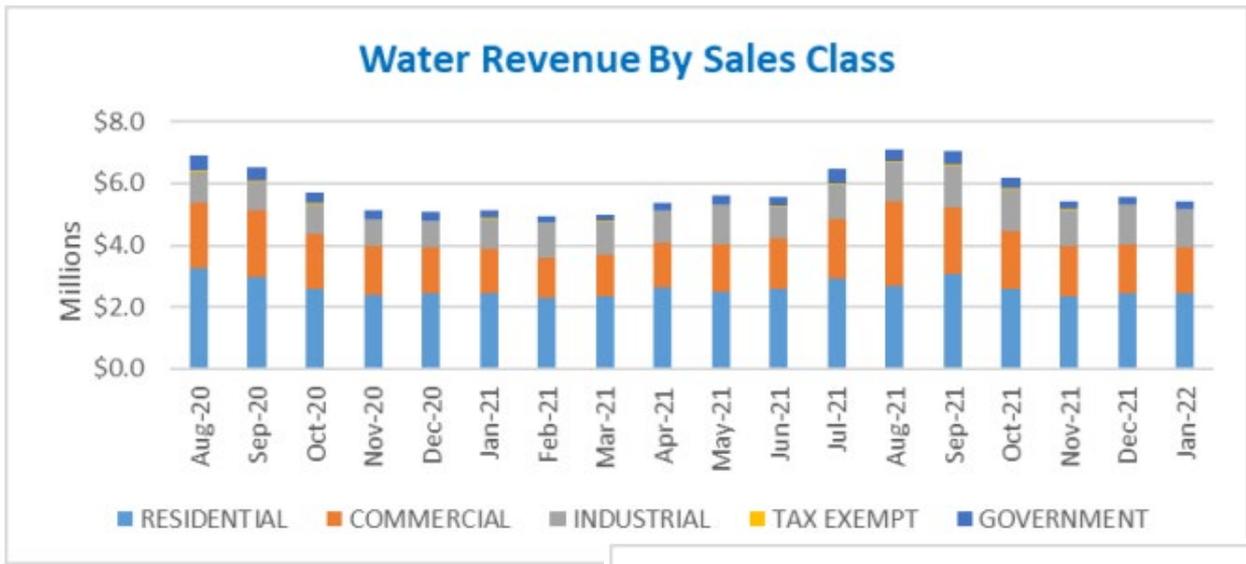
DWSD is expanding sewer cleaning for preventative maintenance to help reduce street flooding and basement backups. Crews cleaned 499.5 miles of city sewer pipe in calendar year 2021 compared with 59 miles in calendar year 2020.



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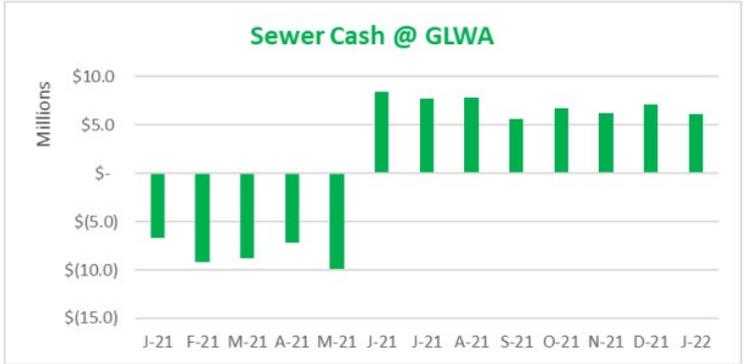
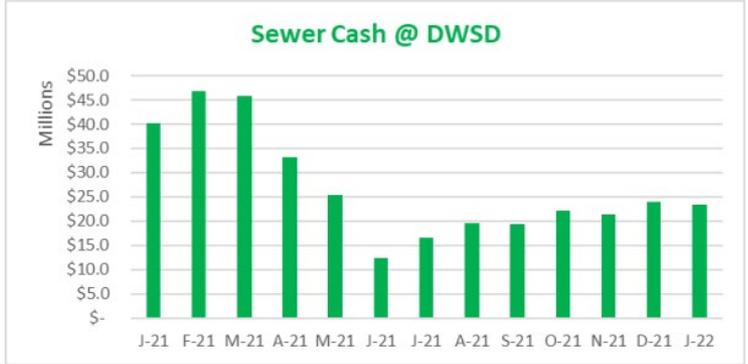
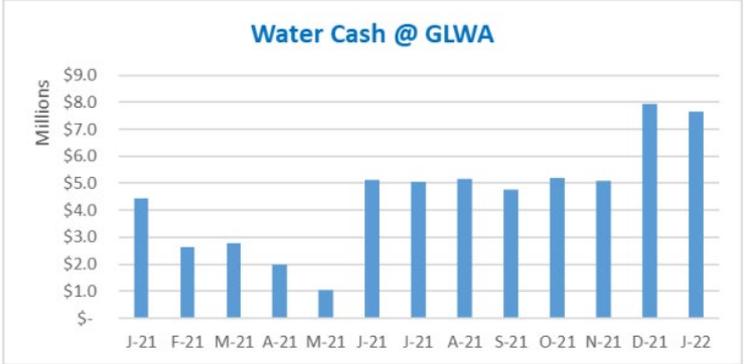
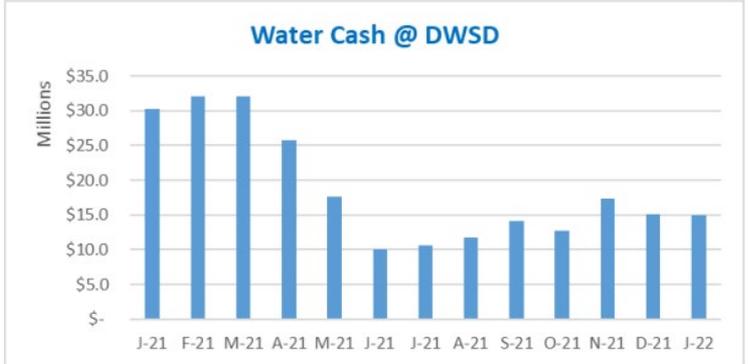
Finance

FINANCE: Revenue by Sales Class



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.



**Water & Sewerage
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Legal Services

LEGAL: Claims, Hearings and Cases



30
Cases handled by in-house staff

17
Cases handled by outside counsel

13
Collection cases currently in suit

\$1.8M
Amount claimed in collection cases

23
Pending Billing Disputes

33
Disputes Closed in March 2022

\$44,645.70
Total Amount Disputed

\$13,879.80
Total Credits to Customers

17
Total Resolved Utilizing Leak Policy

895
Property damage claims pending*

\$488,201.39
Amount claimed

70
Claims closed In March 2022

0
Claims approved

\$0
Settlements offered

*Claims unrelated to the 2021 rain events



**Water & Sewerage
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Investigations

INVESTIGATIONS: Results

1,016

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



Money Owed to DWSD identified by Investigators

\$4,195,899

Total since July 1, 2021

\$699,604

Back billed

\$791,288

Future owed in 12 months

\$2,705,007

Water loss



Revenue Identified Since Investigation Unit Began

\$23,404,339

Total since August 14, 2017

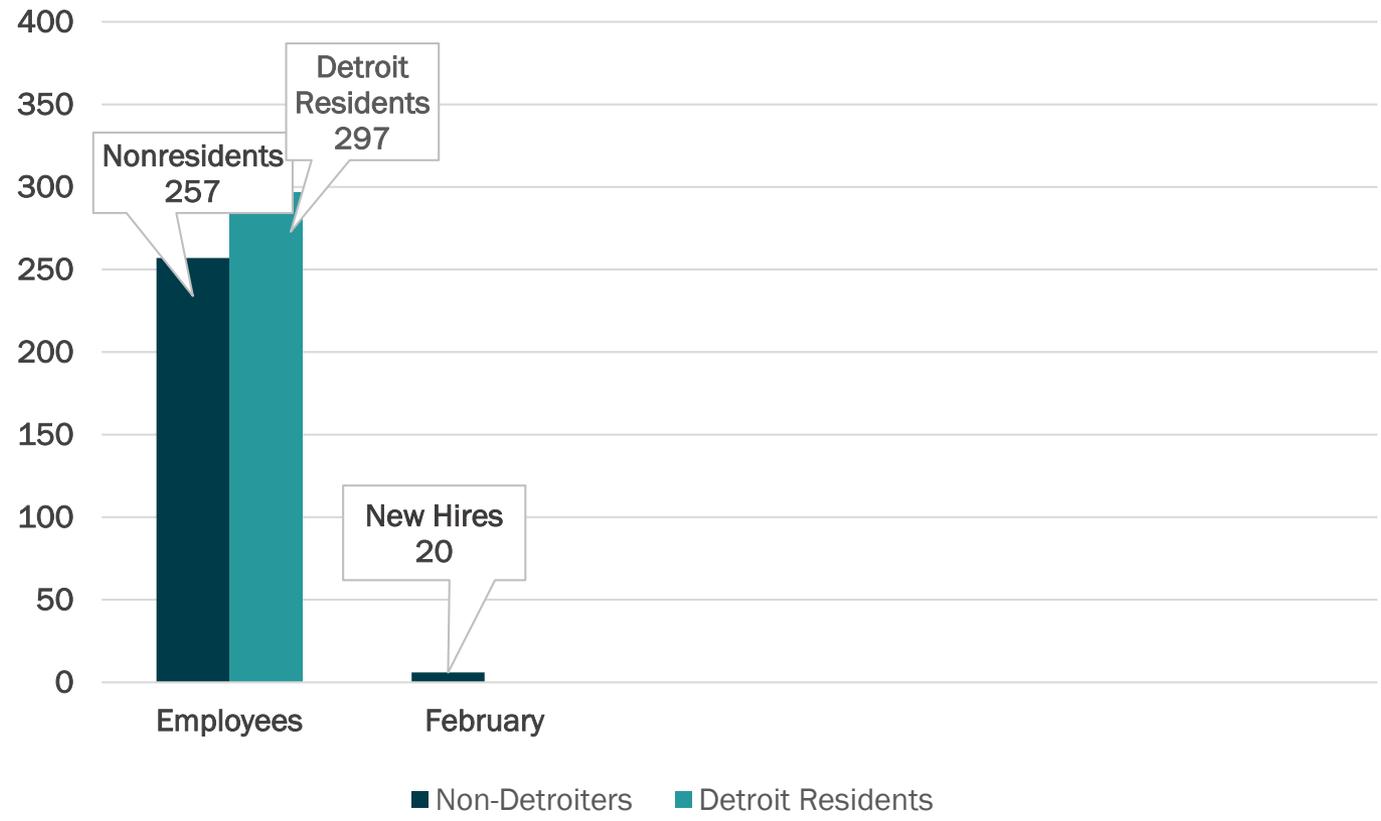
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$23 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's 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

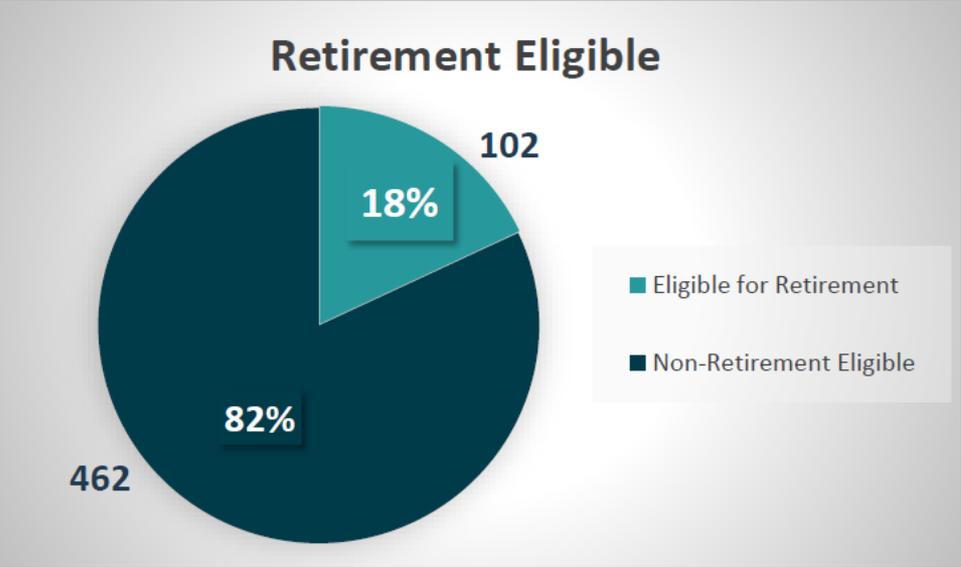
HUMAN RESOURCES: Detroit Residents and Hiring



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
TOTAL	102

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.



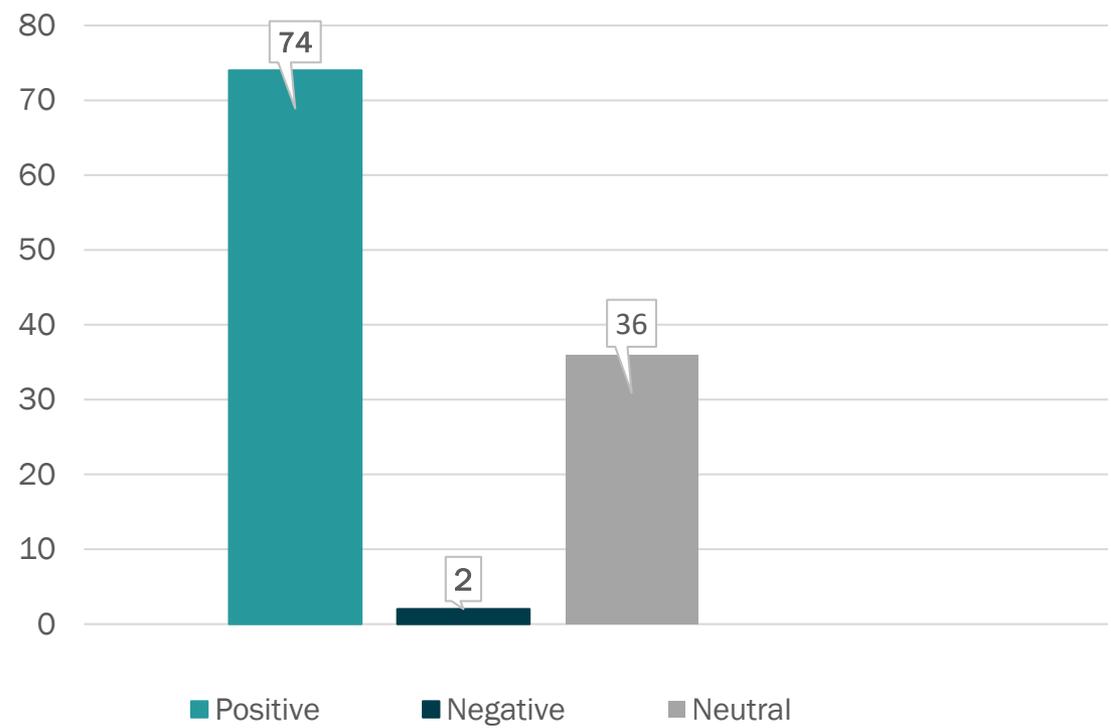
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Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: March 1 – March 31, 2022



AP AP NEWS

Affordable housing, long overlooked, getting federal boost

BOSTON (AP) — After her home flooded five times in the past year, Tilicia Owens was on edge with every impending storm and ready to leave her Detroit neighborhood behind.

But then the 40-year-old quality engineer heard the city had a program that could prevent heavy rains from inundating her basement and damaging her furniture, photos and exercise equipment. The city is tapping \$2.5 million in federal stimulus money as part of a \$15 million effort to provide pumps and other equipment to help prevent flooding in 11 neighborhoods.

“That would mean the world to me,” said Owens, who has applied to the city’s Basement Backup Protection Program, which would provide homeowners a pump to remove floodwaters or a valve outside the home to prevent water from entering.

In March, the DWSD Public Affairs team saw a total of **112** media stories. The Associated Press (AP) highlighted the City of Detroit’s Basement Backup Protection Program in an article about federal funds being leveraged for housing. Most neutral stories were about DWSD’s push to encourage low-income residents to apply for assistance programs before the moratorium ends January 1, 2023.

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

PUBLIC AFFAIRS: Social Media Activity



17
New Facebook Followers

8,892
Total Followers on Facebook

23,621
Engagement on Facebook



5
New Twitter Followers

1,857
Total Followers on Twitter

139
Engagement on Twitter



16
New Instagram Followers

1,721
Total Followers on Instagram

58
Engagement on Instagram



The DWSD Public Affairs team gained 38 new followers on social media in March 2022, bringing the total number of followers to **12,470**. In addition to the metrics above, Facebook saw a total of **1,503,449** impressions and 9,522 link clicks for the month. The top performing Facebook post was on March 8, reminding customers to set thermostats to at least 55 degrees when leaving the house to avoid frozen pipes. The post received 639 engagements.



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Information Technology

TECHNOLOGY: Top Ten Projects Scorecard

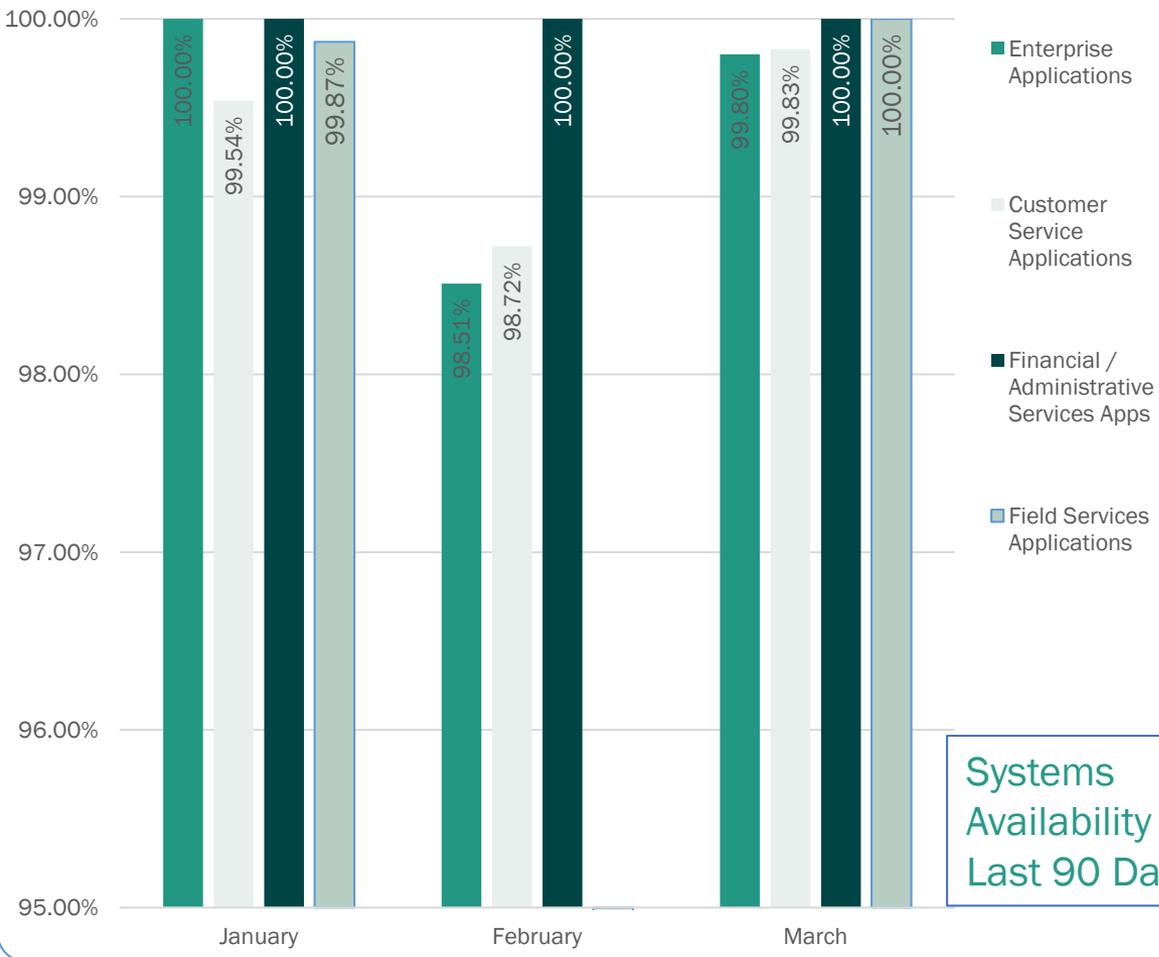


Water & Sewerage
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Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	J Payne	\$ 1,539,000	8/29/2022	Functional Testing 95% Complete. Integration Testing 85% Complete. The project Team is heavily involved in preparing for Training beginning May 2nd	Active Implementation
2	Customer Service-7:enQuestaLink (Service Link Replacement)	C Penozza	\$ 619,500	8/29/2022	Business Requirements and workflows are complete. Preparing for testing phase. Training Documentation is being developed with training planned for late May 2022.	Active Implementation
3	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,000,000	6/01/22	UAT and Training continues for Business Units. Integration testing is under way and the Team is working with the City of Detroit on preparing for Go live	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. Awaiting confirmed date for pilot.	Active Design
5	eSignature Standard for Contracts and Forms	G Burrell	\$ 300,000	4/30/2021	Offering refresher training to business units.	Live
6	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$ 800,000	6/23/2021	Extensions and SOW changes have been approved. Awaiting final Clearances to be renewed before proceeding.	Live
7	Administrative and Compliance-7: 800 MHz Radio Upgrade	TBD	\$ 330,000	6/30/2022	Working with Finance on planned CIP spend	Pre-Procurement
8	Administrative and Compliance-6:Security Infrastructure Repair	G Burrell	\$ 350,000	6/30/2022	Working with Finance on planned CIP spend. Also working with the Vendor on spend true-up.	Active Design
9	Administrative and Compliance-7 Oracle Database Cluster Migration	G Burrell	\$0	11/1/2022	Actively testing migration strategies and finalizing schedule for migration by 11/1/22	Active Design
10	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

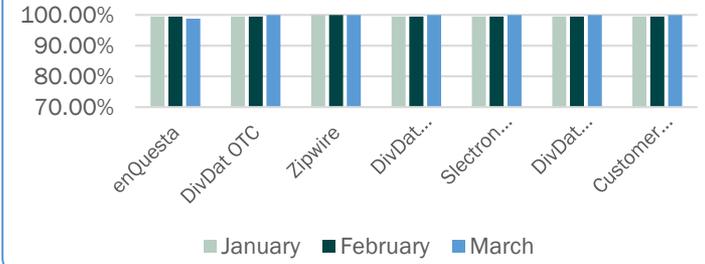


TECHNOLOGY: Application Availability



Systems Availability Last 90 Days

Customer Service Application Availability



99.83%

SYSTEMS AVAILABILITY

99.9% = TARGET

Jan 2022 Cherwell Stats	Totals
Total Tickets	632
New Tickets Received	494
Total Tickets Resolved	537
Average Time to Resolve in Days	9
Total Tickets Resolved within SLA	497
Total Tickets Resolved not in SLA	40