



**Water & Sewerage  
Department**

# DIRECTOR'S REPORT

May 18, 2022



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# DIRECTOR GARY BROWN'S MESSAGE TO THE BOARD

To continue the customer education campaign from the winter, the Detroit Water and Sewerage Department (DWSD) is narrowing focus on ways residents can reduce basement backups.

The newest education tip encourages residents to hire a licensed plumber to clean their sewer line at least every two years.

The advertising campaign will run through the first half of the summer on billboards (as shown below), social media, frequently visited websites, and in the Michigan Chronicle (print ad shown at right).



## 3 ways to reduce basement backups

There's more to spring cleaning than mops, brooms and arranging furniture. When tidying up this season, pay close attention to three areas in or near your home which, with a few steps, can help reduce basement backups.

**Tip 1**

**Move downspouts.**  
Disconnect downspouts from the sewer system and redirect the rainwater onto your lawn – never onto a paved surface. Only rain should go down the storm drain.

**Tip 2**

**Dispose grease properly**  
Never pour fats, oils or grease down your drain – it can build up and create blockages and backups. Empty it into a container instead.

**Tip 3**

**Snake your drains.**  
Hire a licensed plumber to clean your sewer line at least every two years. Do it once a year if you have large trees on your property.

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**WORKING HARD FOR YOU.**

Learn more about these and other spring tips at [detroitmi.gov/watertips](http://detroitmi.gov/watertips)



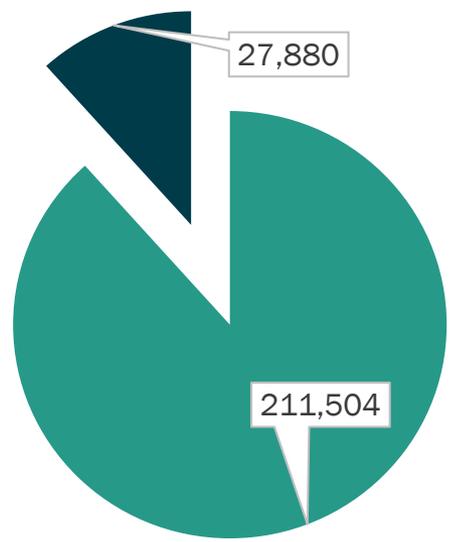
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# Customer Service

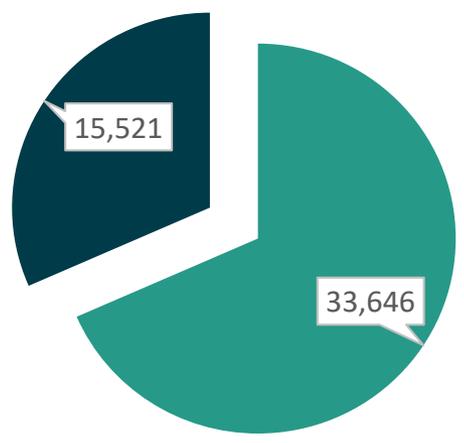
# CUSTOMER SERVICE: Number of Active Accounts



### Active Residential Accounts



### Active Non-Residential Accounts



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

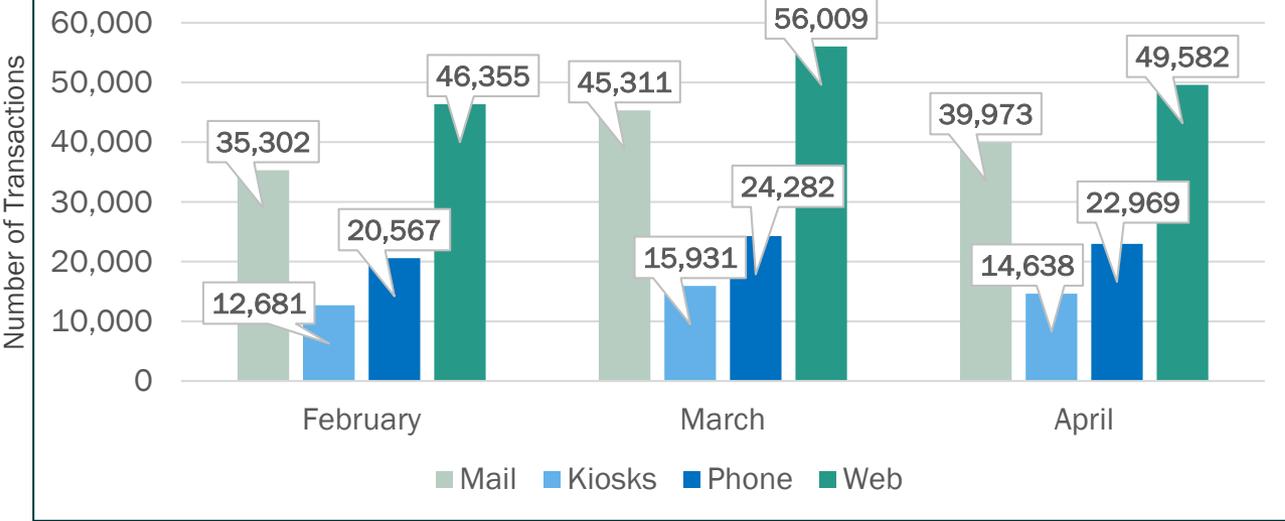
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

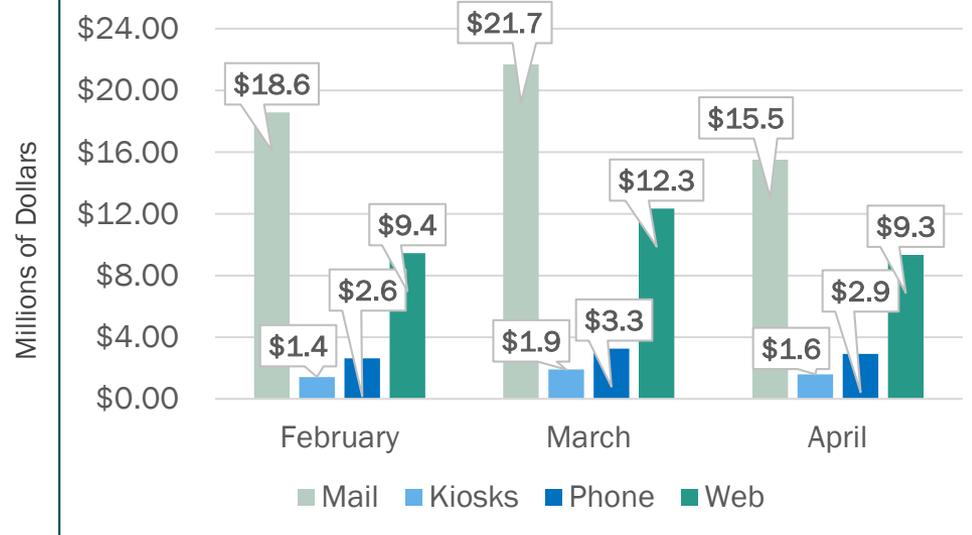
# CUSTOMER SERVICE: Transactions



### Payment Transactions by Platform Type



### Revenue Collected by Platform Type



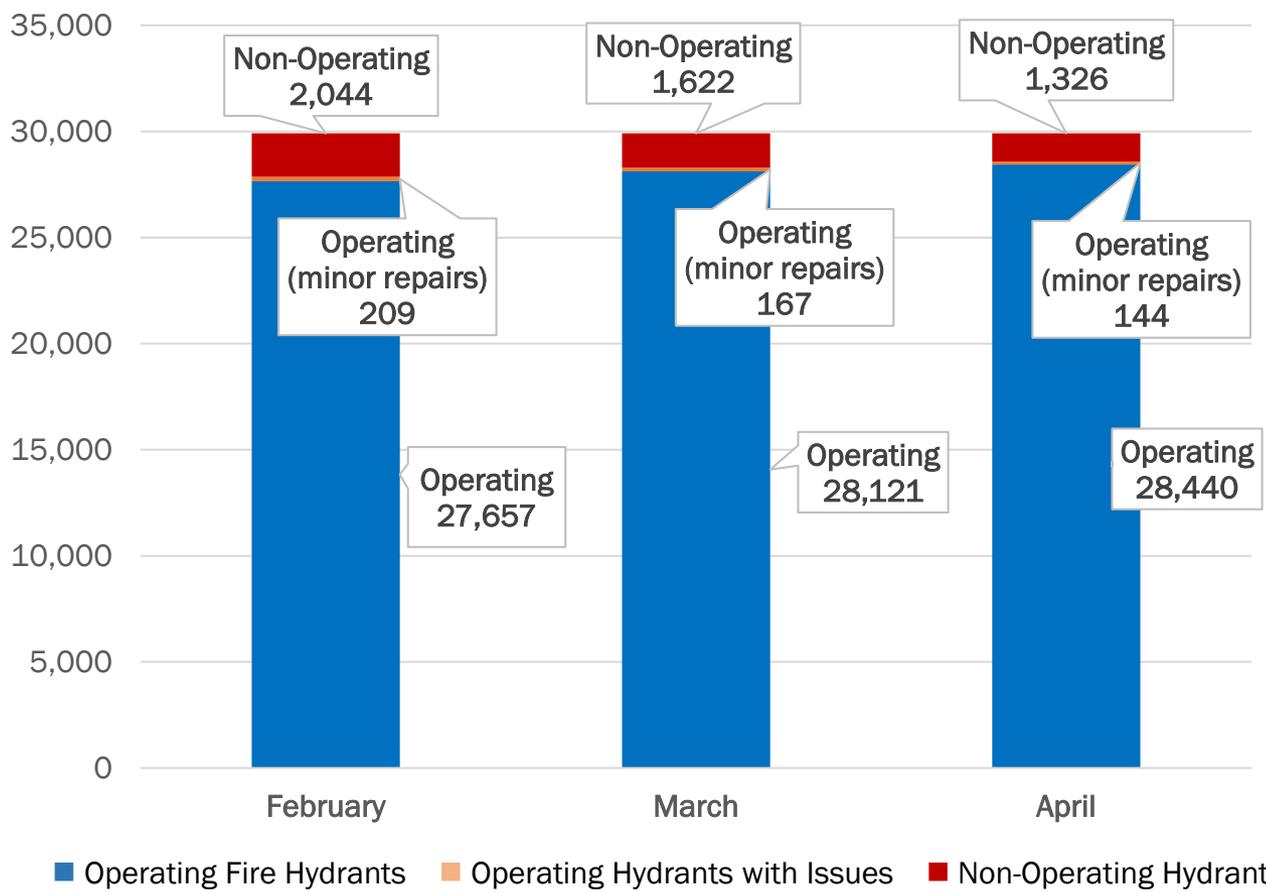
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including the launch of enhanced services on the Customer Web Portal at [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill) and contact via email at [mydwsd@detroitmi.gov](mailto:mydwsd@detroitmi.gov). 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

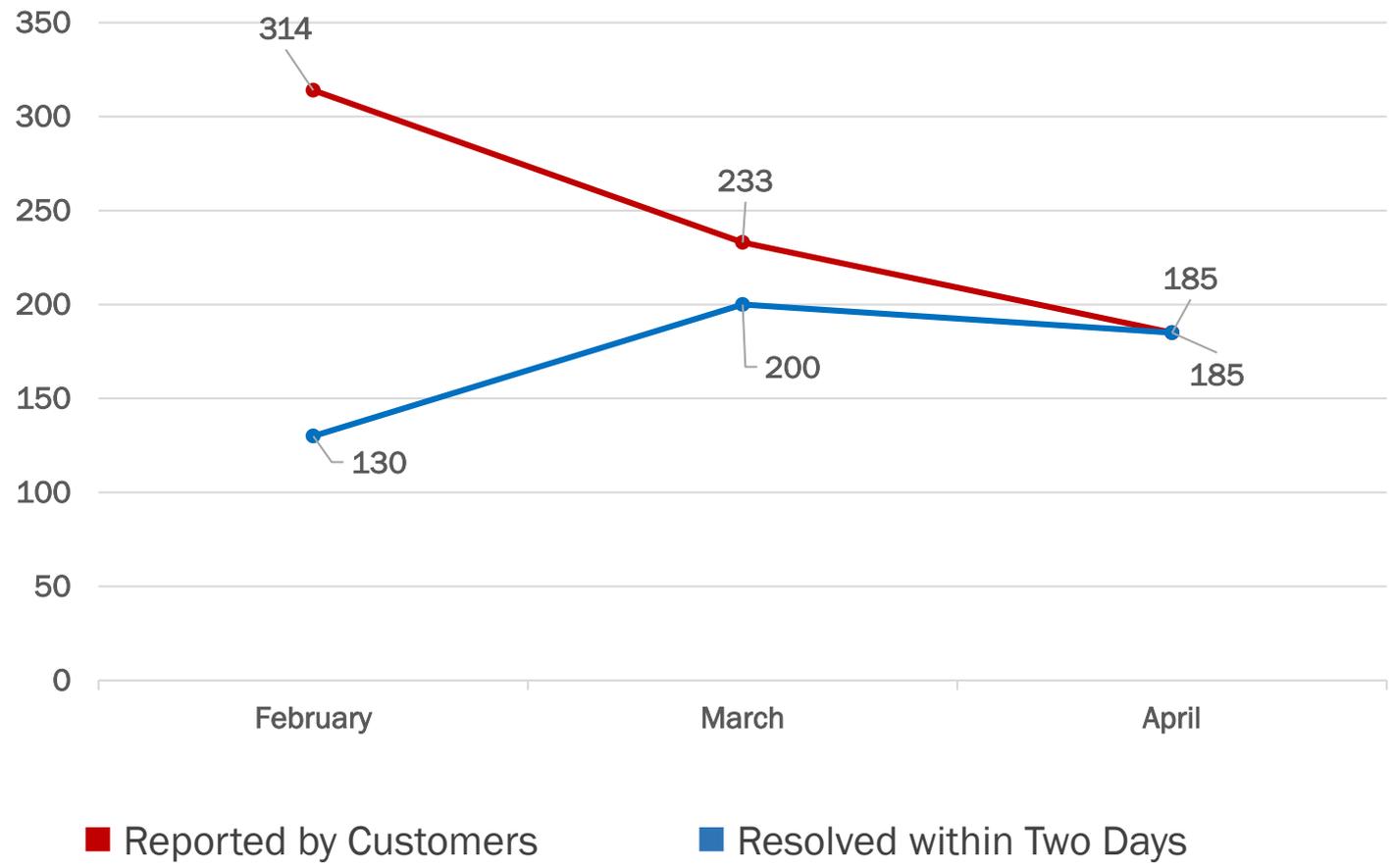
# FIELD SERVICES: Fire Hydrant Maintenance



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.

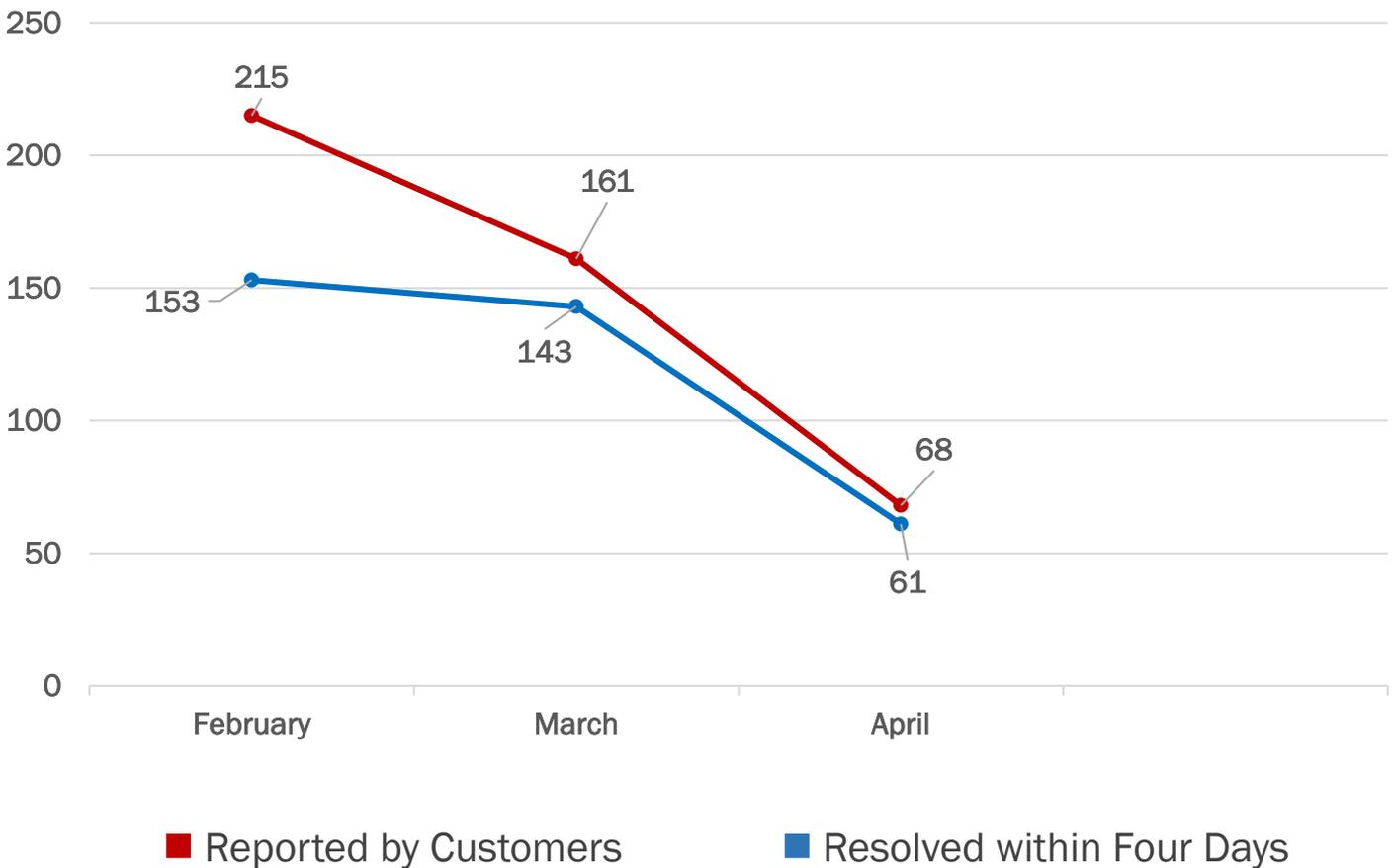


# FIELD SERVICES: Running Water



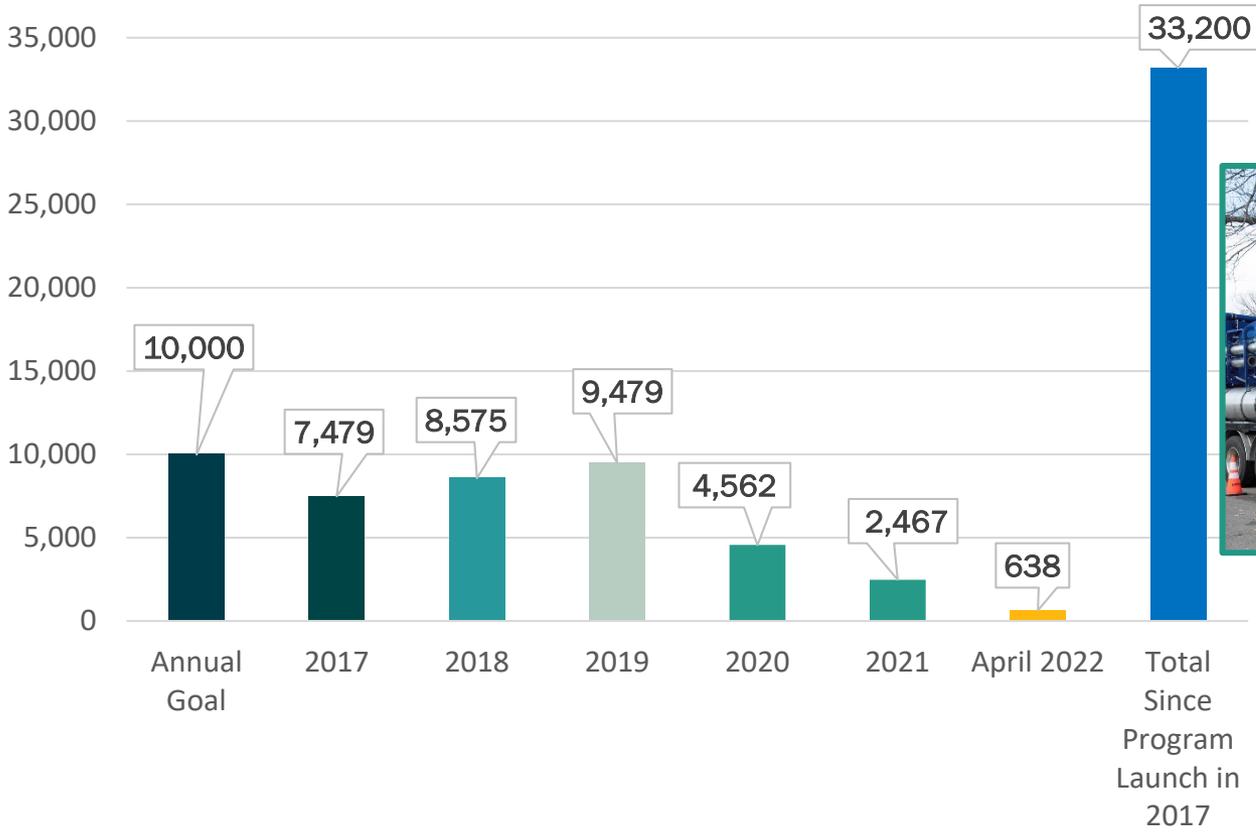
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

# FIELD SERVICES: Water Main Breaks



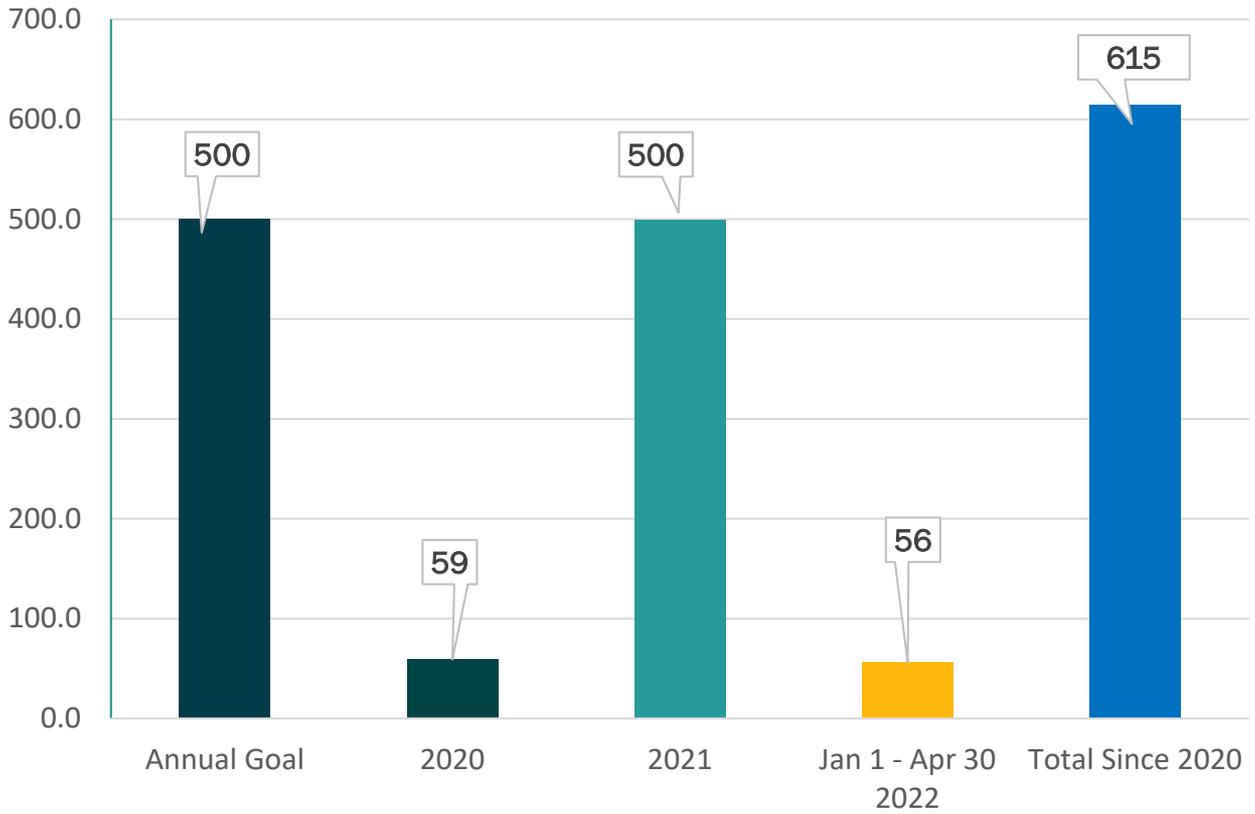
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected and water service outage, to determine priority.

# 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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# Capital Improvement Program

# Capital Improvement Program: Application Availability

	Water Main Assessed*	Water Main Replaced	Lead Service Line Replacement	Sewer Assessed*	Sewer Replaced or Lined
Total CIP 2002-2018	N/A	236 miles	None	N/A	371 miles
CIP since FY2018-2019 which has been accelerated due to GLWA lease payment	75 miles	67 miles	1,182 homes	295 miles	50 miles
January 2022 - April 2022 progress	In progress	5 miles	68 homes	N/A	N/A

\*The data-driven condition assessment program for water and sewer systems was implemented by DWSD in 2018 as part of the re-design of the Capital Improvement Program.

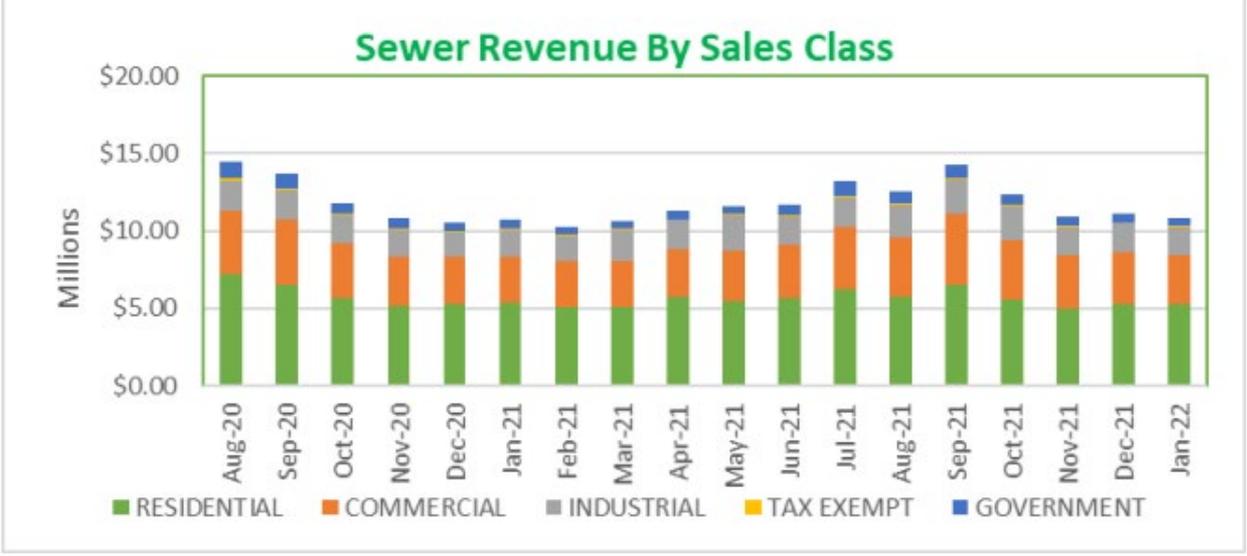
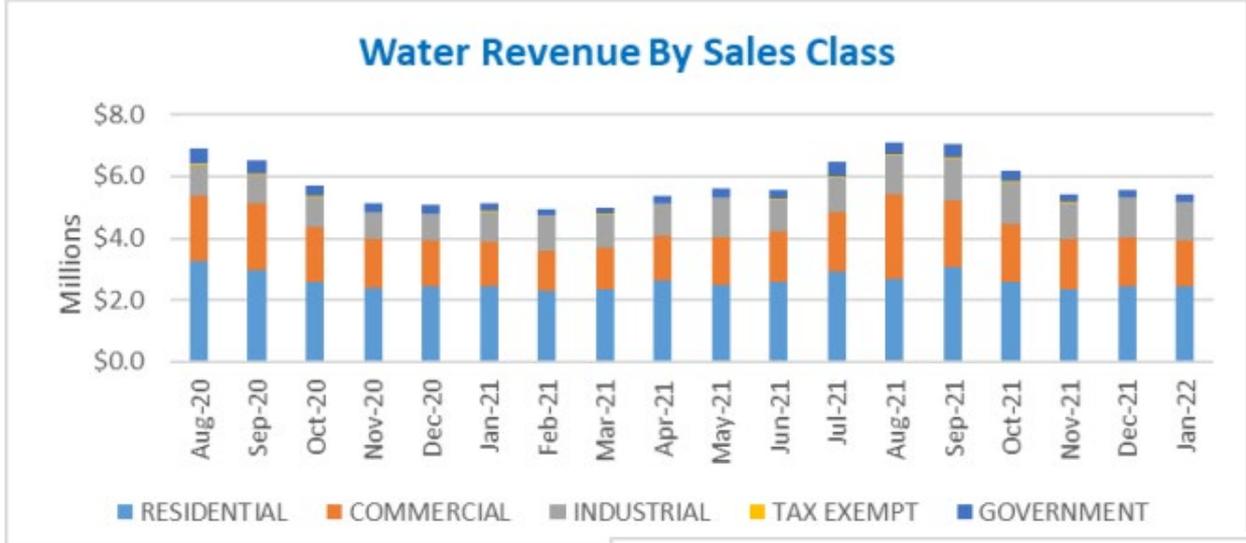




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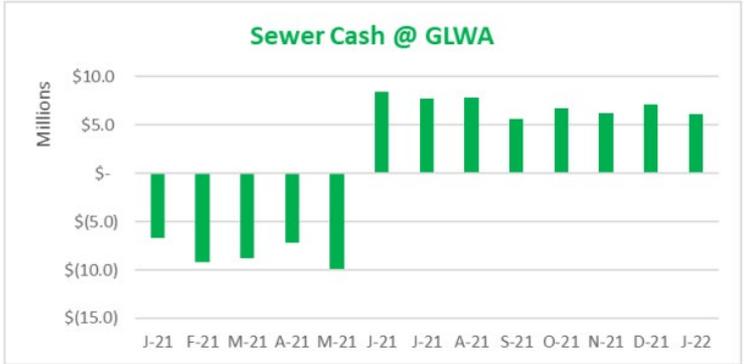
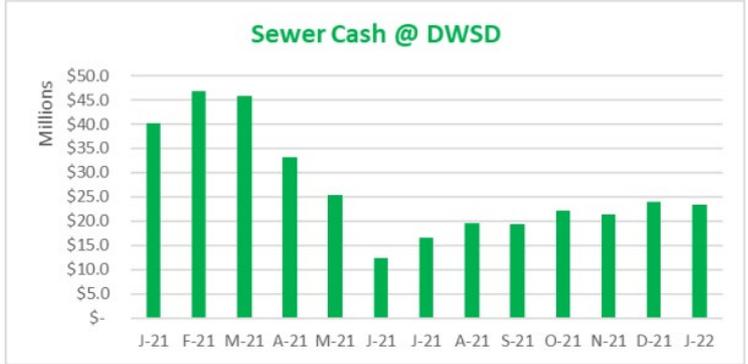
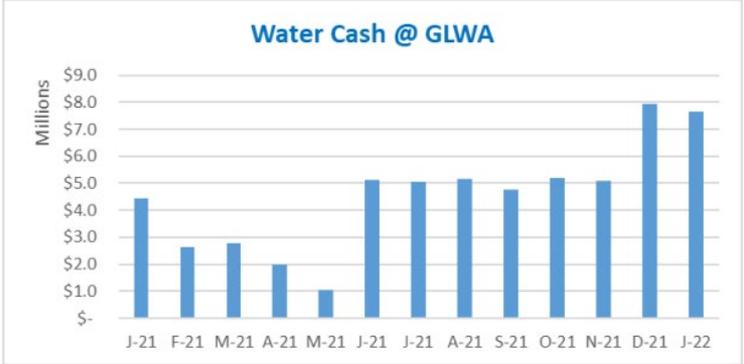
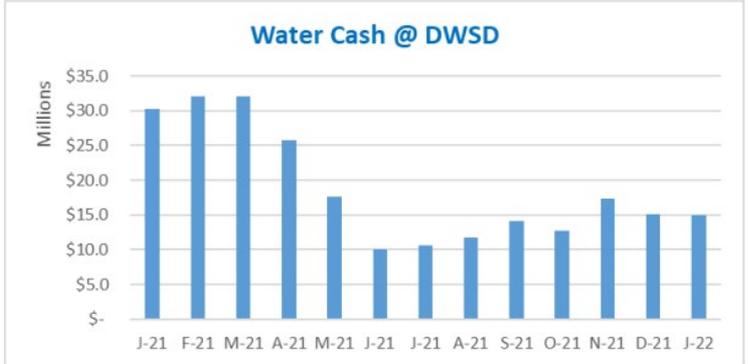
# Finance

# 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.



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# Legal Services

# LEGAL: Claims, Hearings and Cases



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

**9**  
Cases handled by outside counsel

**13**  
Collection cases currently in suit

**\$1.87M**  
Amount claimed in collection cases

**23**  
Pending Billing Disputes

**110**  
Disputes Closed in April 2022

**\$9,318.66**  
Total Amount Disputed

**\$5,674.58**  
Total Credits to Customers

**3**  
Total Resolved Utilizing Leak Policy

**841**  
Property damage claims pending\*

**\$521,099.26**  
Amount claimed

**53**  
Claims closed In April 2022

**1**  
Claims approved

**\$1,430**  
Settlements offered

\*Claims unrelated to the 2021 rain events



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# Investigations

# INVESTIGATIONS: Results

**2,057**

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



Money Owed to DWSD identified by Investigators

**\$4,829,690**

Total since July 1, 2021

**\$1,238,899**

Back billed

**\$885,784**

Future owed in 12 months

**\$2,705,007**

Water loss



Revenue Identified Since Investigation Unit Began

**\$24,038,130**

Total since August 14, 2017

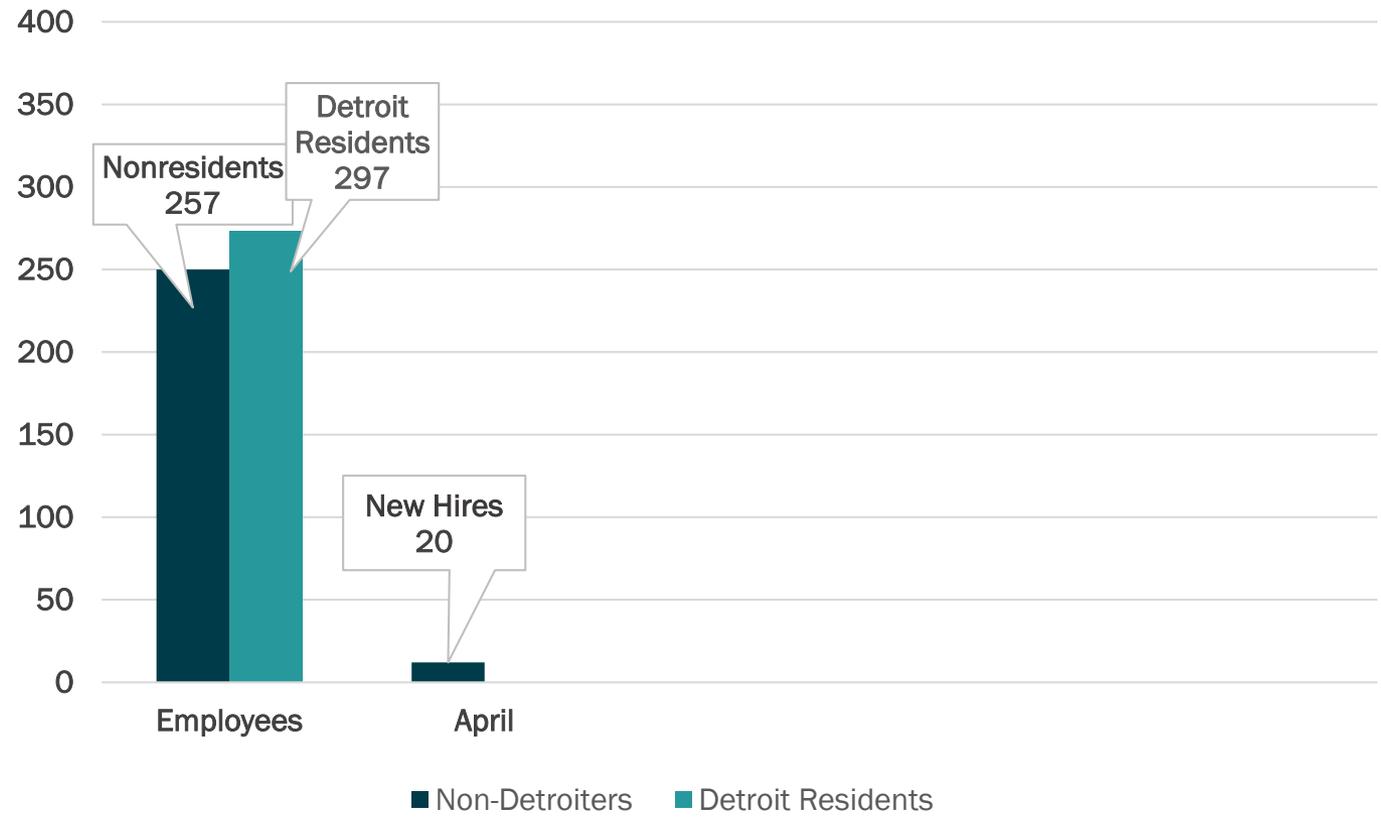
Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$24 million in services owed by primarily commercial customers. They uncover severe delinquencies, non-working meters, unauthorized use of fire hydrants, meter tampering, or connected to the city's 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

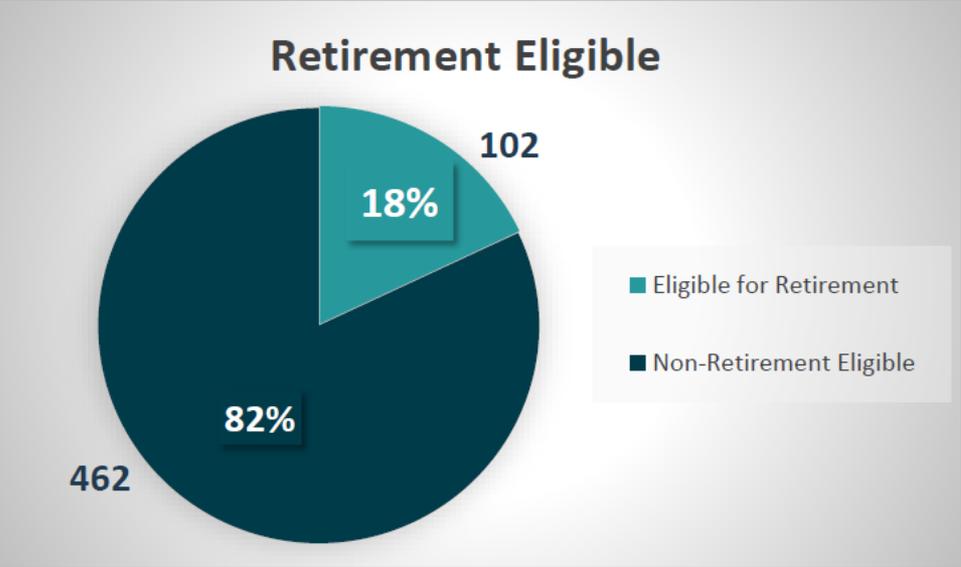
# HUMAN RESOURCES: Detroit Residents and Hiring



Total of 523 DWSD employees, 52% 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 558 employees, there are 102 DWSD employees eligible for retirement.



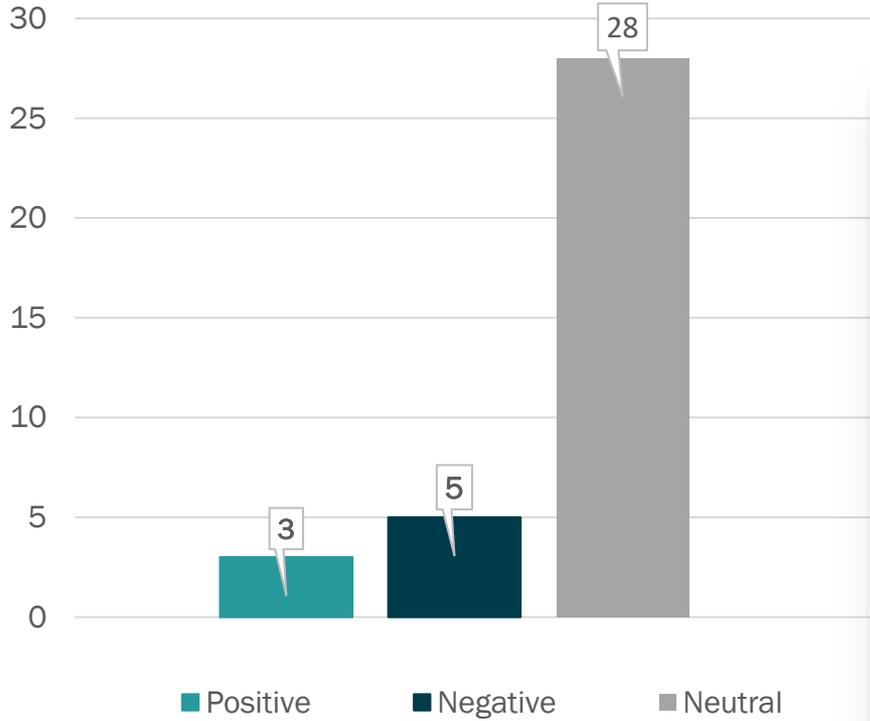
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# Public Affairs

# PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: April 1 – April 30, 2022



In April, the DWSD Public Affairs team saw a total of 36 media stories. The positive stories covered the Michigan Department of Environment, Great Lakes and Energy's (EGLE) termination of the Administrative Consent Order (ACO) over the Great Lakes Water Authority (GLWA), previously DWSD. The stories highlighted the high level of performance of the Water Resource Recovery Facility (WRRF) by GLWA and previously DWSD.

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

# PUBLIC AFFAIRS: Social Media Activity



**18**  
New Facebook Followers

**8,906**  
Total Followers on Facebook

**15,181**  
Engagement on Facebook



**14**  
New Twitter Followers

**1,859**  
Total Followers on Twitter

**72**  
Engagement on Twitter



**12**  
New Instagram Followers

**1,733**  
Total Followers on Instagram

**37**  
Engagement on Instagram



The DWSD Public Affairs team gained 44 new followers on social media in April 2022, bringing the total number of followers to **12,498**. In addition to the metrics above, Facebook saw a total of **829,077** impressions and 5,668 link clicks for the month. The top performing Facebook post was on April 7, encouraging customers to apply for water assistance programs through Wayne Metro. The post received 2,299 engagements.



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# Information Technology

# TECHNOLOGY: Top Ten Projects Scorecard

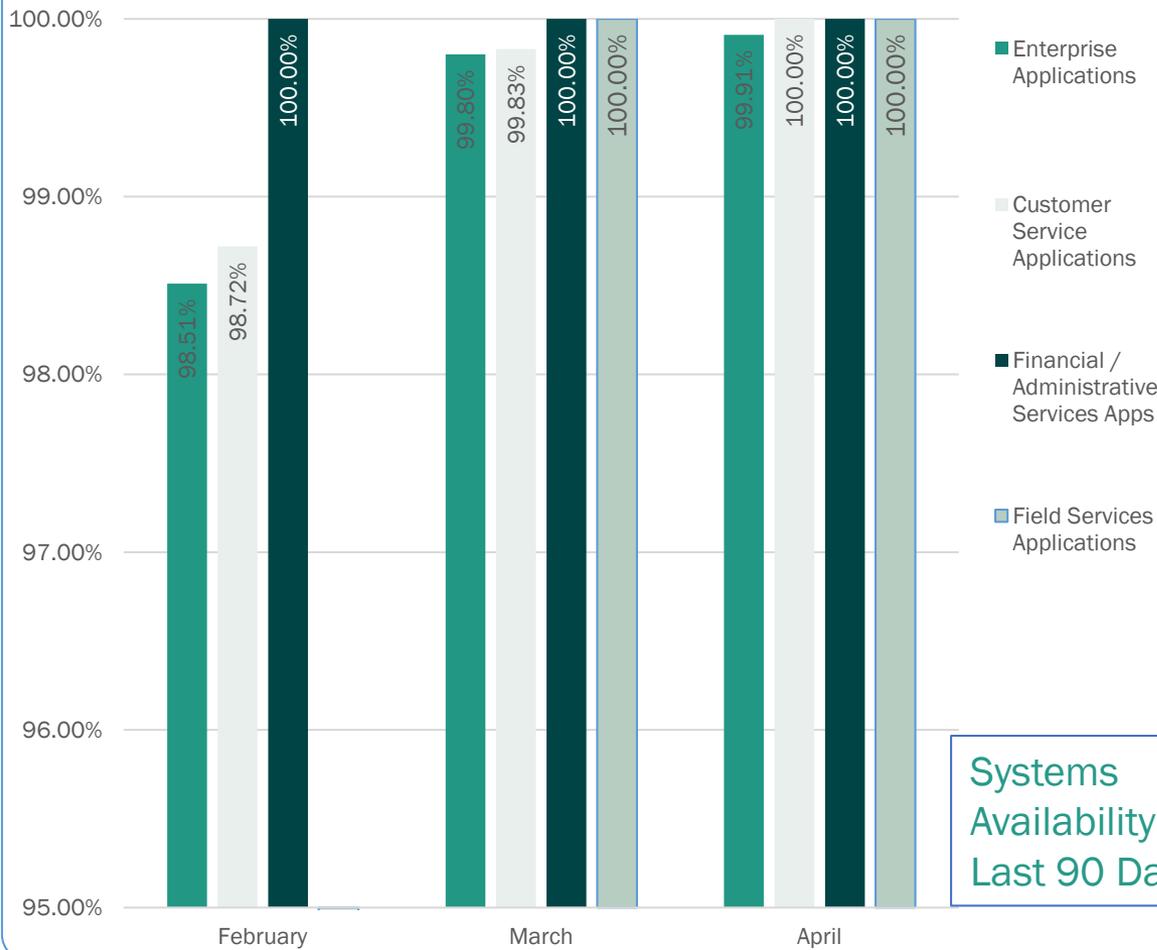


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Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	J Payne	\$ 1,539,000	8/29/2022	Functional Testing 100% Complete. Integration Testing 85% Complete. The project Team is heavily involved in preparing for Training and simulation tasks in development for June 2022. Rolling the enQuesta Link deployment into this project due to a combined go live and final UAT	Active Implementation
2	Operations: Basement Backflow Prevention Program	C Penozza	\$0	3/31/2022	Additional functionality being delivered on a weekly basis as requirements become documented and understood. Most recent functionality delivered on 5/1/2022 was Plumber Assignment, Estimate Receipt and review, customer invoice generation and payment processing.	Live
3	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,000,000	6/01/2022	Go Live preparation is currently underway for a go live of 5/16/2022. WAM decommission will begin immediately afterwards with a target shutdown of 6/30/2022	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. Pilot date has been set for 7/11/2022. Integrations are being planned for go live on 6/10/2022	Active Design
5	Administrative and Compliance: Major Event Handling	E Taiariol	TBD	TBD	New Project to improve DWSD handling of Major Events within the City of Detroit	Active Scoping
6	Customer Service-1:IVR / Call Center Replacement	G Burrell	\$150,000	TBD	Awaiting Clearances in order to proceed with a new SOW for Call Tree enhancement	Pre-Procurement
7	Administrative and Compliance-7: 800 MHz Radio Upgrade	R Burke	\$ 330,000	TBD	Not possible to complete during FY 22, moving the project to FY 23.	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	Schedule developed and migration methods being evaluated. Awaiting Oracle input on using their Golden Gate product for a seamless migration.	Active Design
10	Operations (Stormwater)-1:Billable Impervious Acreage Rate Analysis	E Taiariol	\$0	08/01/2022	Work on the workflow documentation with steps defined continues. The organization is also currently reviewing data in order to prepare for import into the billing system in time for August Billing	Active Design

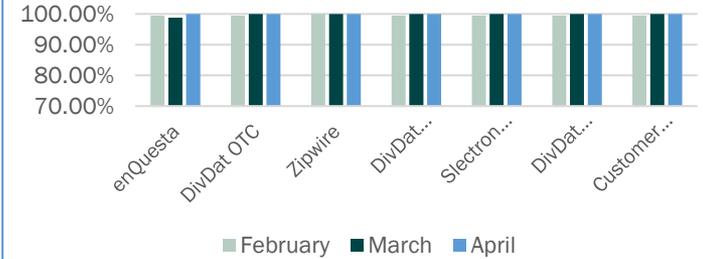


# TECHNOLOGY: Application Availability



Systems Availability Last 90 Days

## Customer Service Application Availability



**99.83%**  
SYSTEMS AVAILABILITY  
99.9% = TARGET

Apr 2022 Cherwell Stats	Totals
Total Tickets	553
New Tickets Received	376
Total Tickets Resolved	374
Average Time to Resolve in Days	6
Total Tickets Resolved within SLA	350
Total Tickets Resolved not in SLA	24