



**Water & Sewerage
Department**

DIRECTOR'S REPORT

February 16, 2022



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DIRECTOR GARY BROWN'S MESSAGE TO THE BOARD

On February 7, I joined Mayor Mike Duggan to announce the **Basement Backup Protection Program**.

The program is eligible to homeowners in 11 neighborhoods that have historically experienced basement backups during rain events. Eligible homeowners can receive a combination of the below services.

- Inspect sewer lateral service line with CCTV
- Disconnect downspouts and install extensions at least three feet from foundation
- Install backwater valve only if sewer lateral service line is in viable condition
- Install sump pump on properties where diversion is possible
- Install backwater valve and sump pump with sump pump overflow



The 11 eligible neighborhoods include Aviation Sub, Barton-McFarland, Chadsey Condon, Cornerstone Village, East English Village, Garden View, Jefferson Chalmers, Morningside, Moross-Morang, Victoria Park and Warrendale.

Approved applicants will be responsible for a 10% deposit. 20% for landlords. The City of Detroit will cover the remaining costs (federal funding from the American Rescue Plan Act is committed to this program). Homeowners can waive the 10% deposit if they are enrolled in the Water Residential Assistance Program (WRAP). Eligible homeowners can apply now online at www.detroitmi.gov/basementprotection.



Installation of a backwater valve

Along with the Basement Backup Protection Program, we published the **Detroit Basement Backup & Flooding Handbook**. All residents with basements should download or request a copy of the handbook at www.detroitmi.gov/basementprotection.





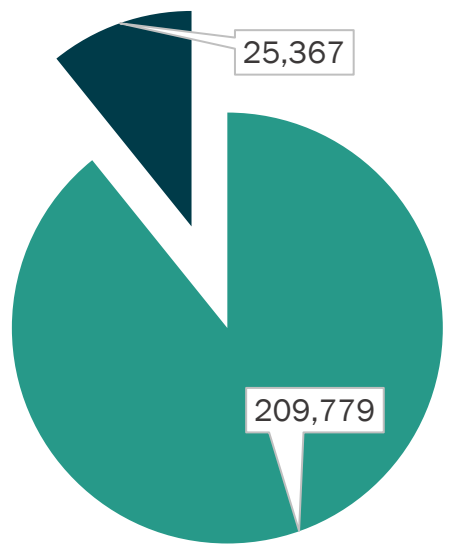
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Customer Service

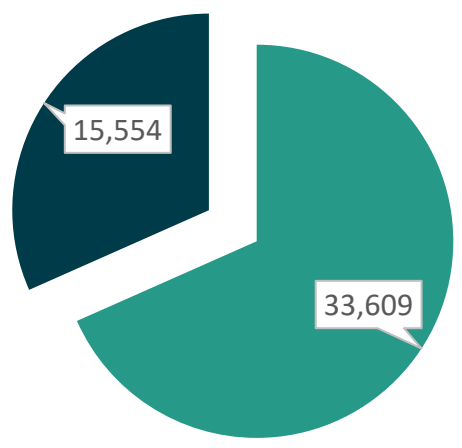
CUSTOMER SERVICE: Number of Active Accounts



Active Residential Accounts



Active Non-Residential Accounts



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

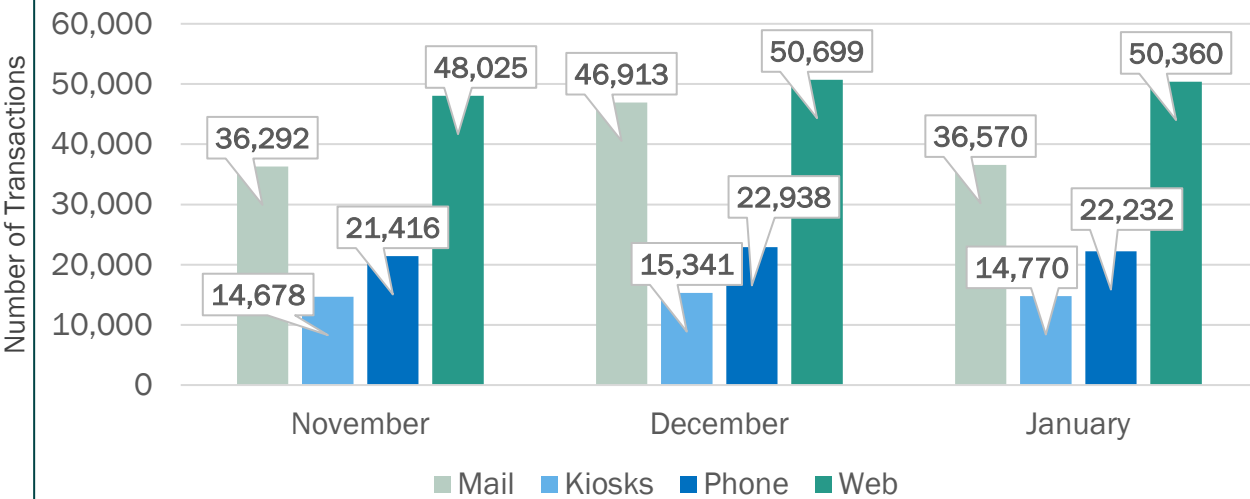
■ Water/Sewerage/Drainage ■ Drainage Only (no water service)

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

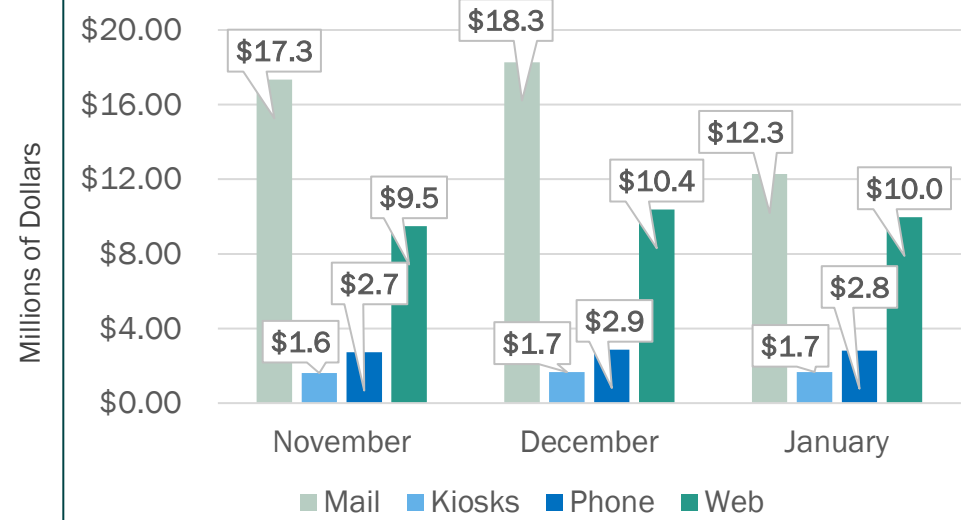
CUSTOMER SERVICE: Transactions



Payment Transactions by Platform Type



Revenue Collected by Platform Type



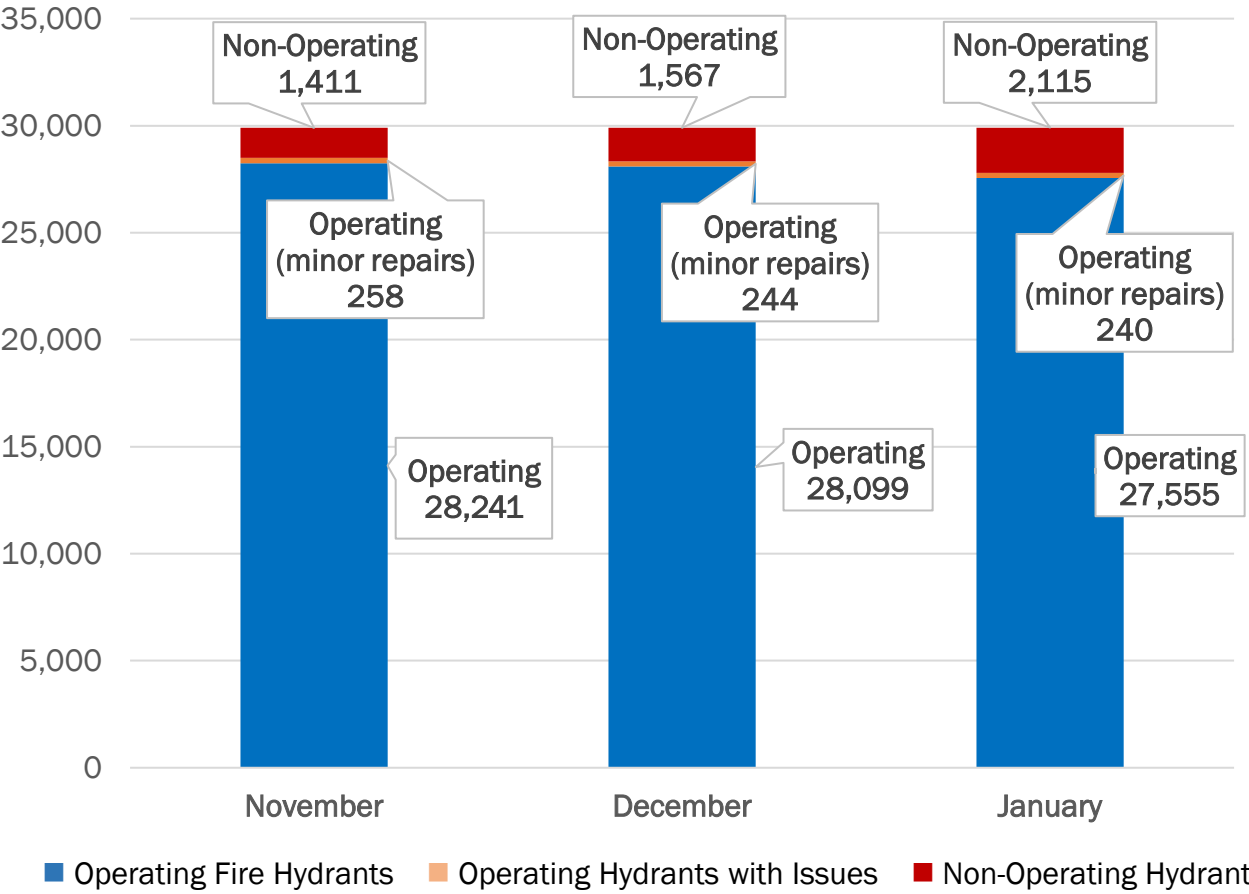
DWSD continues to adapt during the COVID-19 Pandemic and is offering more services remotely, including the launch of enhanced services on the Customer Web Portal at www.detroitmi.gov/paymywaterbill and contact via email at mydwsd@detroitmi.gov. DWSD is also communicating all the convenient, safe ways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



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Field Services

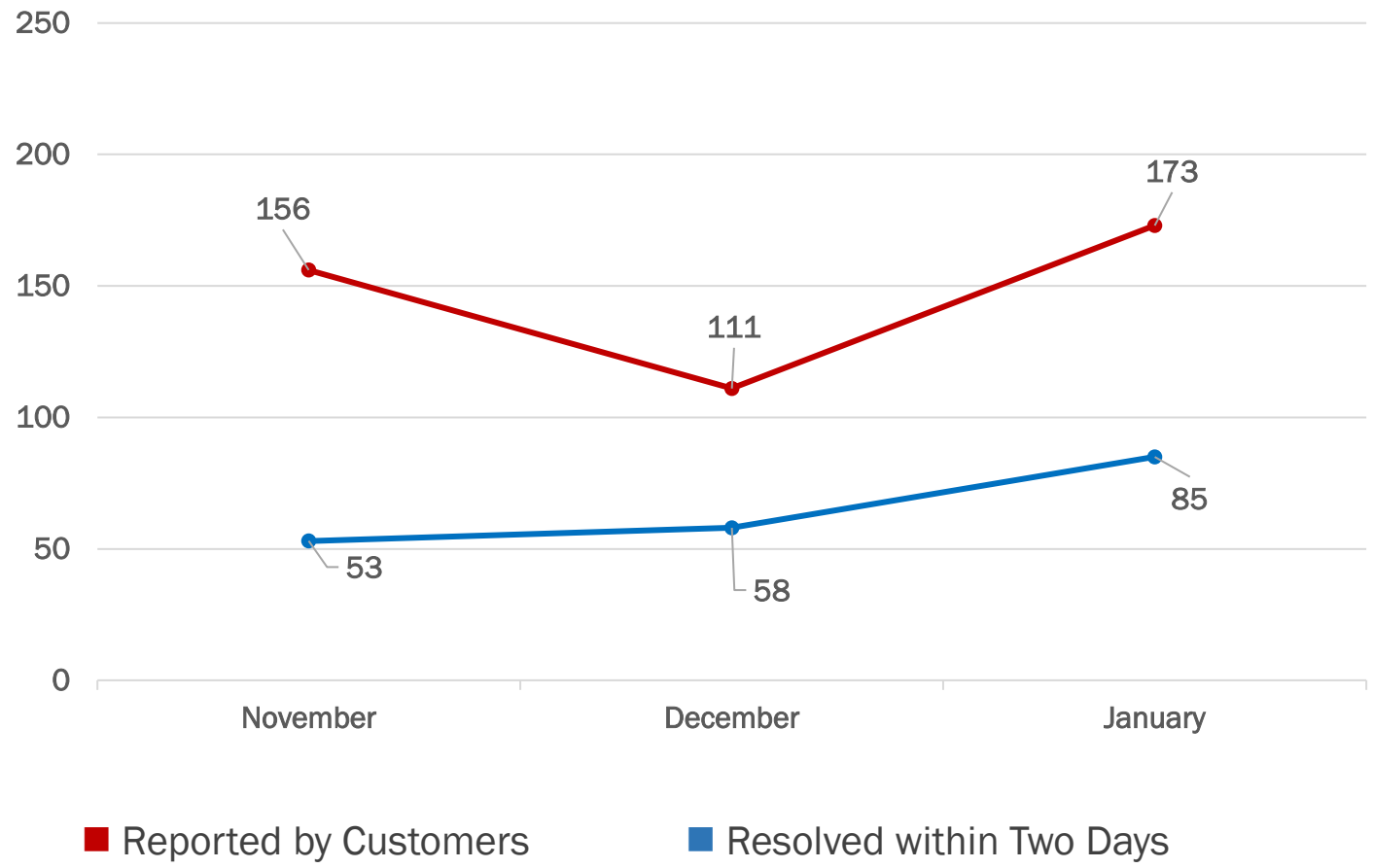
FIELD SERVICES: Fire Hydrant Maintenance



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.

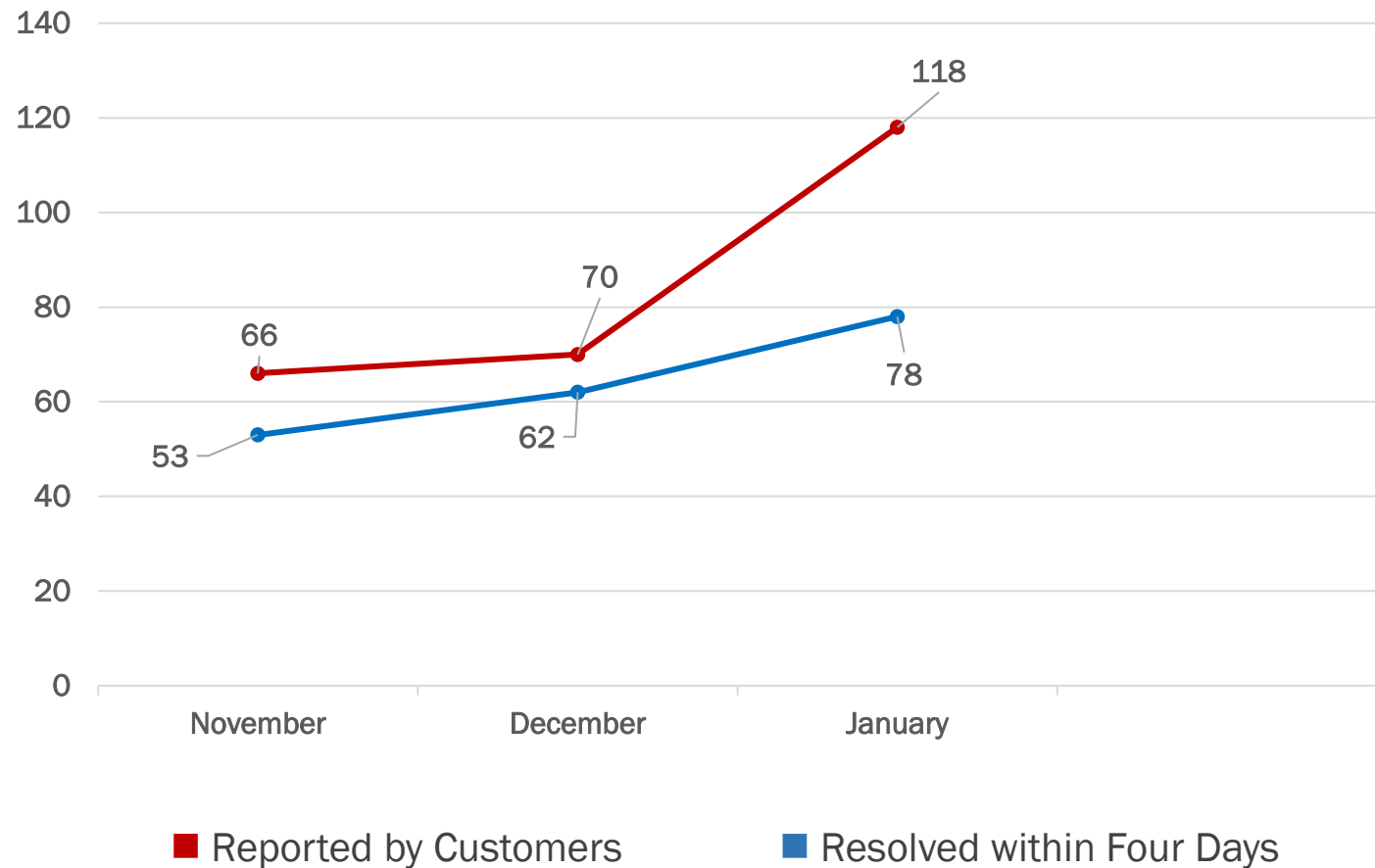


FIELD SERVICES: Running Water



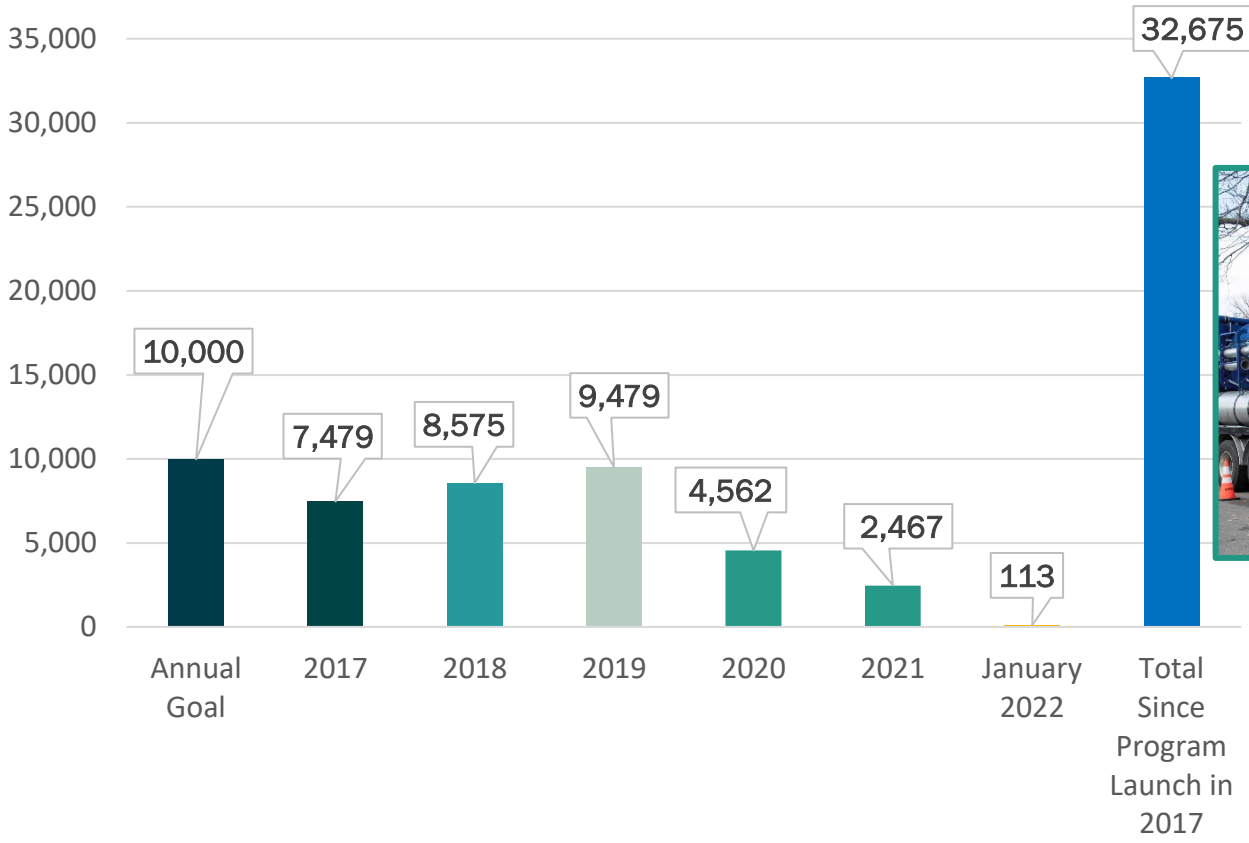
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected, to determine priority.

FIELD SERVICES: Water Main Breaks



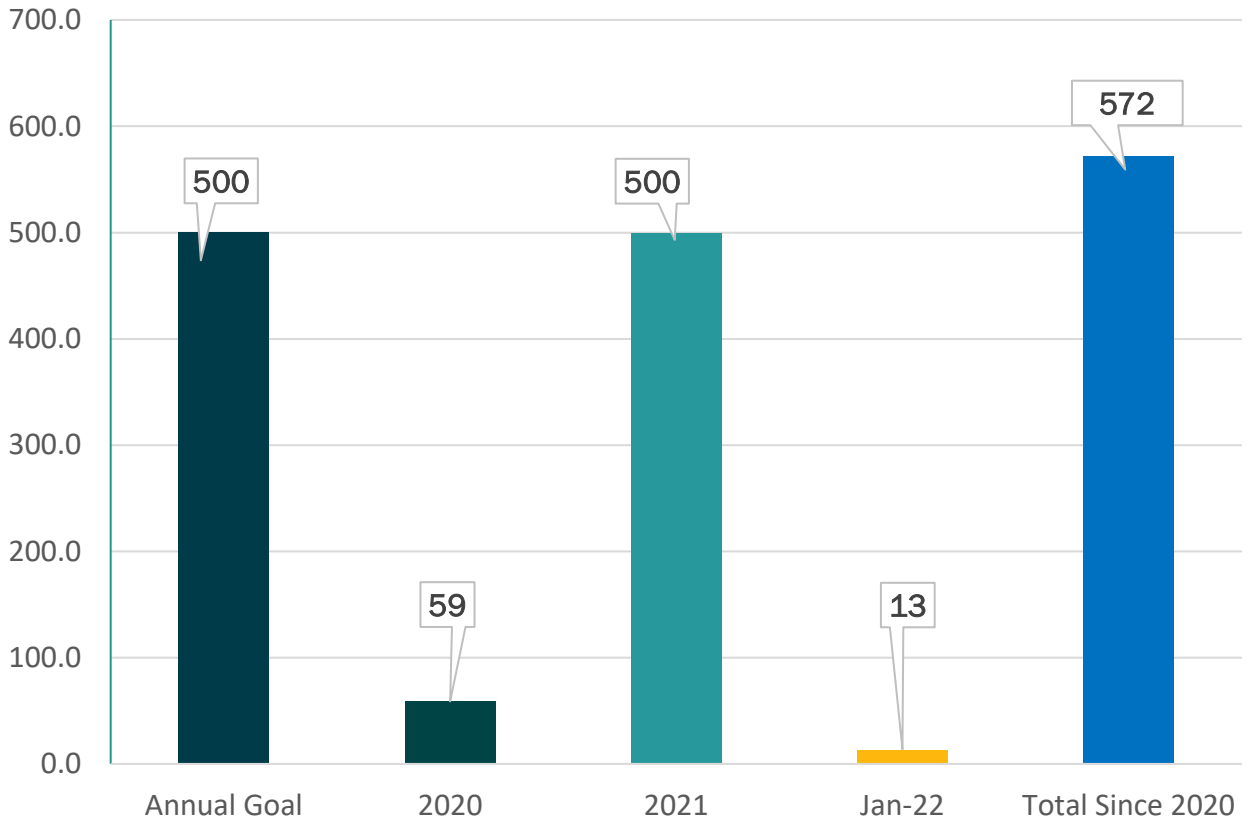
DWSD Operations continues to prioritize these work orders based on level of severity, including number of customers affected and water service outage, to determine priority.

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



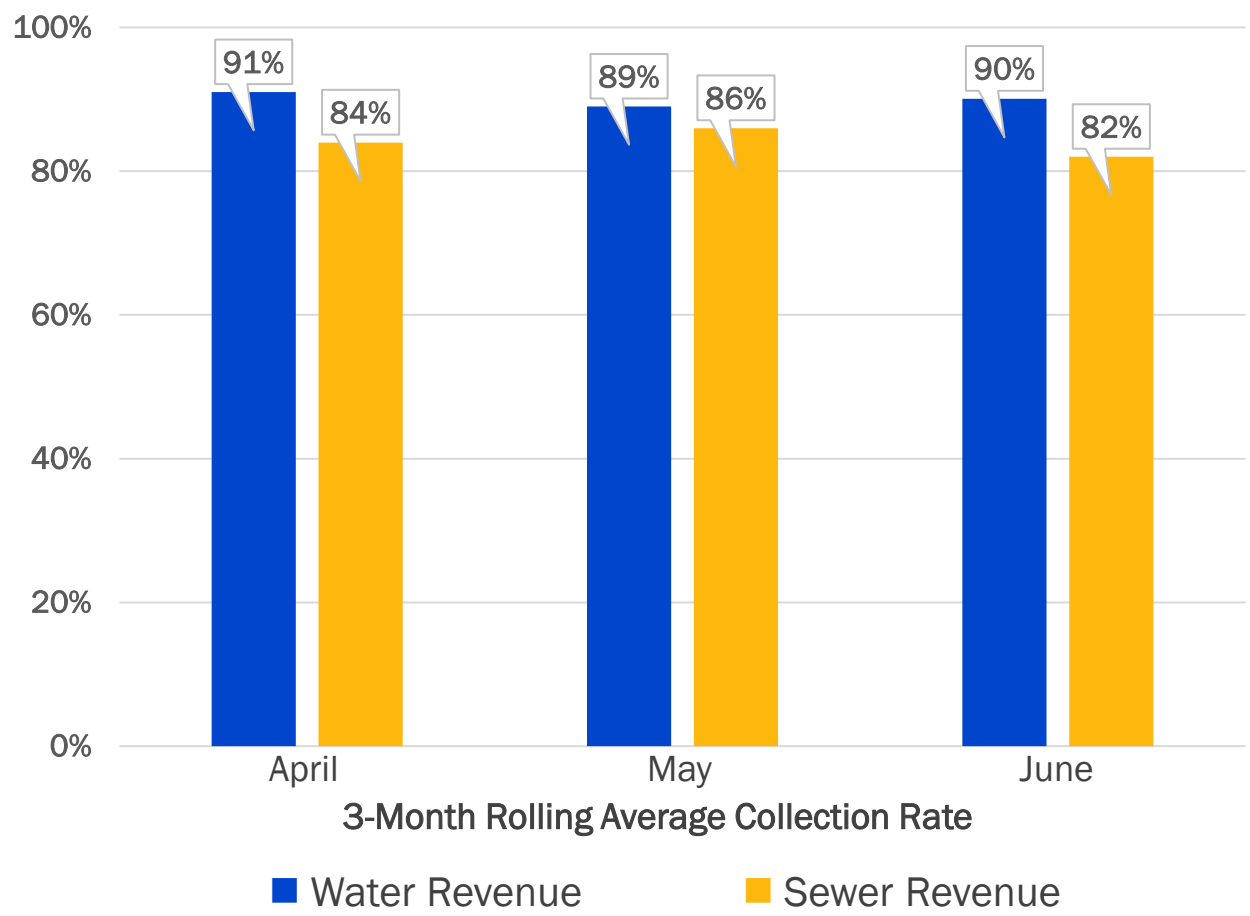
DWSD is expanding sewer cleaning for preventative maintenance to help reduce street flooding and basement backups. Crews cleaned 499.5 miles of city sewer pipe in calendar year 2021 compared with 59 miles in calendar year 2020.



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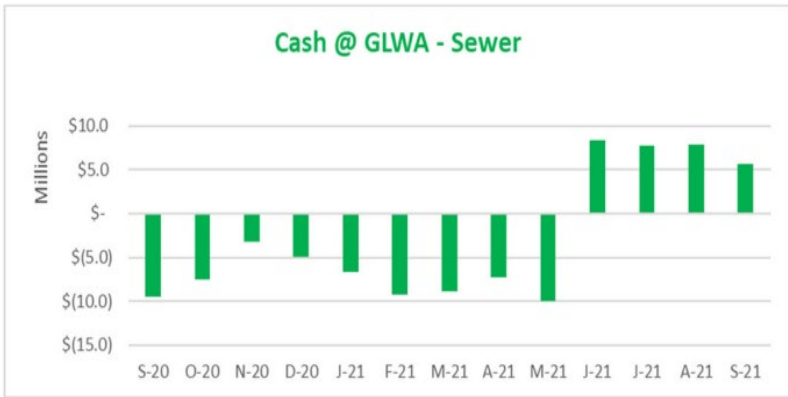
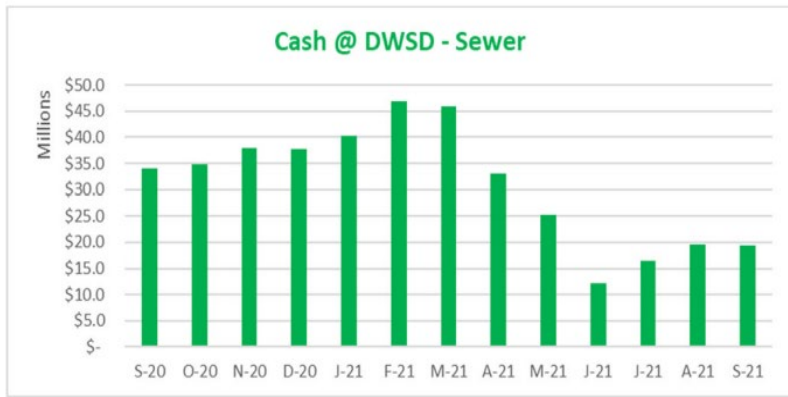
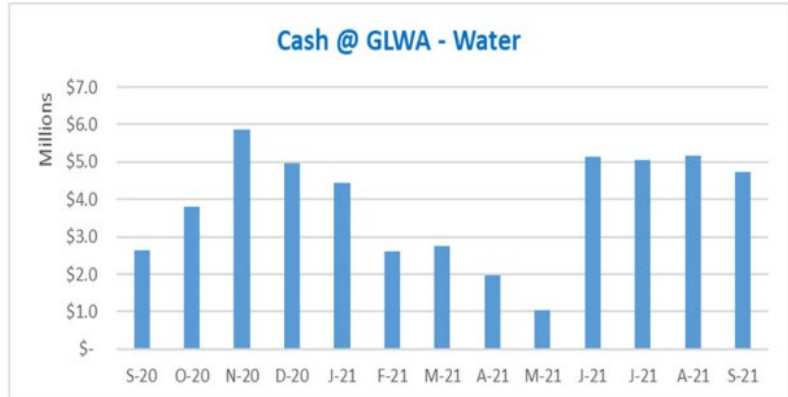
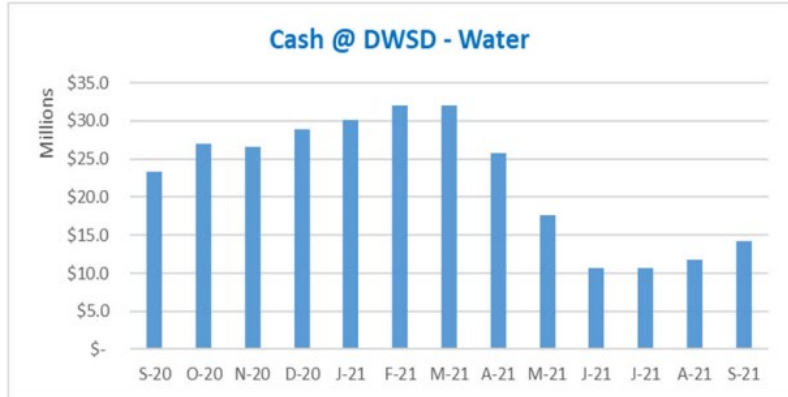
Finance

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



29
Cases handled by in-house staff

8
Cases handled by outside counsel

0
Lawsuits dismissed

0
Lawsuits dismissed in calendar year 2021

97
Pending Billing Disputes

24
Disputes Closed in January 2022

\$794,966.80
Total Amount Disputed

\$81,726.91
Total Credits to Customers

10
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

383

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



Money Owed to DWSD identified by Investigators

\$2,645,892

Total since July 1, 2021

\$611,524

Back billed

\$720,540

Future owed in 12 months

\$1,313,828

Water loss



Revenue Identified Since Investigation Unit Began

\$21,854,332

Total since August 14, 2017

Since August 2017, the unit, in collaboration with customer service/billing, has identified more than \$21 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

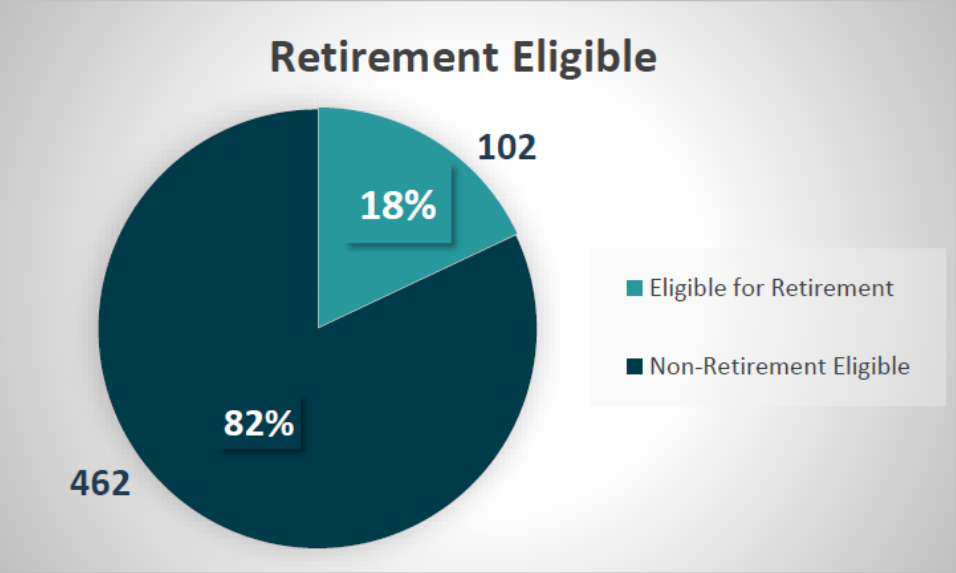
HUMAN RESOURCES: Detroit Residents and Hiring



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



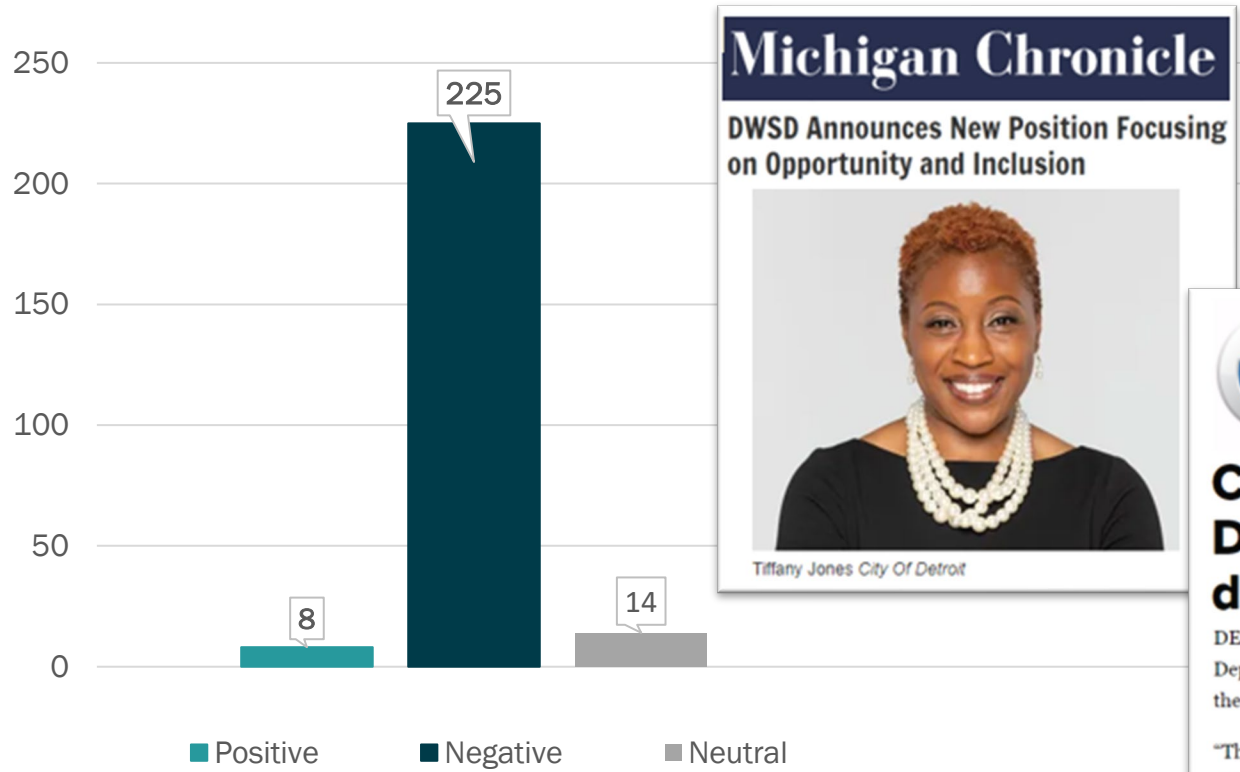
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Public Affairs

PUBLIC AFFAIRS: Positive vs. Negative News Stories



DWSD News Coverage: January 1 – January 31, 2022



In January, the DWSD Public Affairs team saw a total of **247** media stories. Four of the positive stories covered DWSD’s announcement of the Opportunity & Inclusion Director. The other four positive stories reported Detroit’s 2021 total water sampling results remained under the state’s Lead and copper Rule action level. 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



23
New Facebook Followers

8,865
Total Followers on Facebook

25,212
Engagement on Facebook



0
New Twitter Followers

1,841
Total Followers on Twitter

222
Engagement on Twitter



17
New Instagram Followers

1,690
Total Followers on Instagram

43
Engagement on Instagram



The DWSD Public Affairs team gained 40 new followers on social media in January 2022, bringing the total number of followers to **12,396**. In addition to the metrics above, Facebook saw a total of **1,196,623** impressions and 8,803 link clicks for the month. The top performing Facebook post was on January 20, announcing DWSD's new Opportunity & Inclusion Director. The post received 2,248 engagements, 80 comments and 29 shares.



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Information Technology

TECHNOLOGY: Top Ten Projects Scorecard

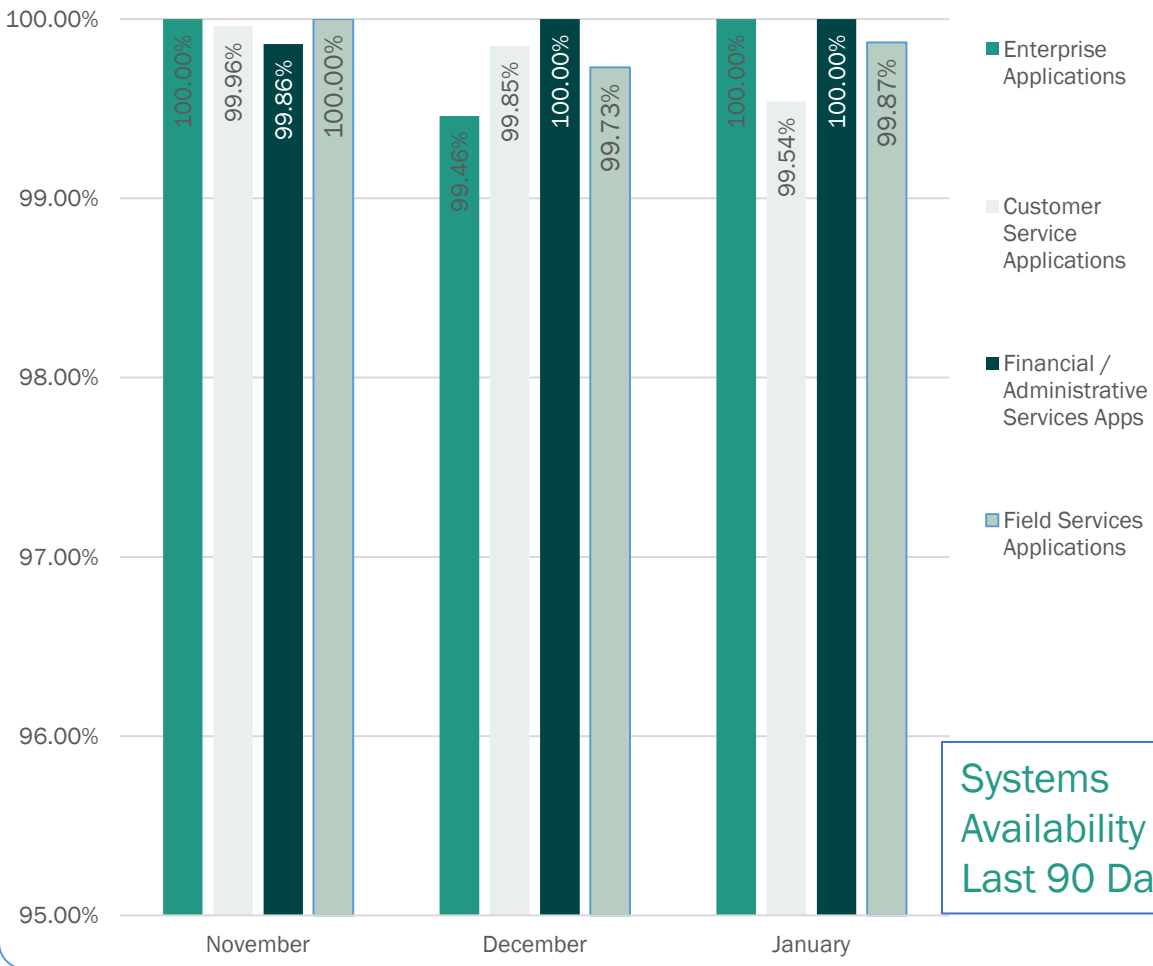


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Exec. Priority Score	Sorted by Adjusted Priority Score	PM	Total Investment	Revised Target Date	Status/ Issues	Current Phase
1	Customer Service-2:enQuesta 6.0 Upgrade	E Taiariol	\$ 1,400,000	5/1/2022	Functional Testing Completed 2/4. Resolving incidents discovered while preparing for Integration Testing.	Active Design
2	Customer Service-7:enQuestaLink (Service Link Replacement)	C Penozza	\$ 619,500	Q2 2022	Currently conducting process review workshops with Meter Operations. On Track for Phase 2 of Integration Testing.	Active Design
4	Office of CFO-1: Oracle Supply Chain	C. Penozza	\$ 1,000,000	6/30/22	On Track: Sprint 1 & 2 are complete. Confirming Integration Requirements and preparing for System Testing	Active Design
4	Operations (M&R, MTR OPS,Fleet)-2:Itron Meter Replacement	C Penozza	\$ 1,000,000	12/31/2023	Contract being prepared for March Board Meeting. IT and Itron are working on Data Exchange processes and formats in preparation for May 9 th Pilot launch.	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	Additional enhancements and cost savings measures from the Customer Service Improvement Project are being prepared for Board Review	Live
7	Administrative and Compliance-7: 800 MHz Radio Upgrade	TBD	\$ 330,000	6/30/2022	Funding proposal is being prepared for inclusion of the CIP	Pre-Procurement
8	Administrative and Compliance-6:Security Infrastructure Repair	G Burrell	\$ 350,000	6/30/2022	Contractors have begun system review	Active Design
9	Administrative and Compliance-7 Oracle Database Cluster Migration	G Burrell	\$0	3/27/2022	Reviewing migration methods with Oracle. Initial planning to migrate the data warehouse is underway.	Active Design

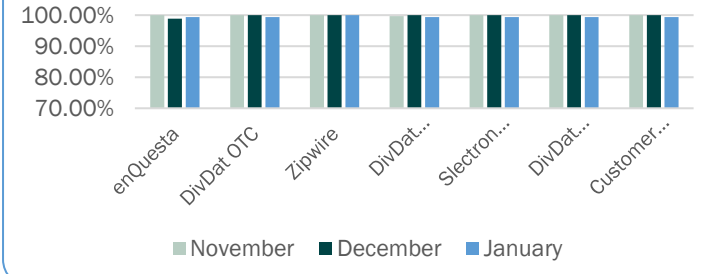


TECHNOLOGY: Application Availability



Systems Availability Last 90 Days

Customer Service Application Availability



99.85%

SYSTEMS AVAILABILITY

99.9% = TARGET

Jan 2022 Cherwell Stats	Totals
Total Tickets	661
New Tickets Received	528
Total Tickets Resolved	541
Average Time to Resolve in Days	6
Total Tickets Resolved within SLA	490
Total Tickets Resolved not in SLA	51