



# **DIRECTOR'S REPORT**

## **November 16, 2016**

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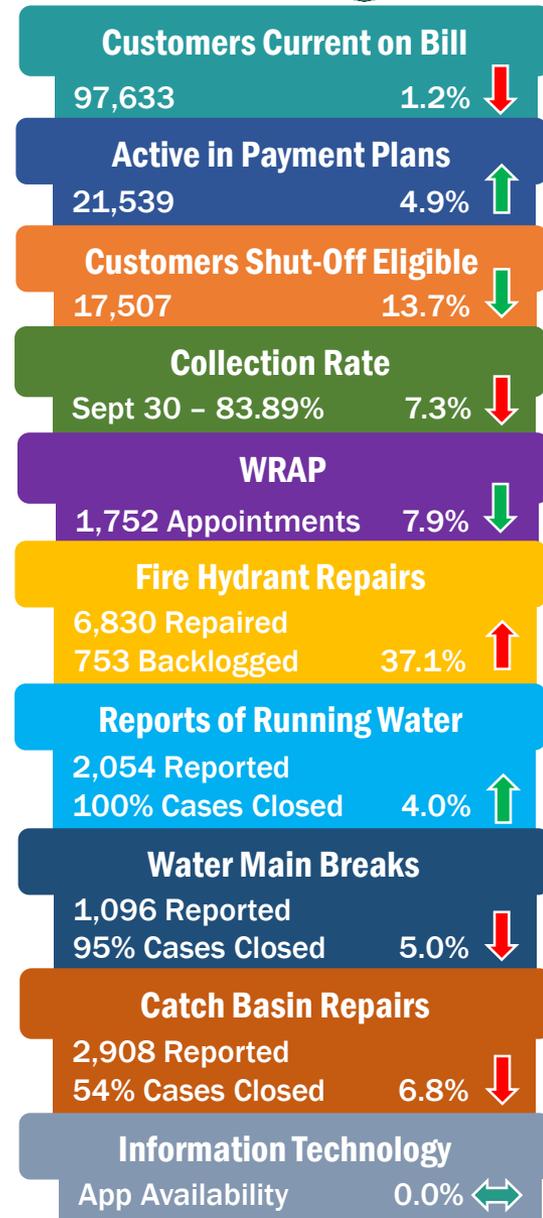
# Director's Update

## Recent Actions and Events:

- Customers began receiving their bill in the all-new, easier-to-read format.
- DWSD started the process of settling claims for sewage backups from the July 8 and August 16, 2016 rainstorms.
  - While the total amount claimed by DWSD customers is \$11 million, the actual figure will differ based on verified customer losses.
- The department is awaiting certification from the Michigan Department of Environmental Quality on the 2016 Lead and Copper testing results.
  - DWSD anticipates the outcome will be 4 parts per billion (ppb), well below the current EPA action level of 15 ppb for lead in drinking water.
- Nearly 140 customers actively enrolled in the Water Residential Assistance Program (WRAP) since March 1 have received the first \$350 credit toward their arrears, in addition to a \$25 monthly bill credit.
- The Drainage Charge Program has held four workshops – 340 attendees total – on how nonresidential property owners can apply for credits by implementing green infrastructure practices.

## Upcoming Actions and Events (Nov - Dec):

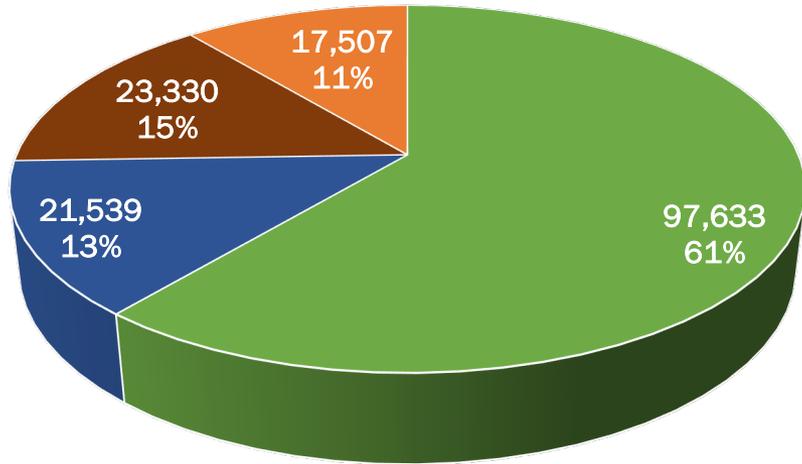
- Within the next 30 days, DWSD customers will have the option to pay their water and sewer bill at 33 DTE Energy kiosks that include Rite Aid locations.
- DWSD is collaborating with Council President Brenda Jones and Councilman Andre Spivey on a faith-based committee for the Drainage Charge Program to include engagement meetings in each Council District.
  - The group had its first of several meetings on November 7.
- DWSD and GLWA employees are partnering to provide Thanksgiving meals to families through Cass Community Social Services.





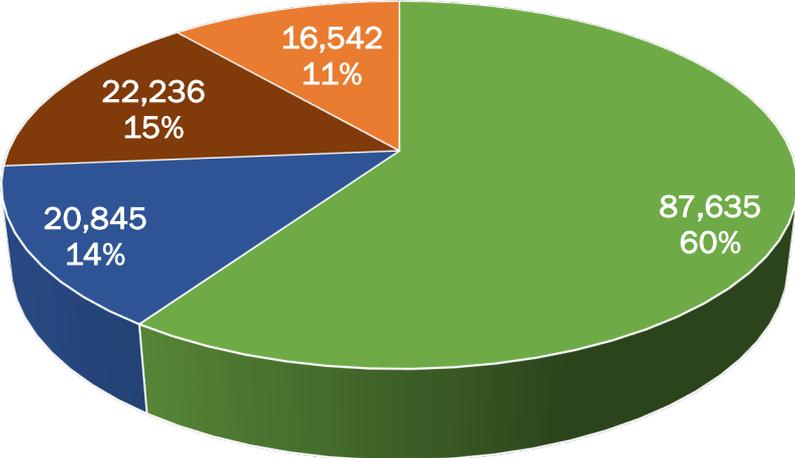
# Customer Care

# Customer Care: Account Status



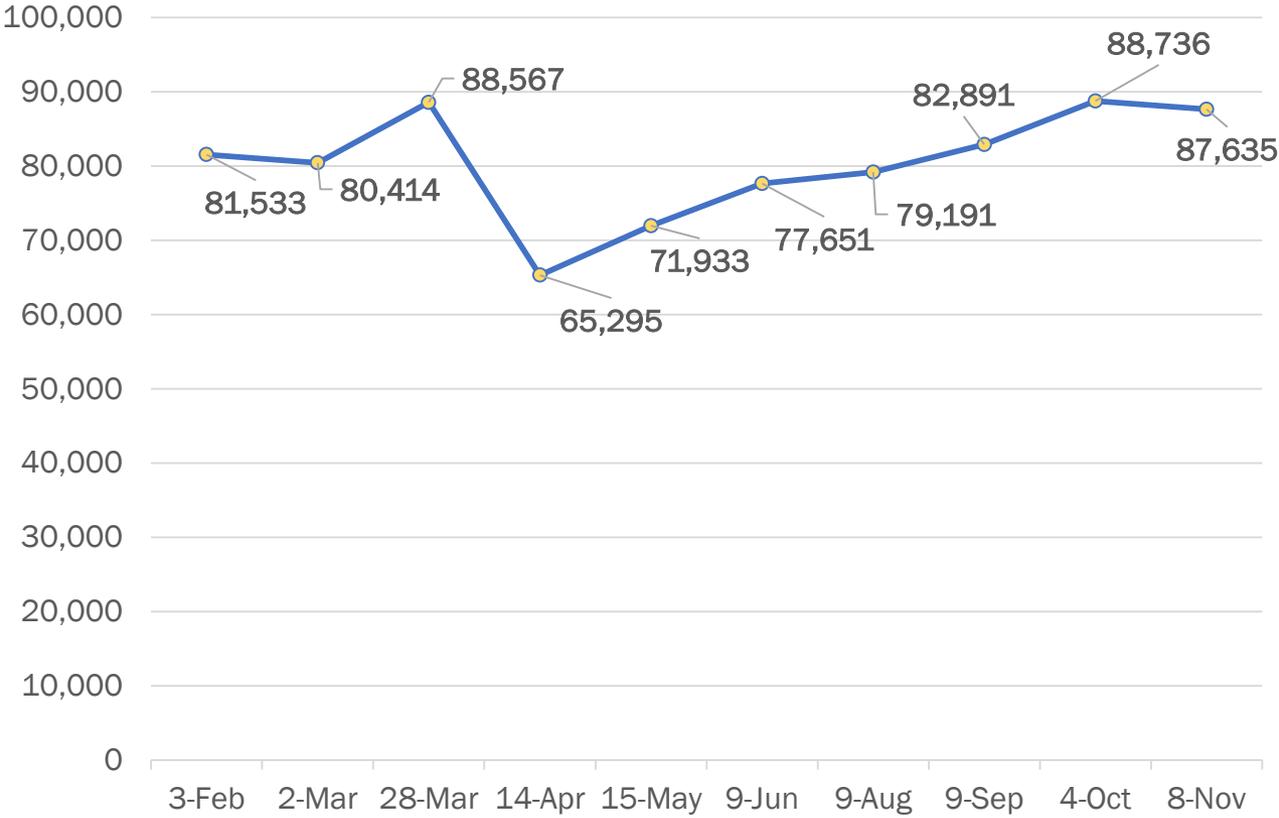
- Current
- Active in Payment Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

# Customer Care: Residential Account Status

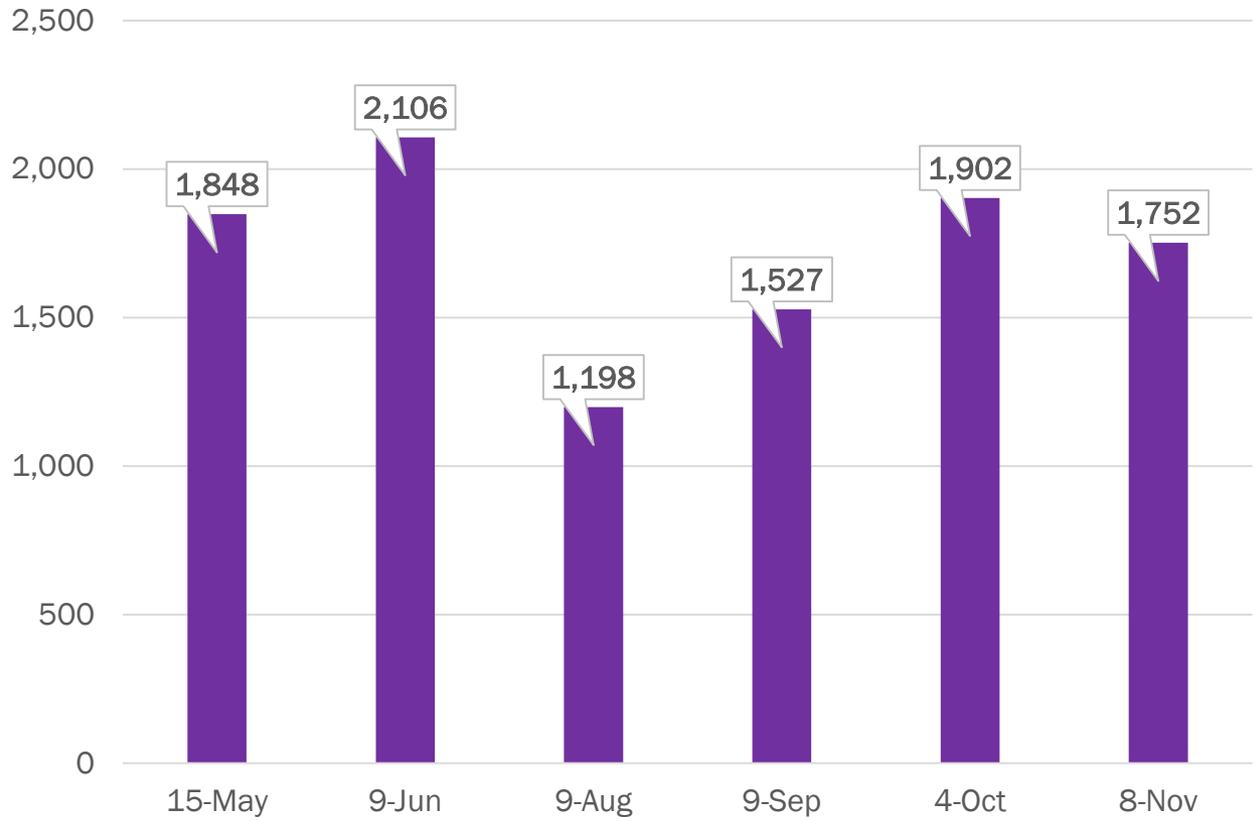


- Current
- Active in Payment Plan
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- Shut-Off Eligible

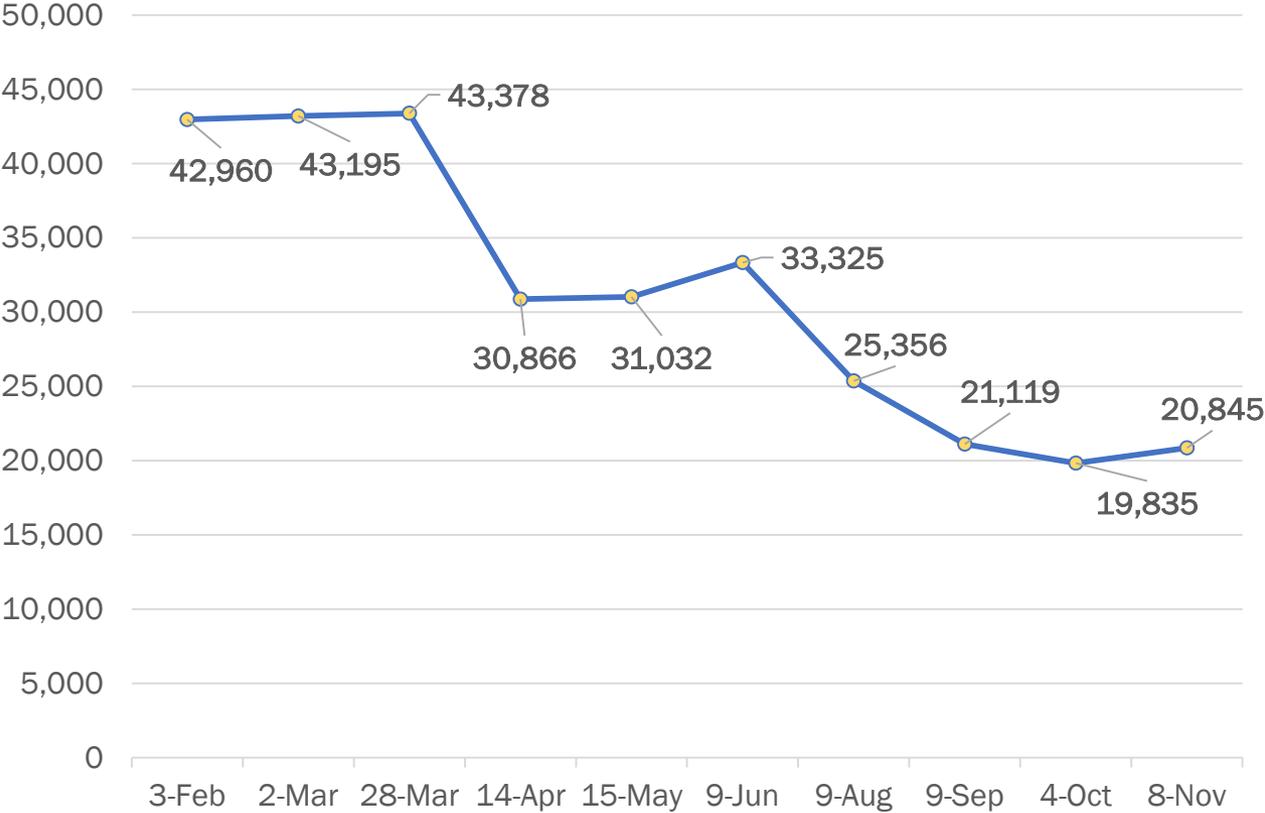
# Customer Care: Residential Current on Bill



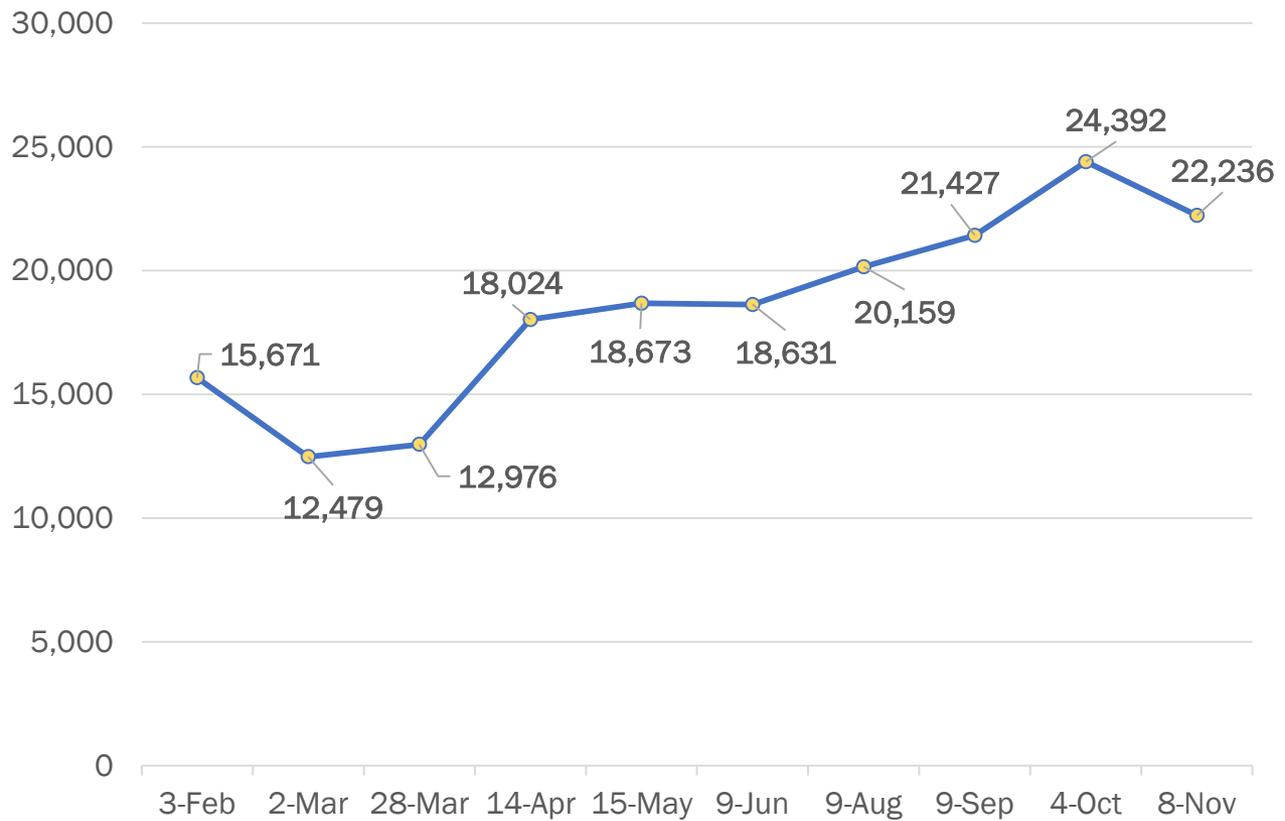
# Customer Care: Appointments for Water Residential Assistance Program (WRAP)



# Customer Care: Residential Payment Plans



# Customer Care: Residential On the Bubble\*

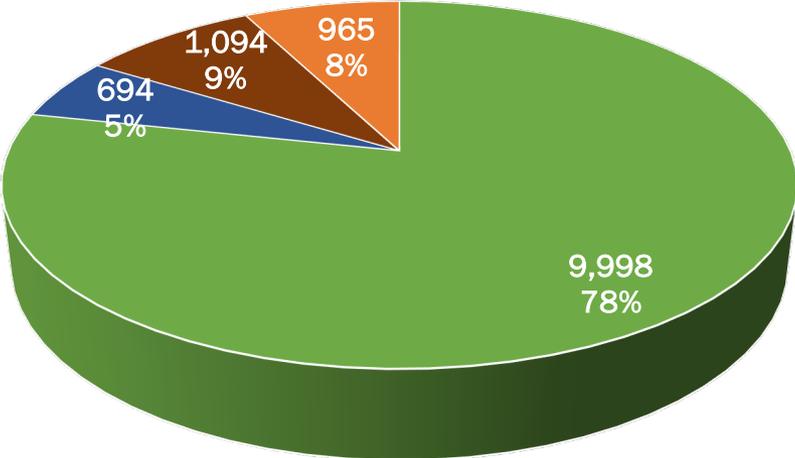


\*Past due more than 60 days and less than \$150.

# Customer Care: Residential Shut-Off Eligible

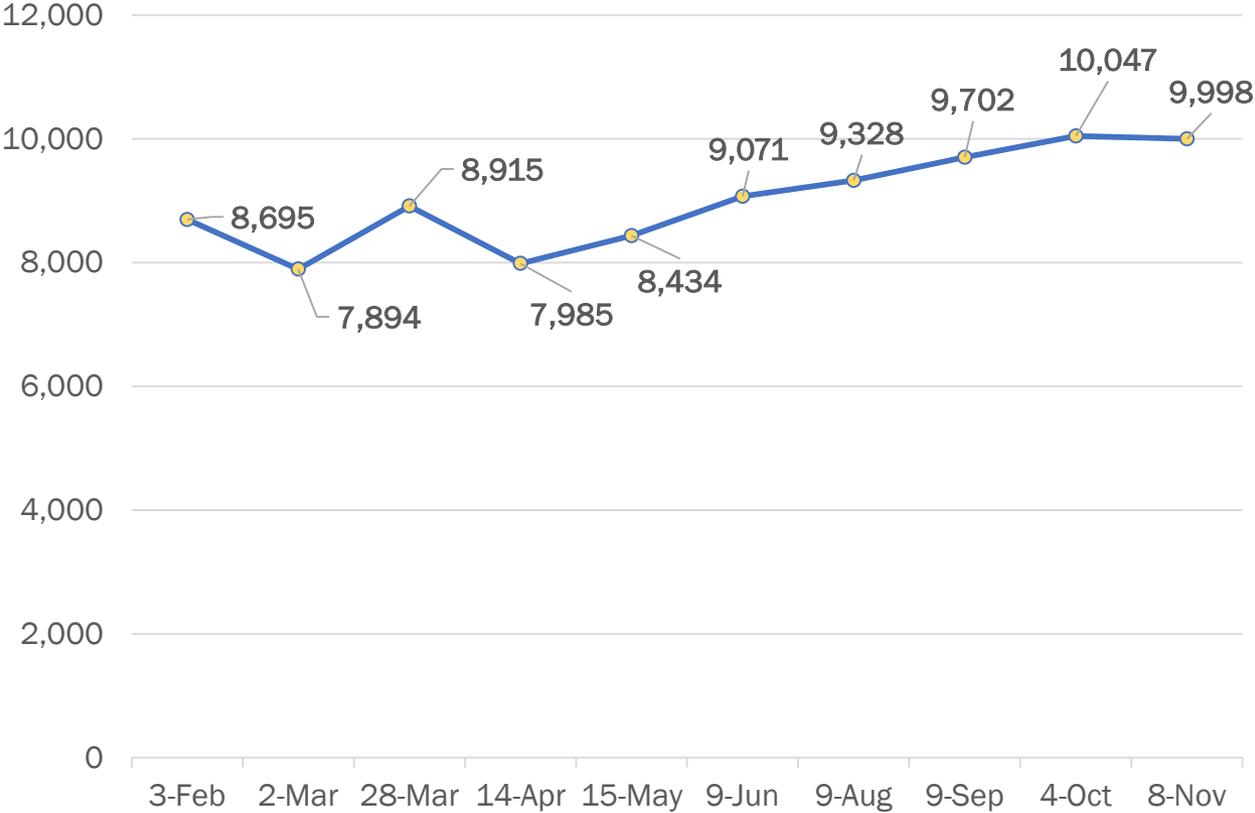


# Customer Care: Commercial Account Status

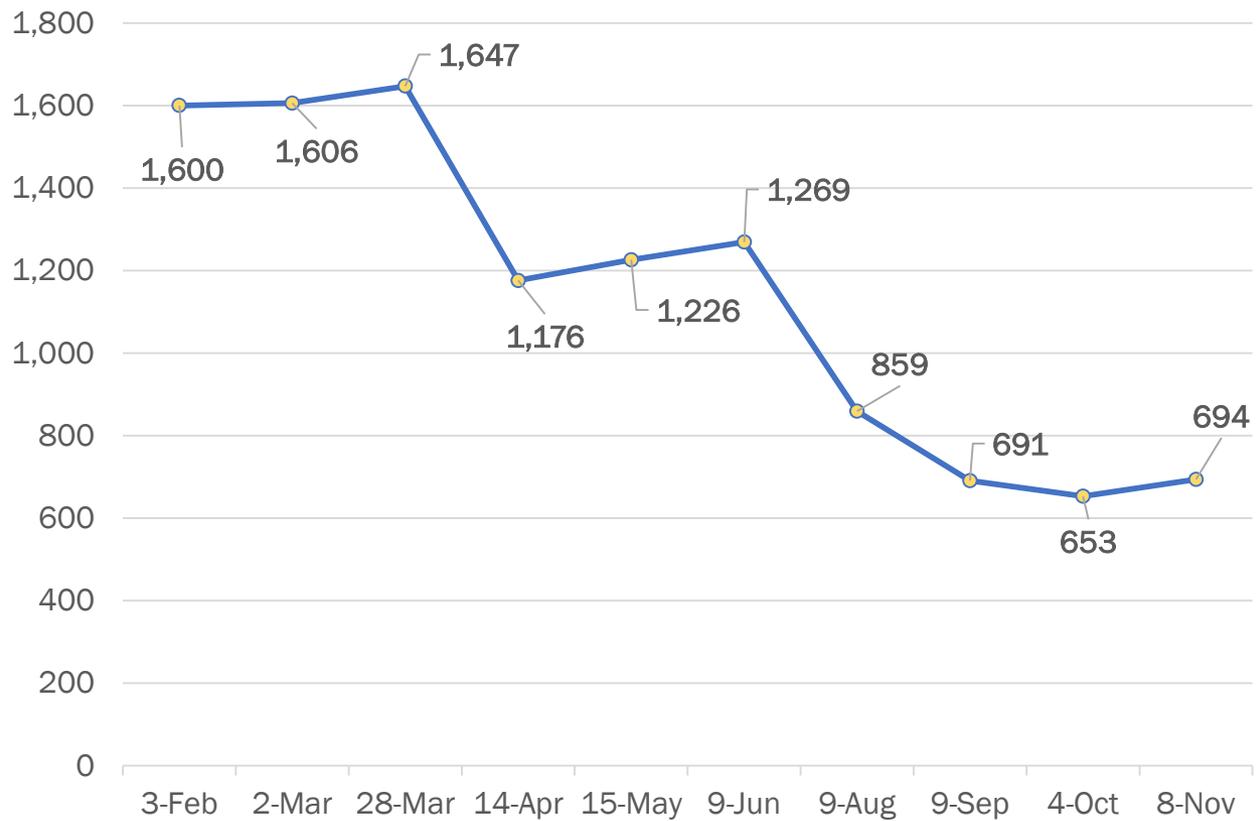


- Current
- Active in Plan
- Over 60 Days & Less Than \$150 Past Due
- Shut-Off Eligible

# Customer Care: Commercial Current on Bill



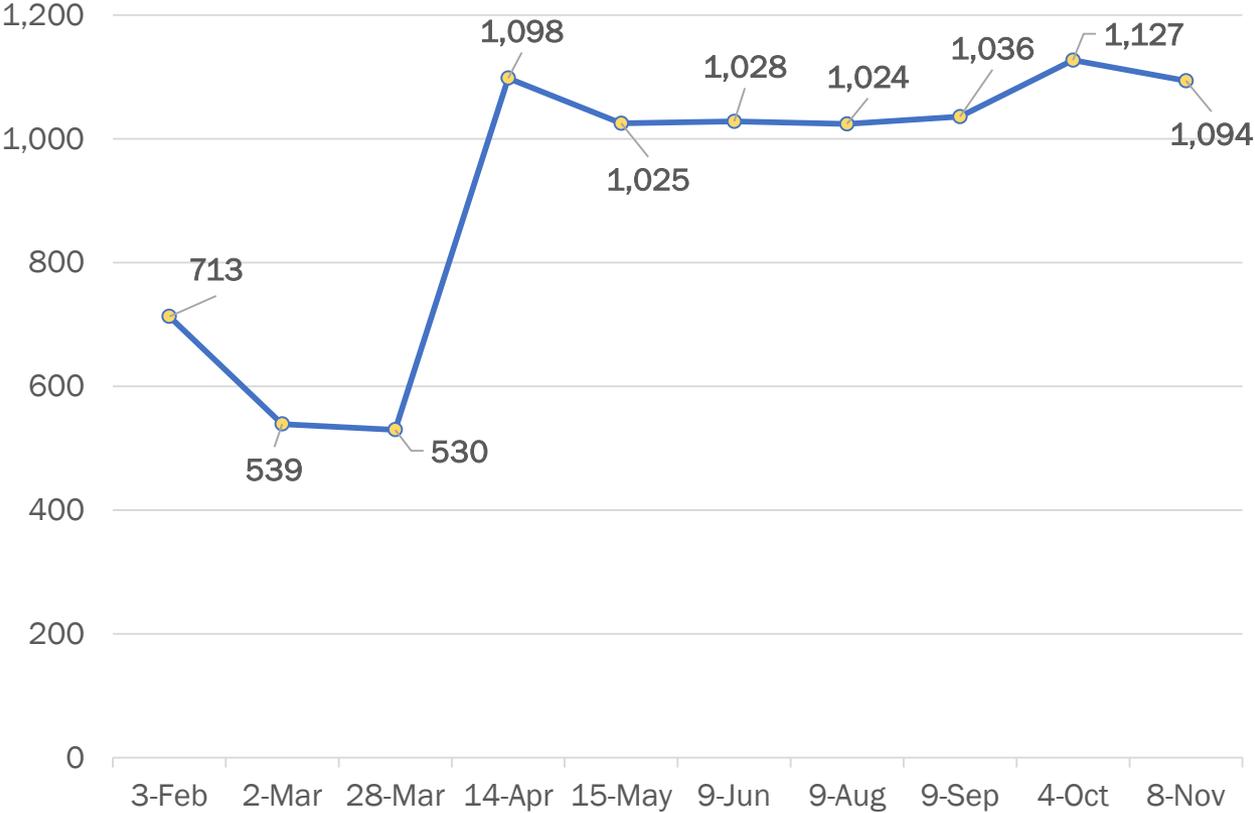
# Customer Care: Commercial Payment Plans



# Customer Care: Commercial On the Bubble\*

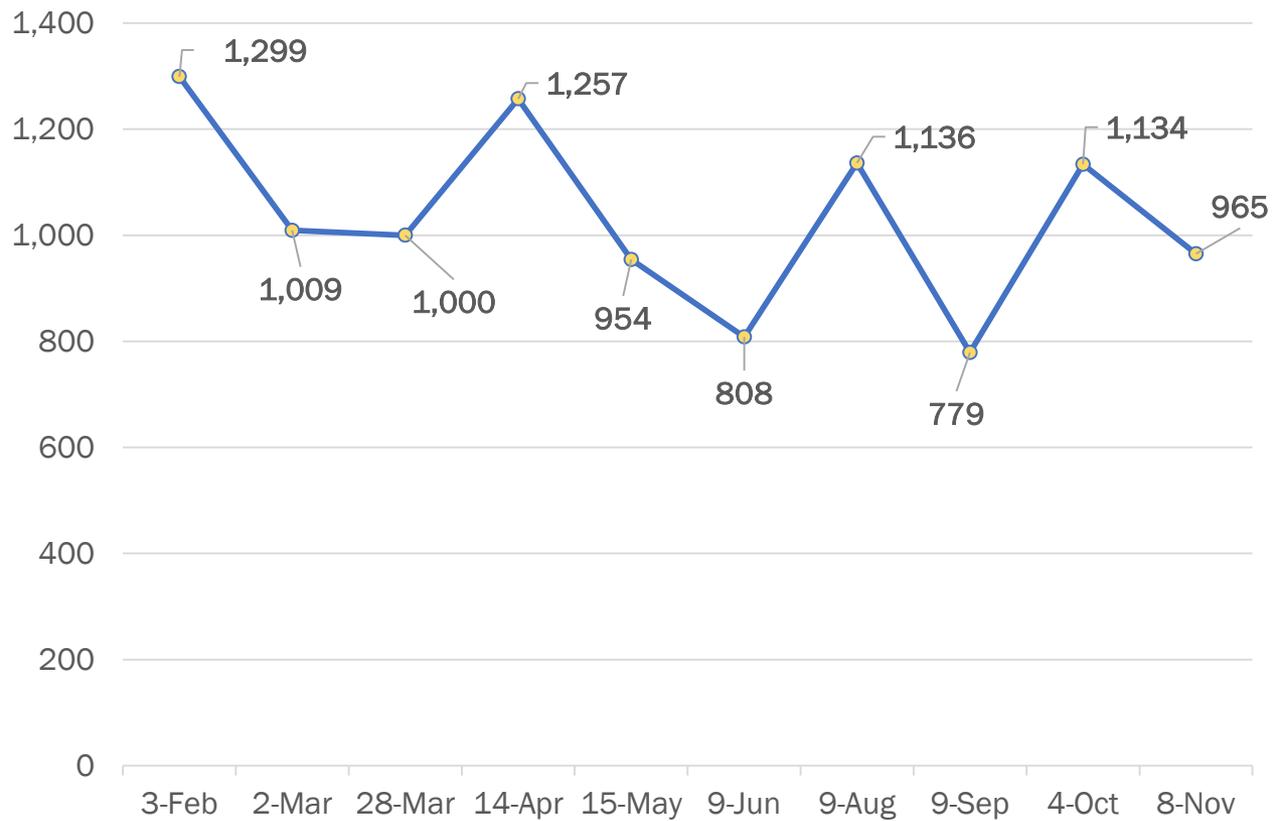


DETROIT  
Water & Sewerage  
Department

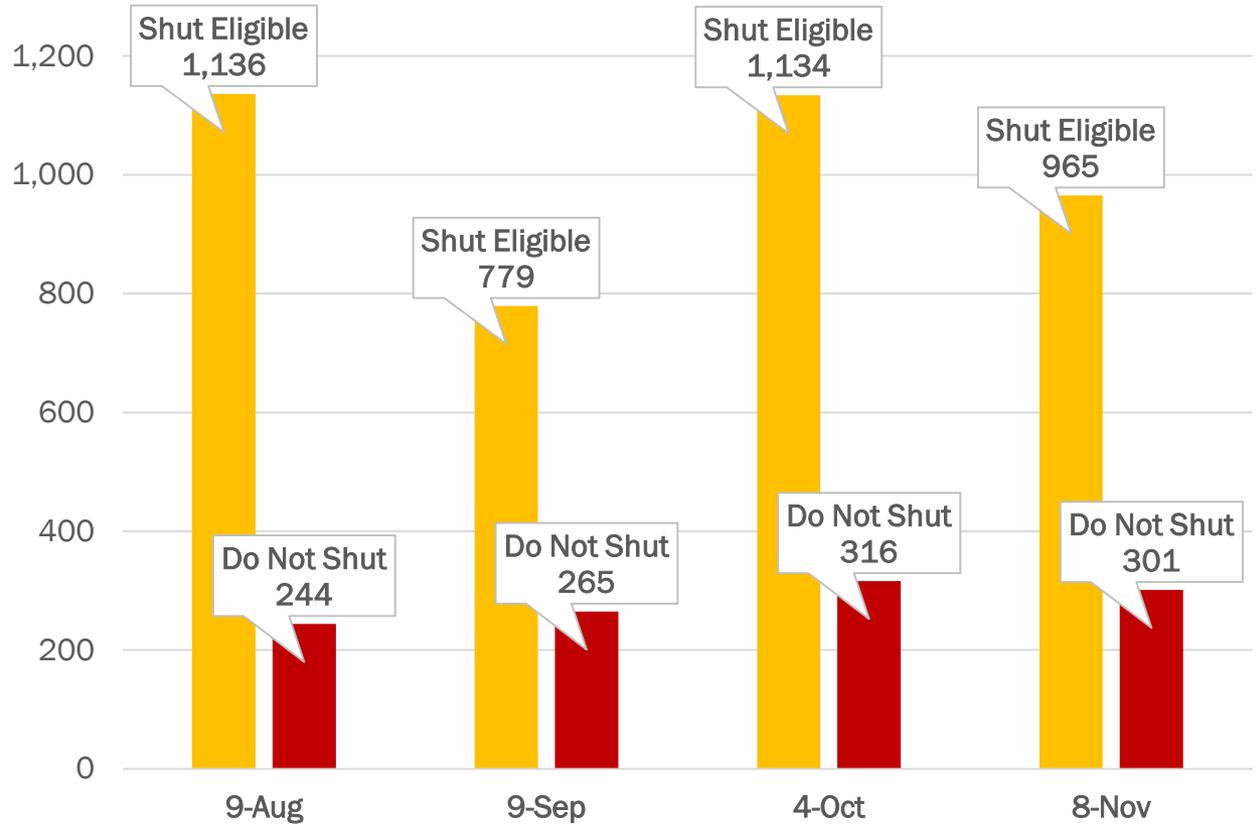


\*Past due more than 60 days and less than \$150.

# Customer Care: Commercial Shut-Off Eligible



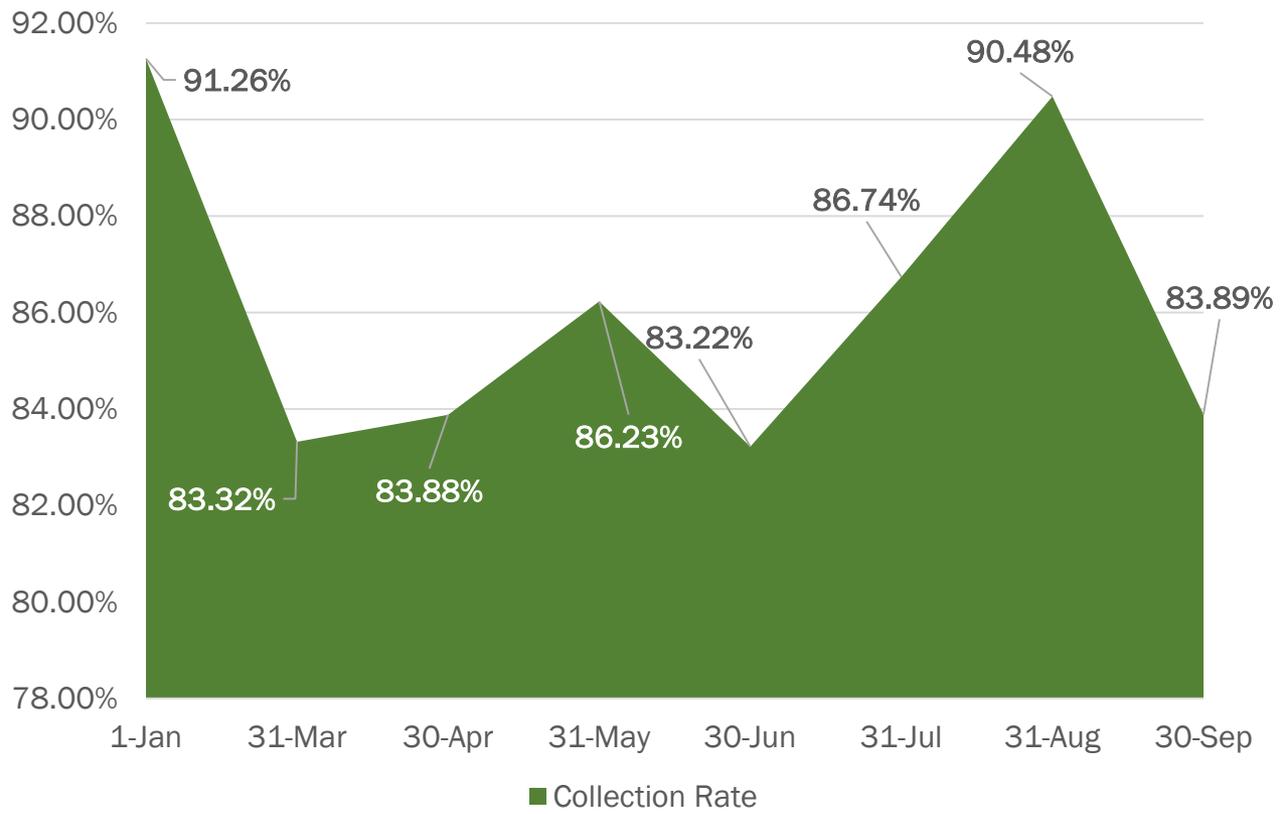
# Customer Care: Commercial Shut-Off Status\*



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

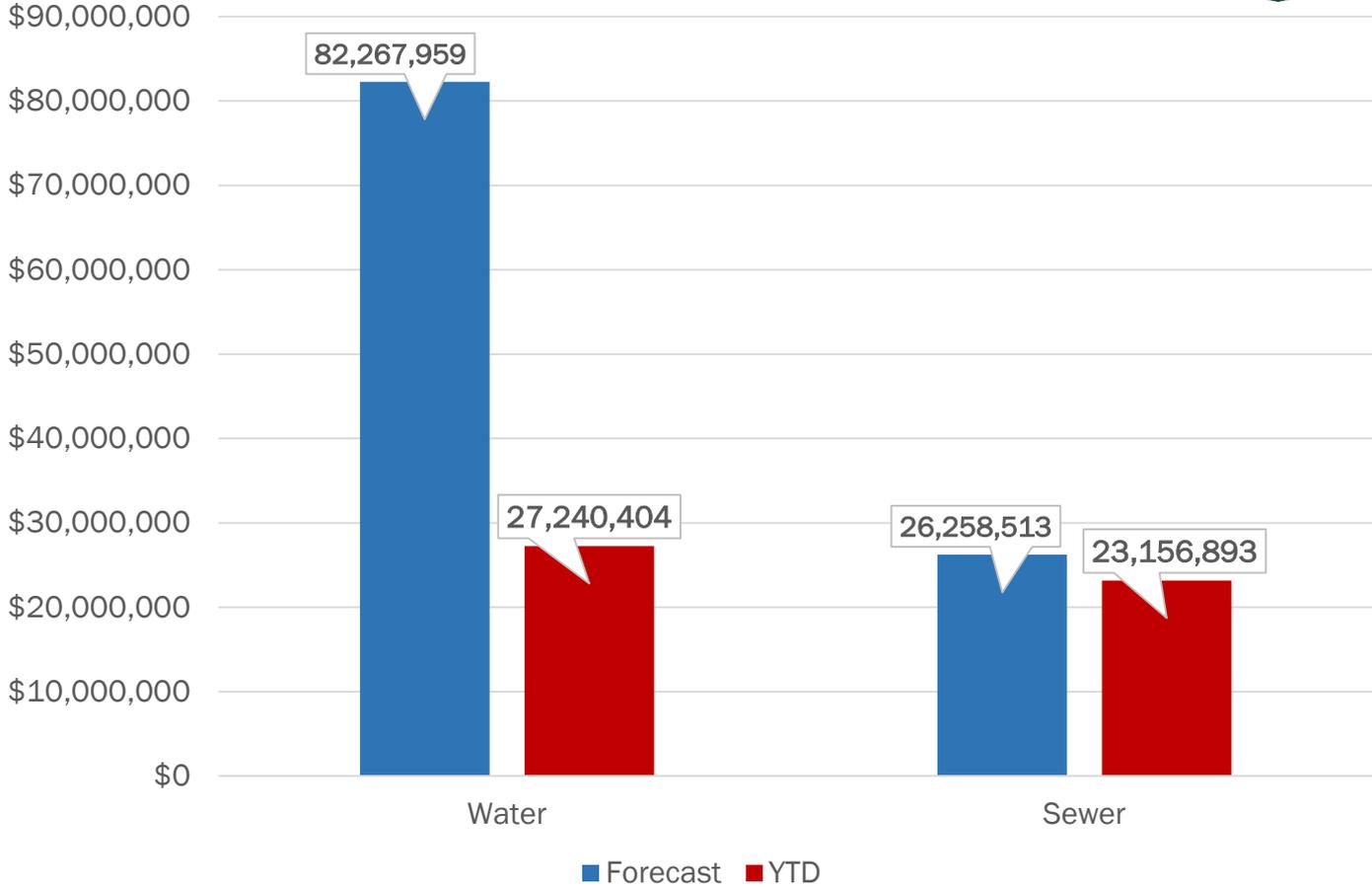
# Finance

# Finance: Collection Rate\*



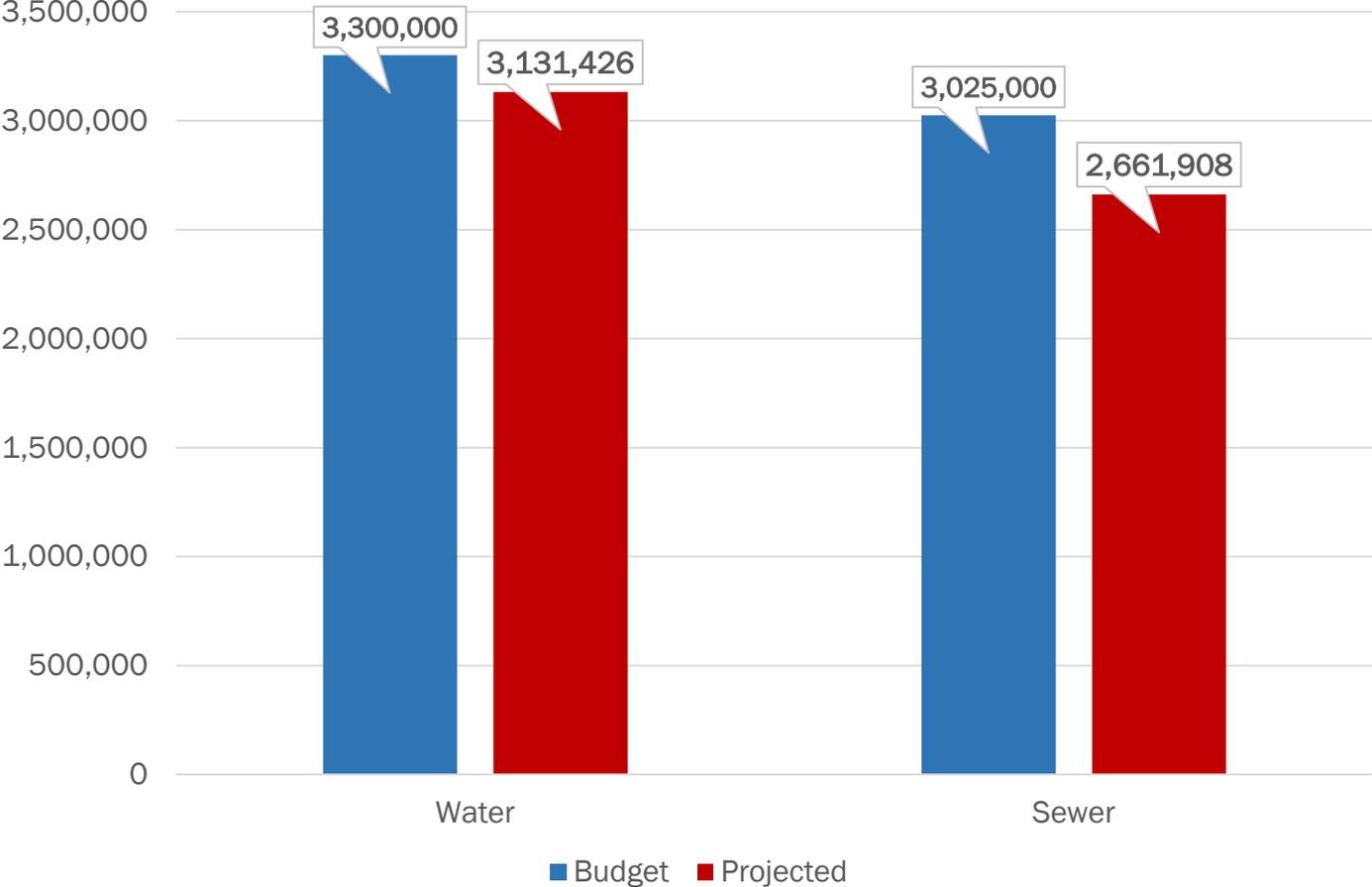
\*The long-term collection rate below the 90% target is temporary as it dips in non-shutoff months and the months immediately following.

# Finance: Cash Flow Status\*

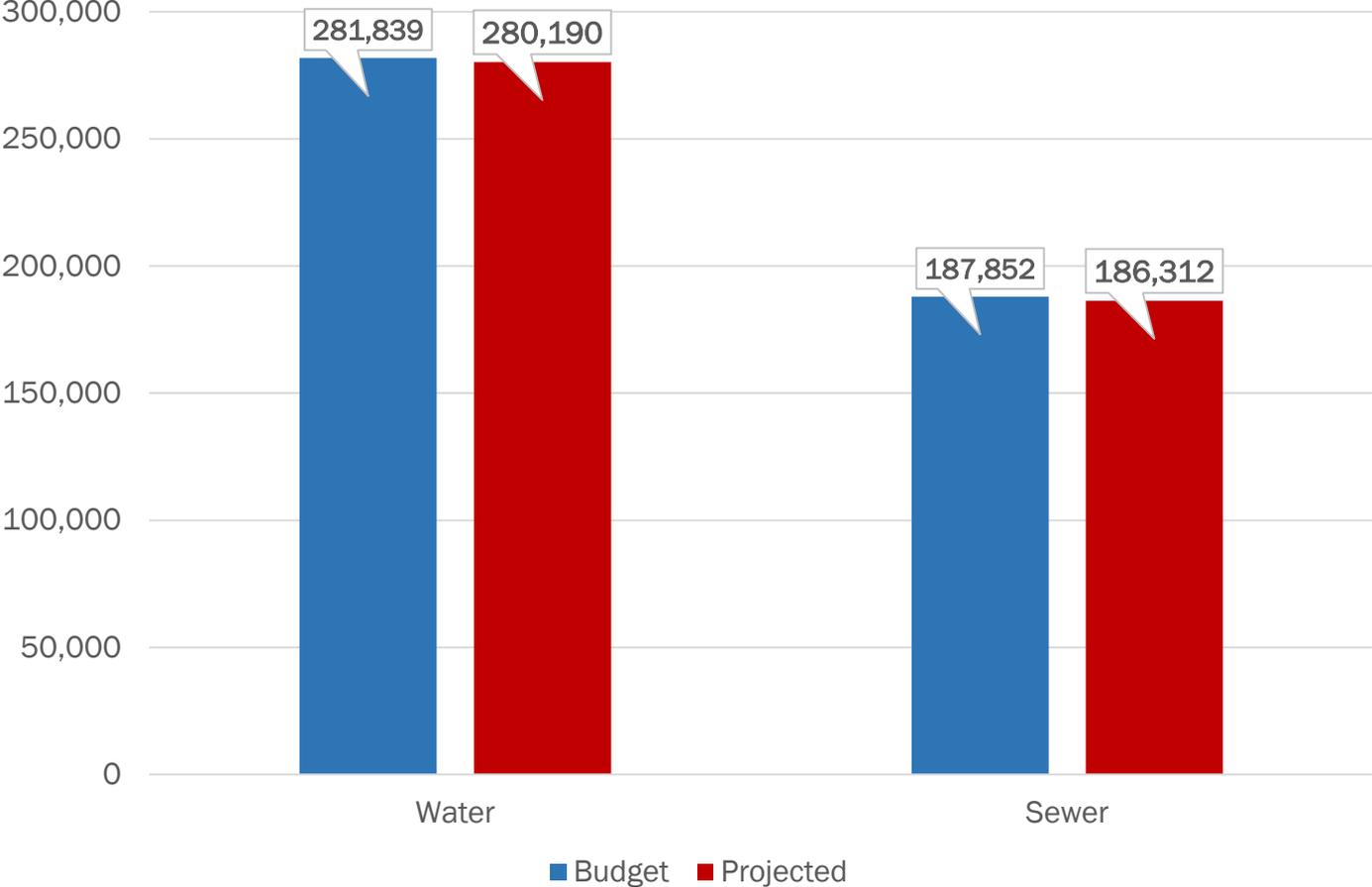


\*Cash flow statement is pro forma. DWSD still lacks certain data to perform full reconciliation. Unreconciled balance as of 6/30/2016 approximate \$0.4 million.

# Finance: Commodity Volumes

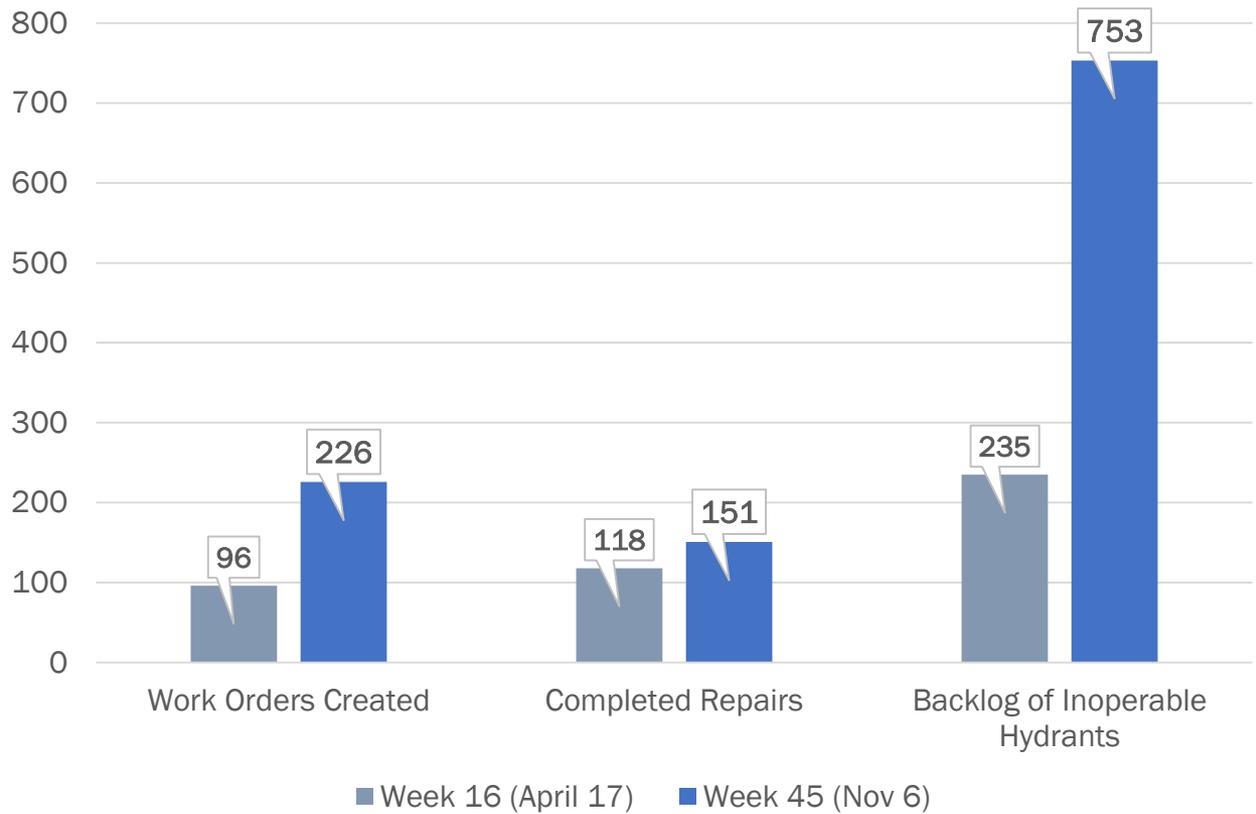


# Finance: Equivalent Accounts

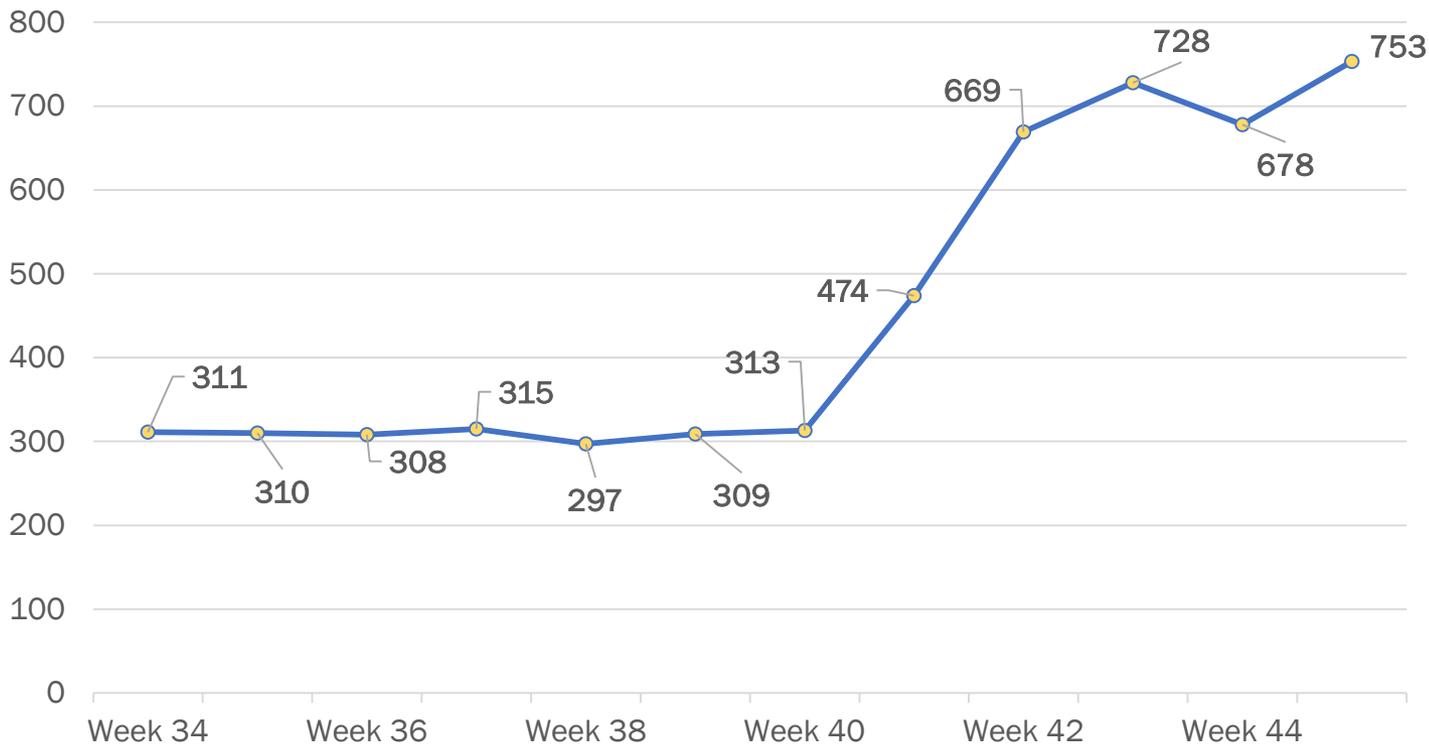


# Field Services

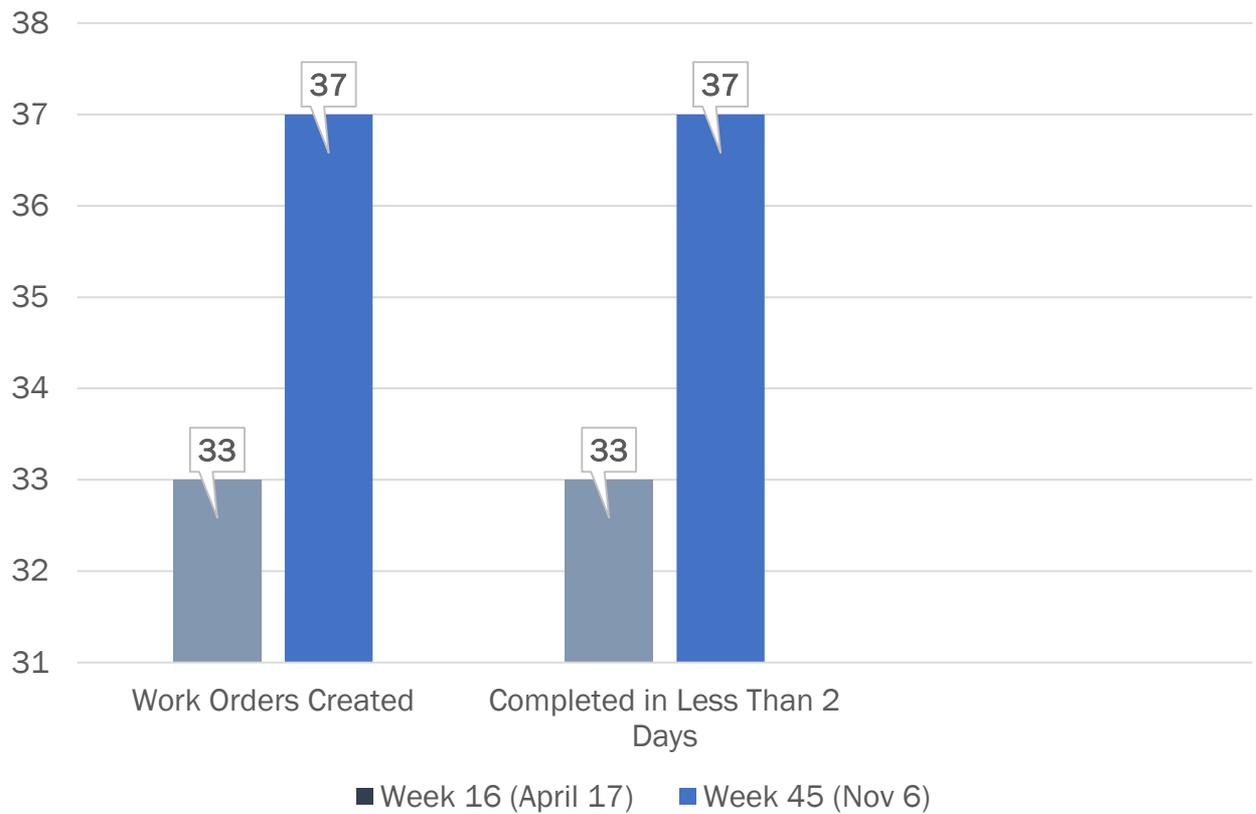
# Field Services: Fire Hydrant Repairs



# Field Services: Backlog of Inoperable Fire Hydrants



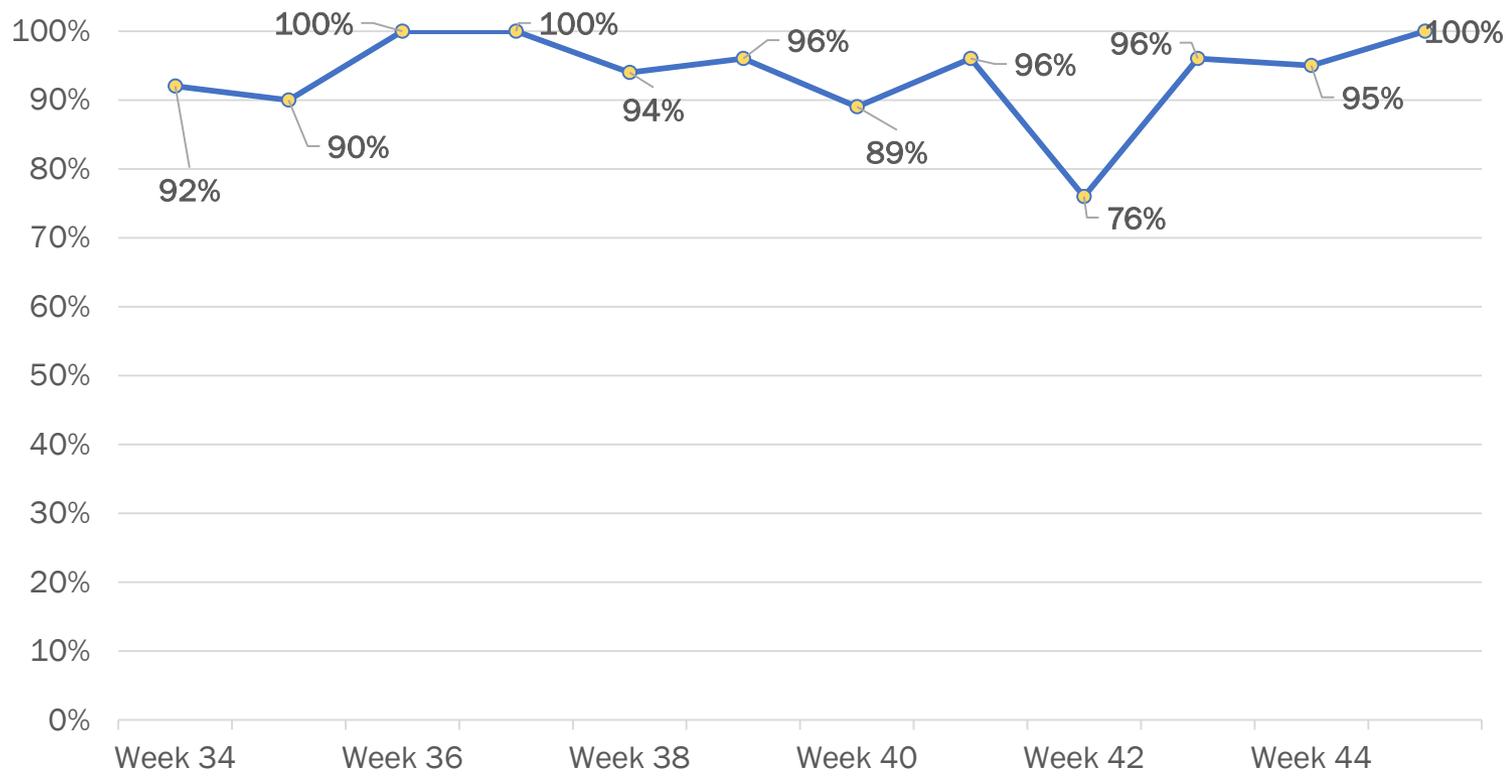
# Field Services: Reports of Running Water



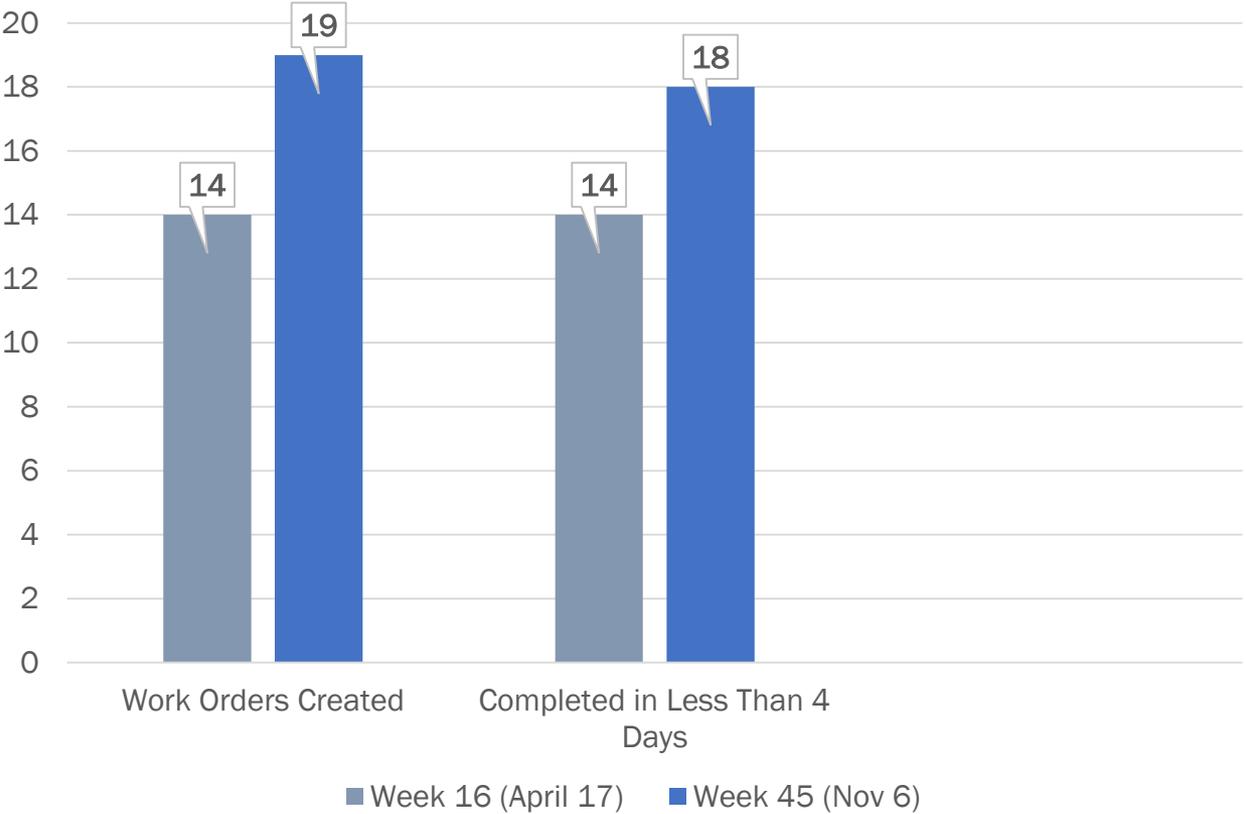
# Field Services: Reports of Running Water



### Completion Rate within TWO Days



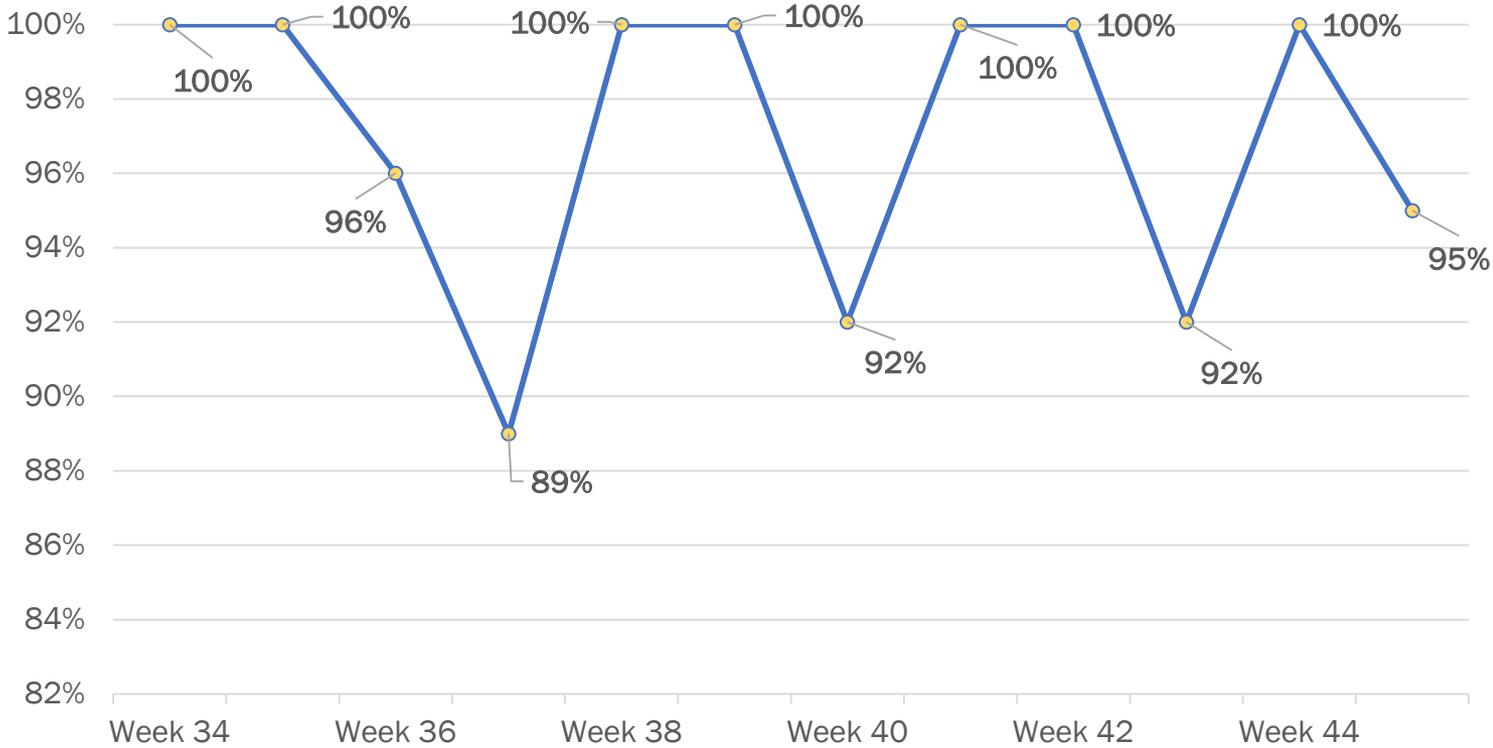
# Field Services: Water Main Repairs



# Field Services: Water Main Repairs



### Completion Rate within FOUR Days

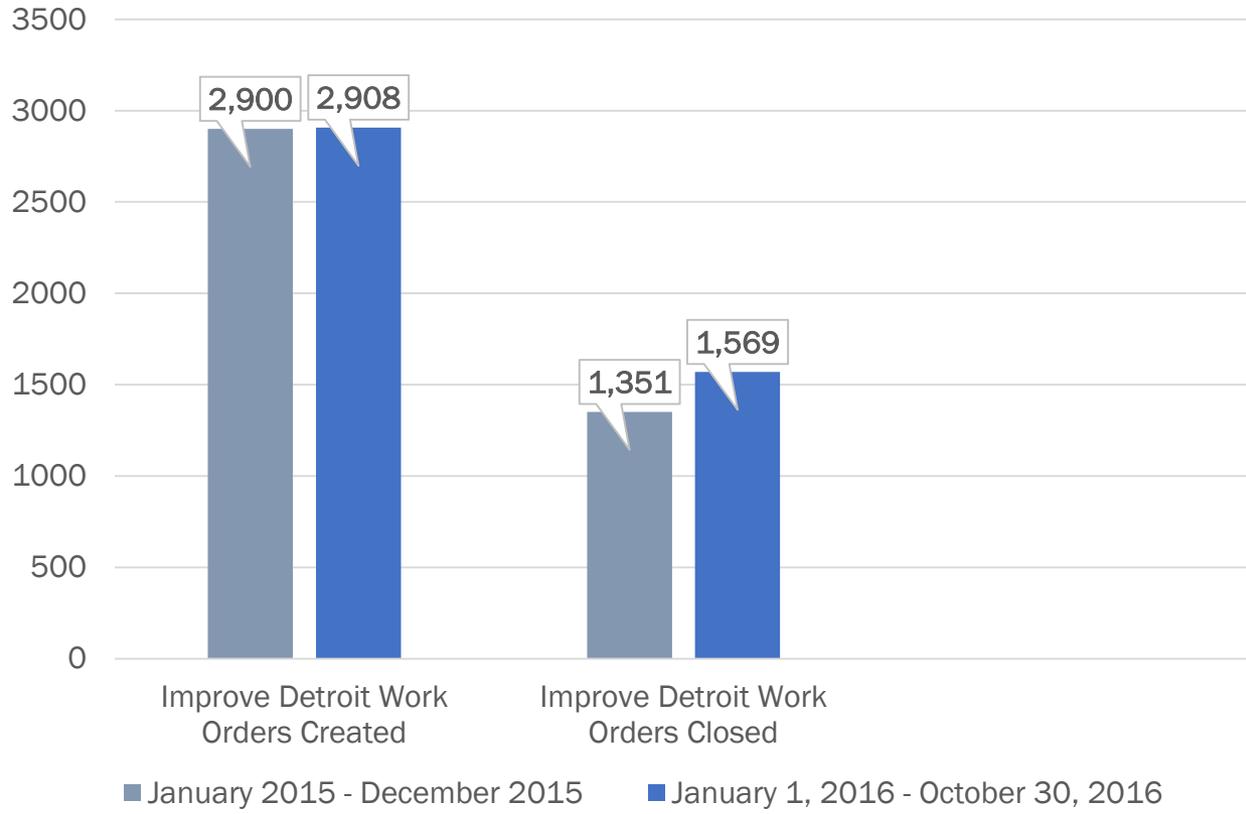


# Field Services: Catch Basins



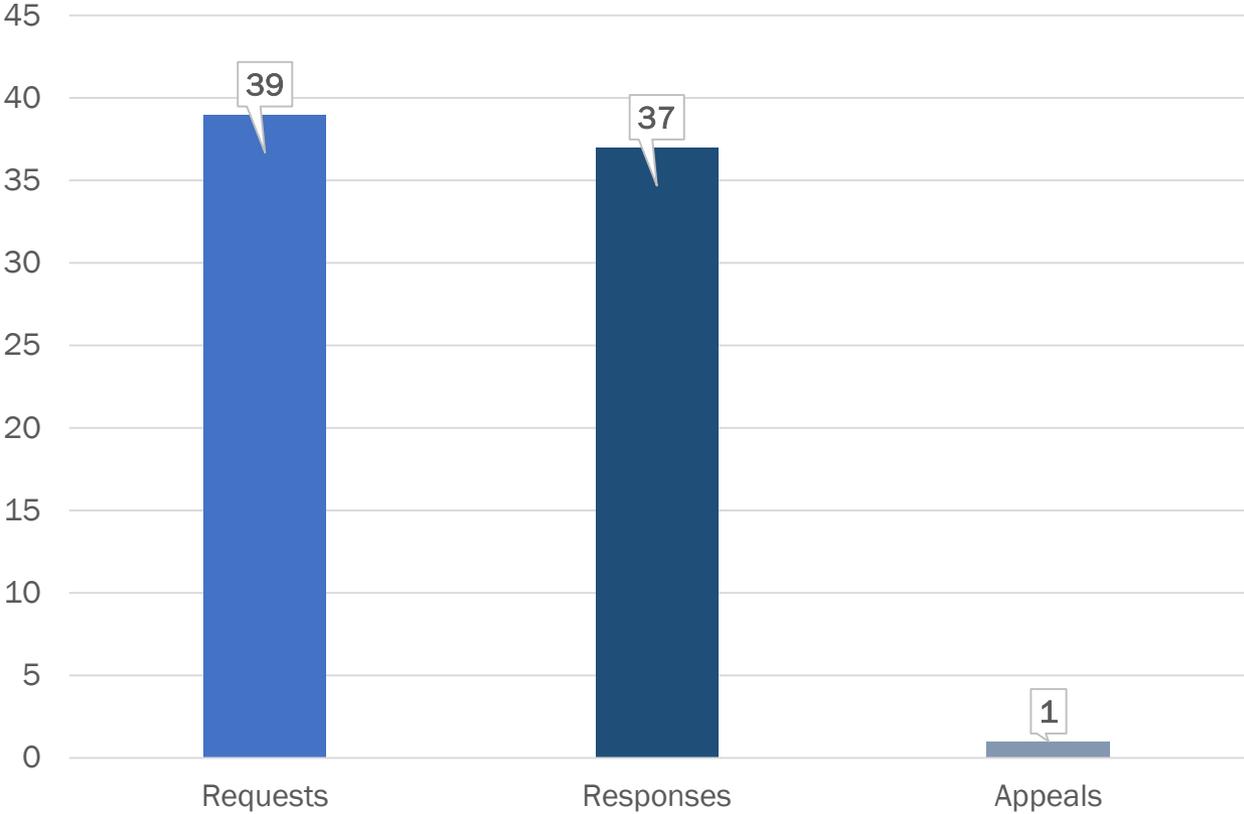
- ❑ Close to 95,000 catch basins in the city
- ❑ Five trucks to clean catch basins – same trucks used to clean sewers
  - Priority 1: Water in basement complaint investigation; cleaning/repair
  - Priority 2: Clogged catch basin investigation; cleaning/repair

# Field Services: Catch Basins

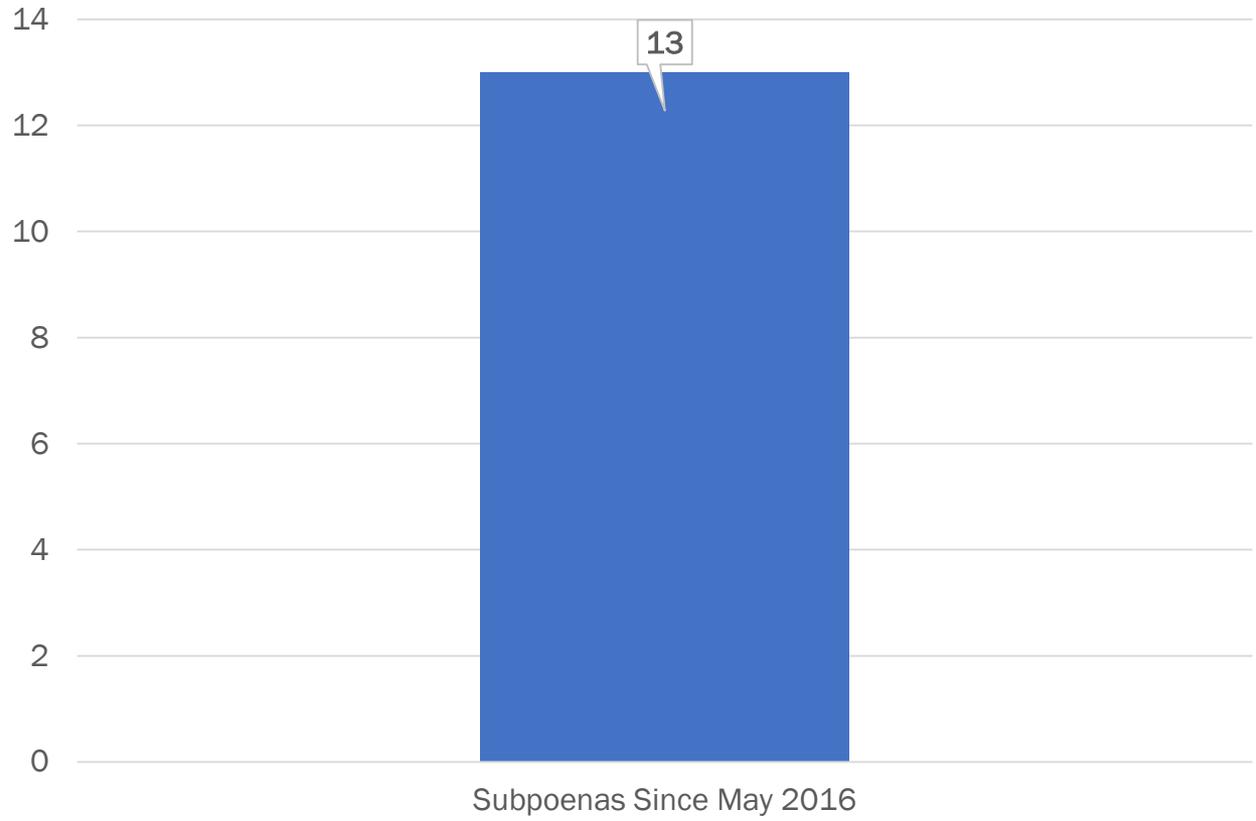


# Legal Services

# Legal: FOIA Requests

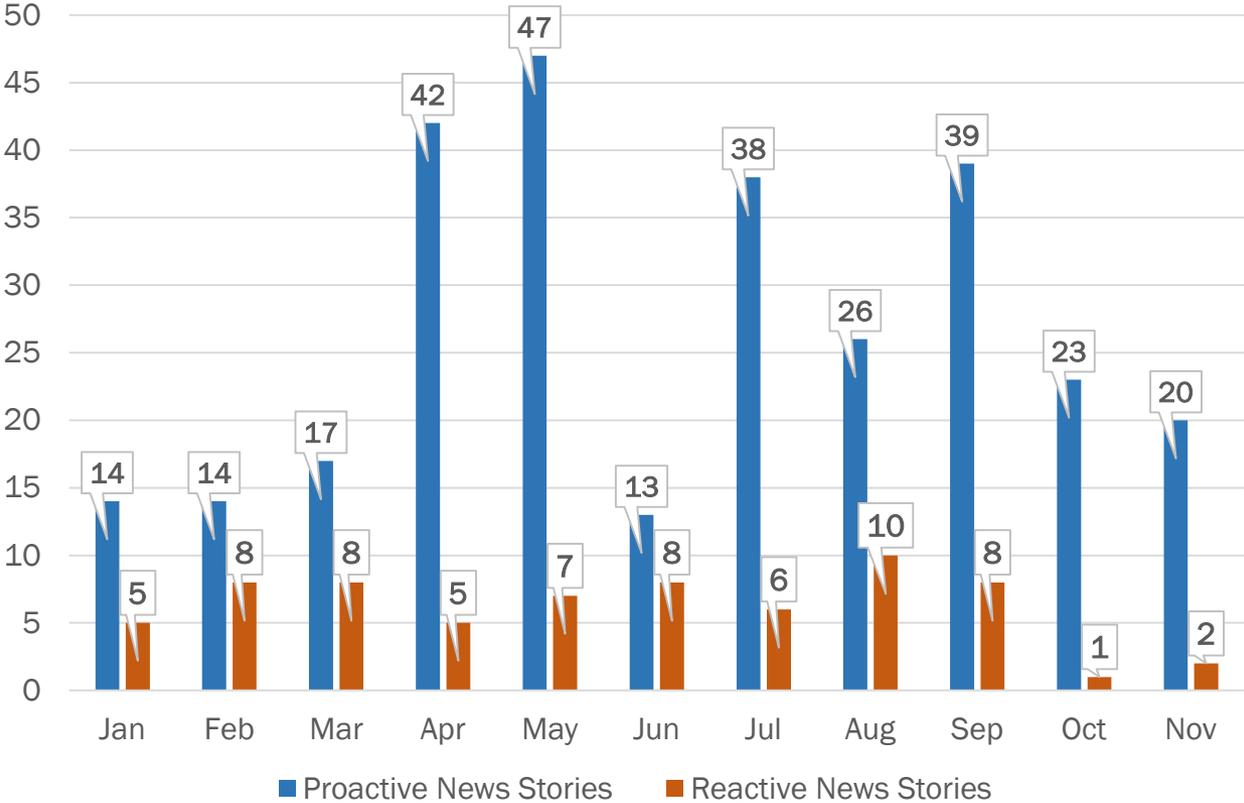


# Legal: Subpoenas



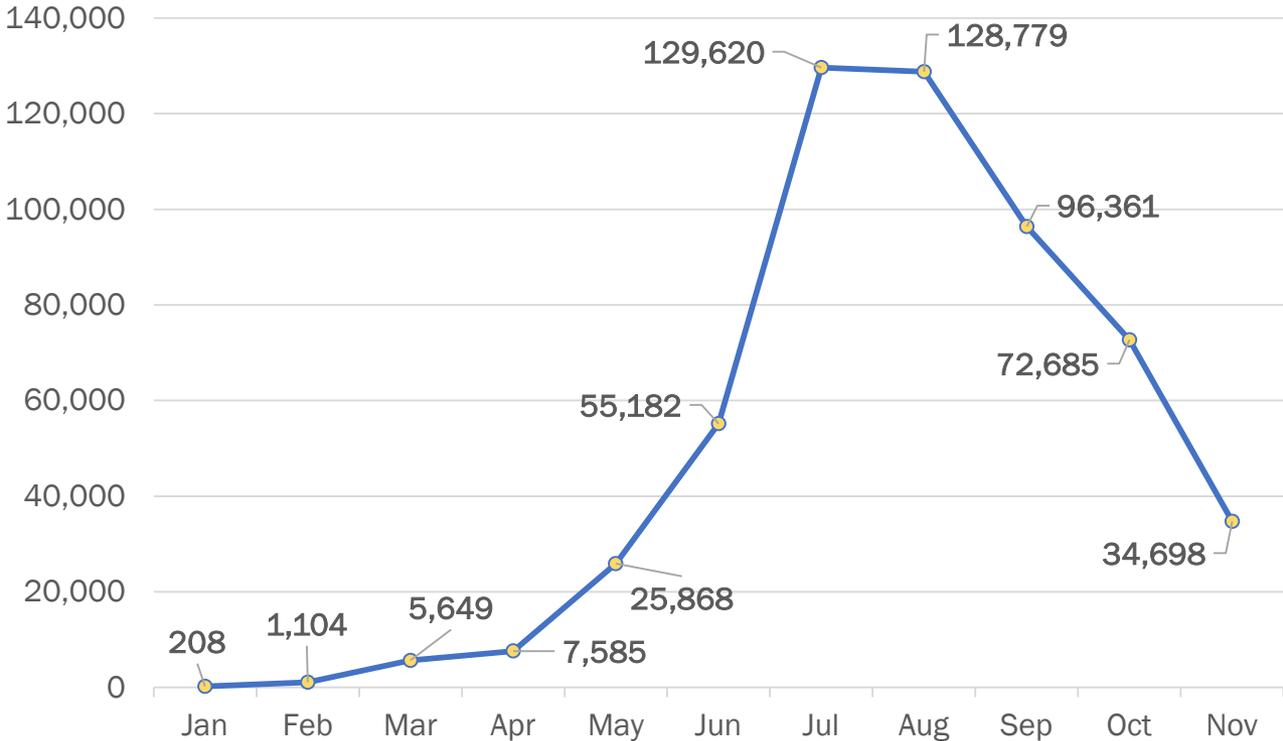
# Public Affairs

# Public Affairs: News Media Placements\*



\*The November data is not a full month; it only includes activities through the ninth of the month.

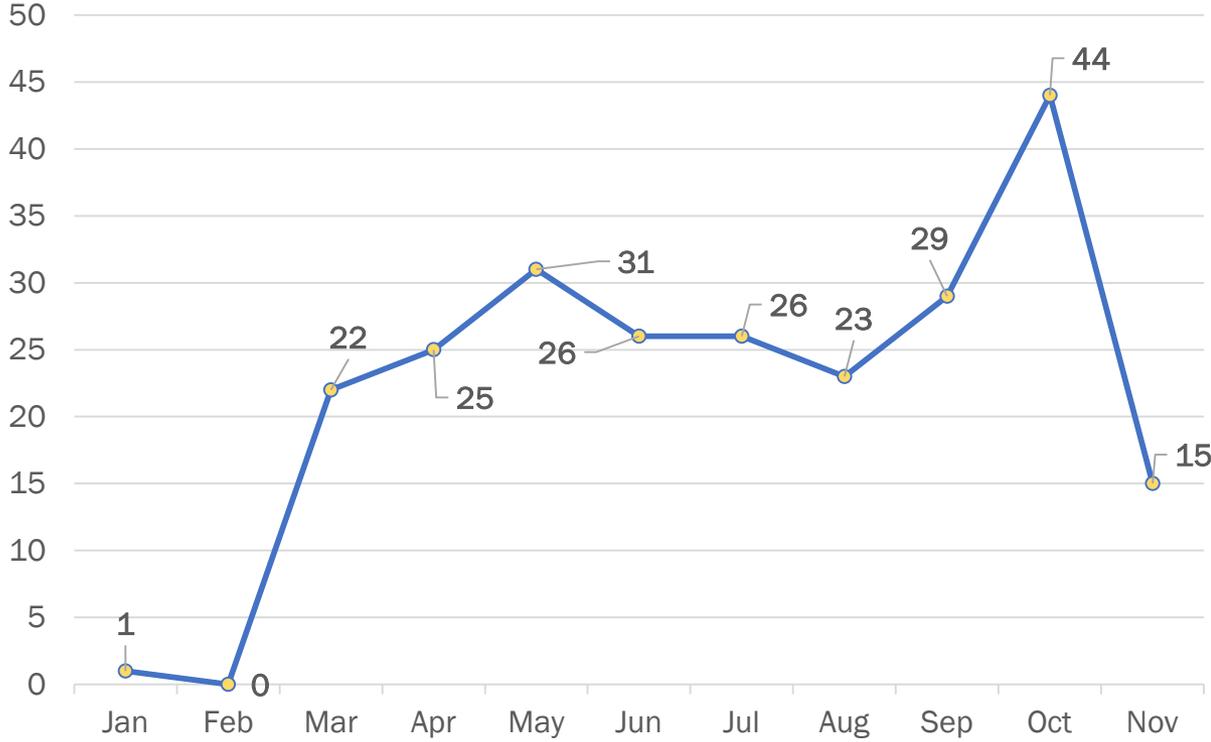
# Public Affairs: Social Media Reach\*



NOTE: The significant jump in reach in July and August is directly related to targeted sponsored advertising on Facebook by DWSD.

\*The November data is not a full month; it only includes activities through the ninth of the month.

# Public Affairs: Community Engagement Activities\*



\*The November data is not a full month; it only includes activities through the ninth of the month.

# Information Technology

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



Customer Service Application Availability Last 90-Days

