



**Customer Care
Update to
Detroit City Council**

May 10, 2016



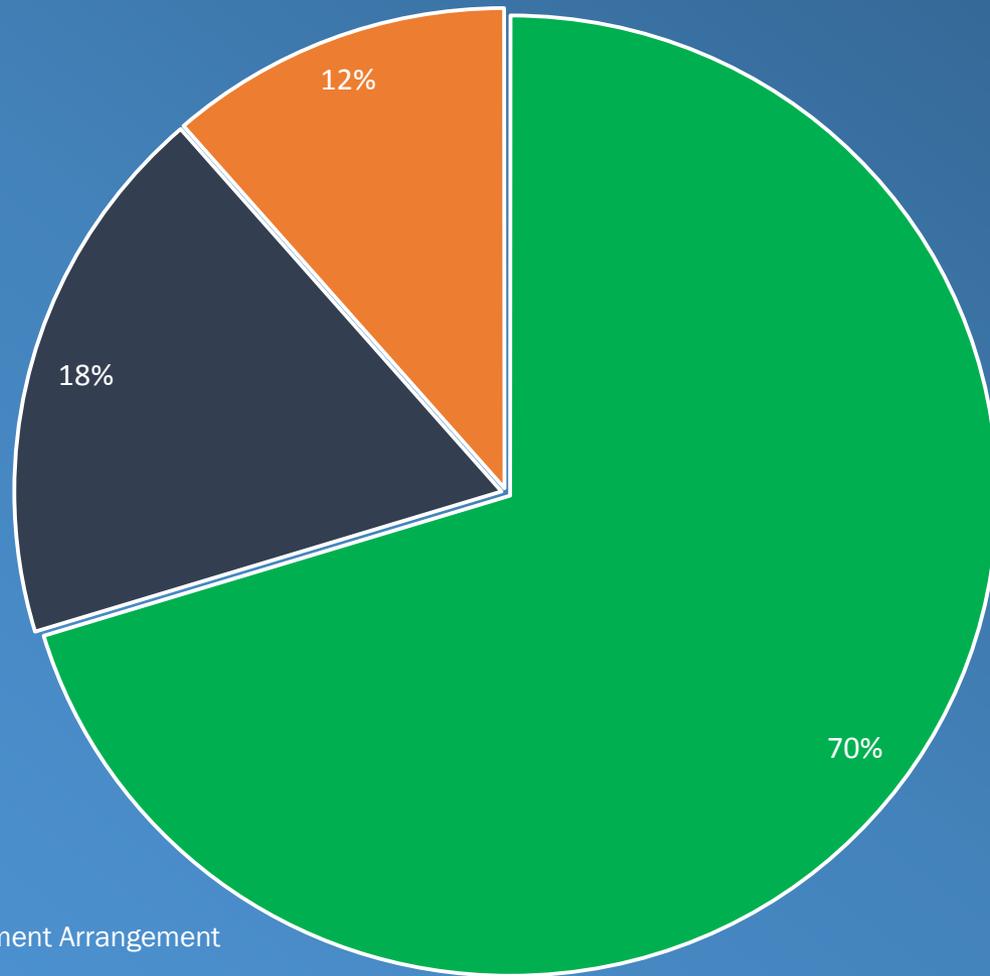
High-Quality

Reliable

Safe

175,000 Total Residential Customers

155,000 Residential Customers Are Current or in Payment Plan Arrangement

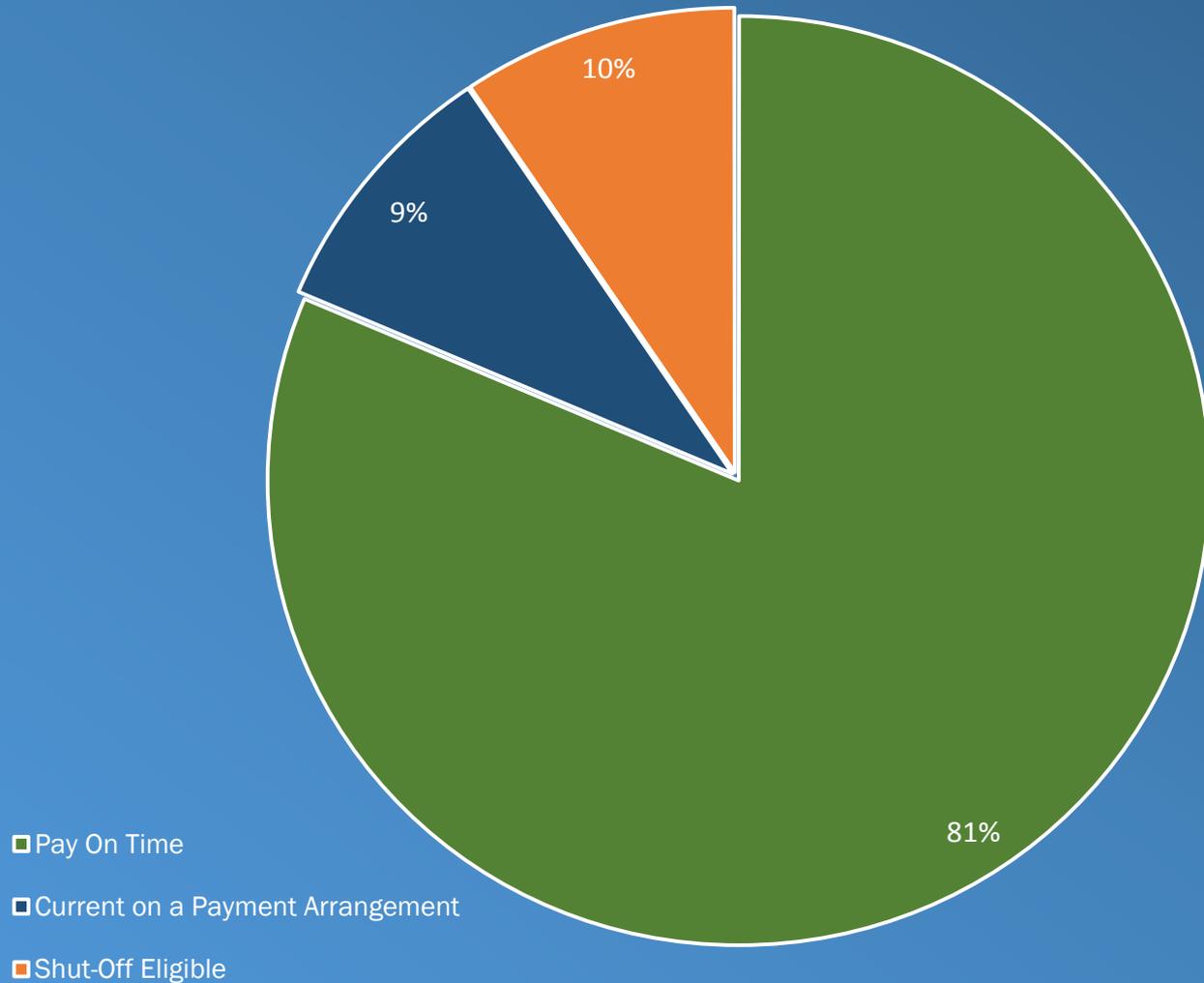


- Pay On Time
- Current on a Payment Arrangement
- Shut-Off Eligible

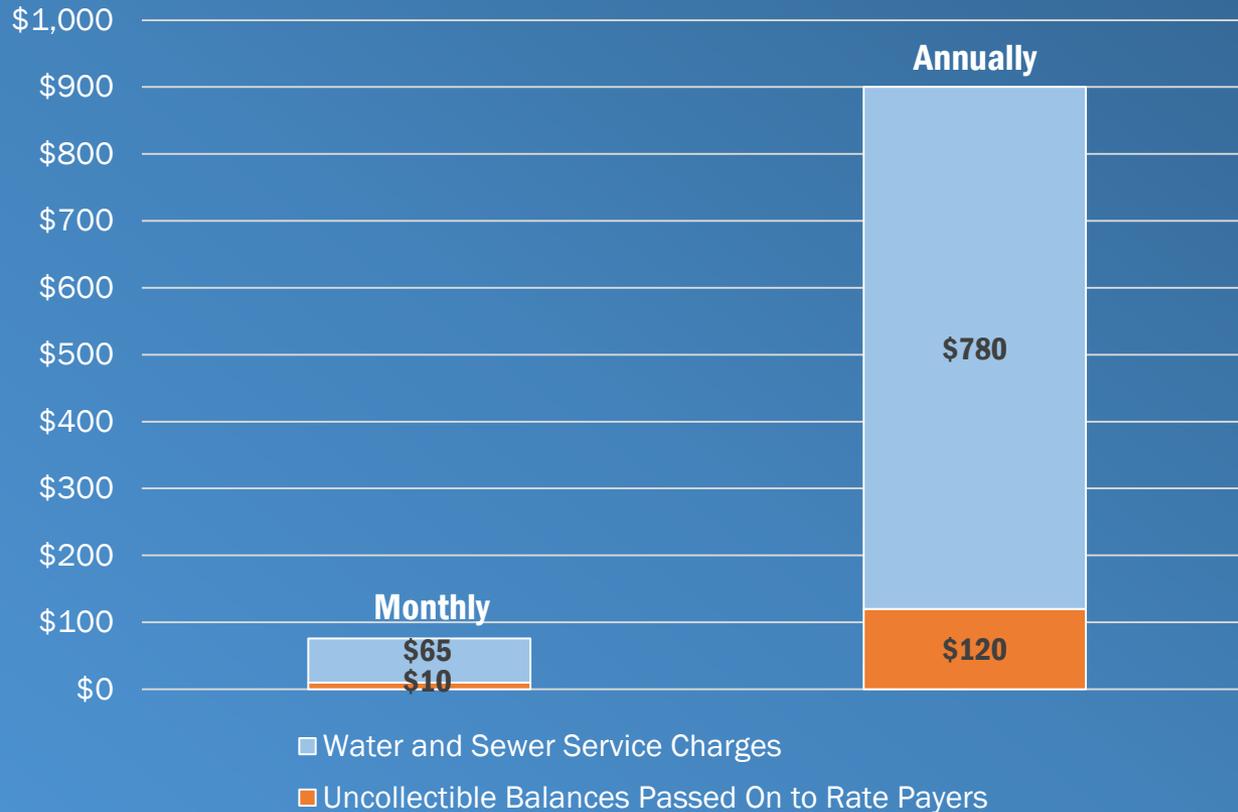


9,000 Commercial Customer Accounts

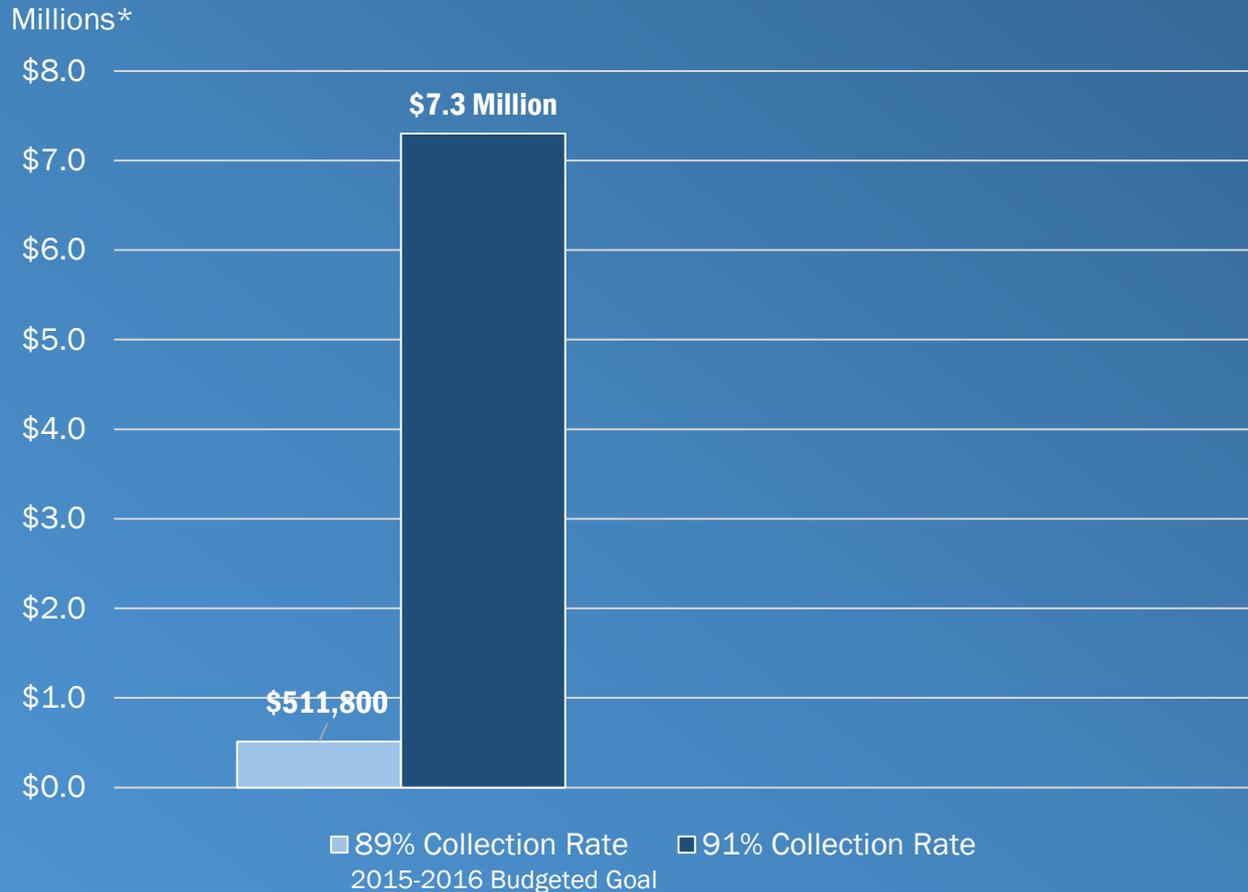
8,119 Commercial Accounts Are Current or in Payment Plan Arrangement



Detroit Residents Who Pay Their Water and Sewer Bills Take on Burden of Uncollectible Accounts (Customer Bad Debt)



Funds Available for Repairing Detroit's Aging Infrastructure Increase When More Detroiters Pay Water and Sewer Bills



Data: May 9, 2016

*The \$50 Million annual lease payment from the Great Lakes Water Authority, beginning in 2016, will provide significant leverage to DWSD in using increased revenue to address maintenance that has been deferred for decades.



DWSD “Stay Connected” Outreach Efforts

- Two mailings were sent to customers notifying them of delinquent status and potential shut-off.
- Close to 8,600 door hangers were placed at customers’ residences warning of impending disconnection.
- DWSD also implemented a robust communication plan in April with radio and print advertisements.
- Approximately 1,400 customers attended the “Stay Connected” Water Assistance Fair on April 30 at the Eastside location.



Majority of Customers Who Were Shut-Off Eligible During the Week of May 1 Have Paid Their Balance or Entered a Payment Arrangement

- As of May 1, there were 20,000 customers who were shut-off eligible with approximately 1,000 shut-offs scheduled per day for the next 20 days.
- On May 3-9, less than 500 customers per day were disconnected following nearly 2,700 customers who made a payment or entered payment plan arrangements.
- Once residents are disconnected, 85% of those customers come to a DWSD Customer Care Center within 24 hours to make a payment or enter a plan.

Residential Accounts by the Numbers (as of May 3-9):

- 3,017 Shut-Offs Avoided
- 1,860 Services Interrupted
- 1,892 New Payment Plan Arrangements
 - 1,288 Pre-Shut
 - 604 Post-Shut
- 765 Bill Payments Received
- 360 Enrolled in WRAP
- \$21 Million in Delinquent Residential Accounts



This Year DWSD has Undertook an Aggressive Approach to Address Delinquent Commercial Accounts

- Under a **pilot program with a law firm**, Kilpatrick & Associates, DWSD has pursued collections on 260 commercial accounts that are delinquent, an aggregate past due amount of more than \$2.2 million.
 - Several accounts are apartment buildings where the owner has not paid the bill; in these instances, DWSD will not shut off buildings since tenants are not responsible for the water bill.
 - The law firm is pursuing collections on the accounts by filing civil action and negotiating on behalf of DWSD to secure payment arrangements.
- DWSD assigned dedicated staff to **manage 1,400 commercial accounts with past due bills**.
 - DWSD staff worked with the businesses to place more than 400 commercial accounts into payment plans between January and March.

Commercial Accounts by the Numbers (as of May 9):

- 819 Payment Plan Arrangements
- 849 Delinquent Accounts Assigned to Law Firm and/or DWSD Staff to Manage Collections
- \$6.5 in Delinquent Commercial Accounts



New Customer Care Policies Effective April 4, 2016

The Detroit Water and Sewerage Department (DWSD) introduced new Customer Care policies for establishing **NEW** service. As a result, customers will have the ability in the future to make transactions online, by phone and at payment kiosks in addition to coming to a DWSD Customer Care Center (e.g., entering a payment plan arrangement).

New Identification Requirements

Acceptable government-issued ID with social security number:

- Driver's License
- State Issued ID
- Passport
- Military ID

New Verification Requirements

- If your name is not registered on the account, proof of ownership or **VALID** lease is required to establish or re-establish water service at the property.
- Landlords can no longer establish service in a tenant's name.

New Deposit Requirements

Customers establishing new service may pay by the following methods:

- Cash
- Money Order
- Cashier's Check
- Credit Card



DWSD Customer Service Improvements



- Implemented triage process to have separate lines at each Customer Care Center for payments only and for payment plan arrangements.
- Urged customers who are entering payment plans to go to the **Eastside Customer Care Center** which has three times the capacity to assist residents.
- Offer **free, secure parking** at the Downtown Customer Care Center.
- In the near future, DWSD will add **30 kiosks** throughout the city to assist customers in making payments.



New Customer Bill Layout

Designed a new DWSD customer bill to make it easier for customers to understand their services and billing, and to clearly see balance notices. The new bill design will begin in customers' August or September mailing.

Current Bill

New Bill

BOARD OF WATER COMMISSIONERS
City of Detroit
PO Box 32711
Detroit, MI 48232-0711
www.dwsd.org

CUSTOMER SERVICE
Customer Service (313) 267-8000
Mon-Fri 8:30 AM - 5:00 PM
24 Hour Emergency Number: (313) 267-7401
Secure, Free, Simple and Fast. Play your bills online.

WATER USAGE HISTORY
Your water usage for this month was 9,700 CF (which equals 72,556 Gallons)
Your water usage for the same time period last year was 6,300 CF (which equals 69,564 Gallons)



WATER METER READINGS
Your Water Usage History in 100 CF (100 CF = 748 Gallons)

Meter Number:	123456789
Service From	10/12/15
Service To	11/12/15
# Days	31
Previous Read	4150 MIU
Current Read	4247 MIU
Usage	97

ACCOUNT INFORMATION
ACCOUNT NUMBER: 123-4567.300
SERVICE ADDRESS: 1234 SAMPLE STREET ACCT B
SERVICE PERIOD: 10/12/15 to 11/12/15
BILLING DATE: 11/23/15

AMOUNT DUE ***YOUR ACCOUNT IS PAST DUE***
TOTAL AMOUNT DUE: \$6,453.87
DUE DATE: 12/15/15
If paid after 12/15/15: \$6,776.56

AMOUNT ENCLOSED \$

ACCOUNT INFORMATION
ACCOUNT NAME: SAMPLE A SAMPLE
CUSTOMER CLASS: CITY COMMERCIAL
ACCOUNT NUMBER: 1234-4567.300
SERVICE ADDRESS: 1234 SAMPLE STREET
SERVICE PERIOD: 10/12/15 to 11/12/15
BILLING DATE: 11/23/15

ACCOUNT ACTIVITY
YOUR ACCOUNT IS PAST DUE
PREVIOUS BALANCE: \$5,530.57
LATE FEE: \$44.31
ACCOUNT BALANCE: \$5,574.88

CURRENT WATER CHARGES
Water Usage: \$185.24
Water Service Charge: \$386.01
Water Subtotal: \$571.25

CURRENT SEWER CHARGES
Sewerage Disposal: \$487.04
Sewerage Service Charge: \$5.94
Sewer Subtotal: \$492.98
Total Current Charges: \$878.99
Total Amount Due: \$6,453.87

ACCOUNT BALANCE
AMOUNT DUE: \$6,453.87
AMOUNT PAID DUE: \$5,014.88
TOTAL AMOUNT DUE: \$6,453.87

YOUR BILL IS PAST DUE AND SUBJECT TO SHUT-OFF IF NOT PAID IMMEDIATELY. TO AVOID SHUT-OFF, PLEASE PAY THE TOTAL AMOUNT DUE OR MAKE A PAYMENT ARRANGEMENT.

10000000

1234567300 0000645387 0

City of Detroit WATER AND SEWERAGE DEPARTMENT

Account Name: Sample A. Sample
Account Number: 123-4567.300

Total Amount due by 12/15/15:
\$6,453.87

You have a past due balance of \$5,574.88

Usage History
100 CCF = 748 Gallons



My Water Usage This Month
72,556 Gallons

This Month Last Month Usage
4247 / 4150 CCF

My Water Usage Last Year
69,564 Gallons

Important Account Information
YOUR BILL IS PAST DUE AND SUBJECT TO SHUT-OFF IF NOT PAID IMMEDIATELY. TO AVOID SHUT-OFF, PLEASE PAY THE TOTAL AMOUNT DUE OR MAKE A PAYMENT ARRANGEMENT.

Did you know? You can reduce your water usage by monitoring some everyday activities

- Brushing teeth - 3 gallons per day
- Dishwasher - 15 gallons per load
- Washing Machine - 45 gallons per load
- Toilet - 25 gallons per day per person
- Shower - 40 gallons per 10 minutes
- Bath - 20 gallons

PAST DUE NOTICE

Total Amount Due by 12/15/15
\$6,453.87

If paid after 12/15/15: \$6,776.56

Amount Enclosed: \$

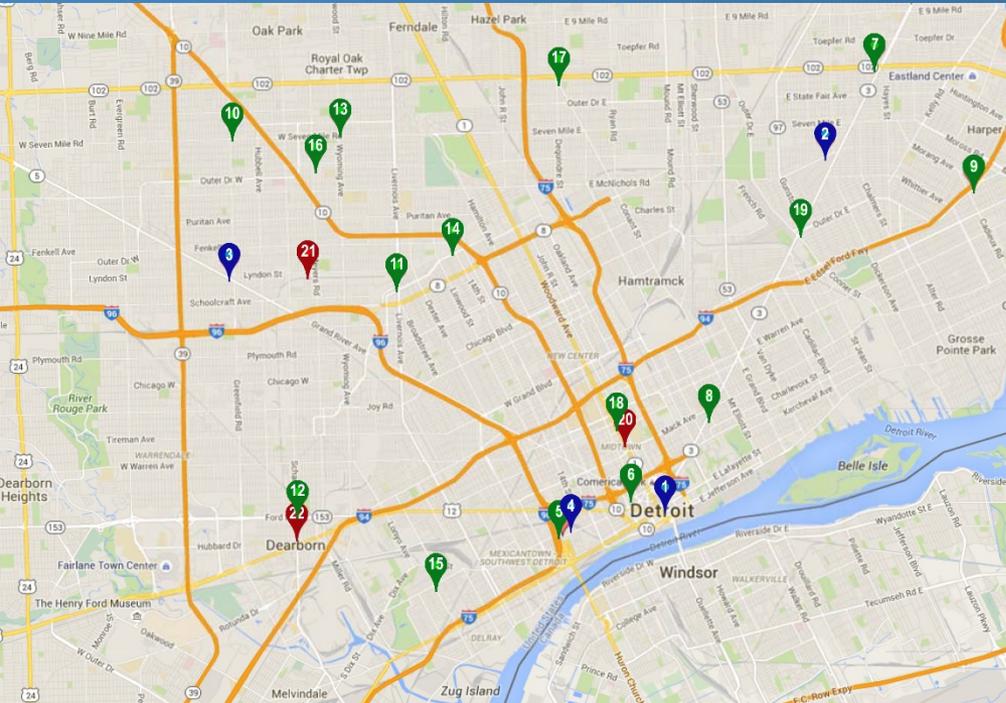
Please write your account number on your check.

SEND REMITTANCE TO:
CITY OF DETROIT
WATER AND SEWERAGE DEPARTMENT
PO BOX 32711
DETROIT MI 48232-0711

1234567300 000064



Expanding the Capacity and Simplifying the Process for Customers to Make Water and Sewer Payments



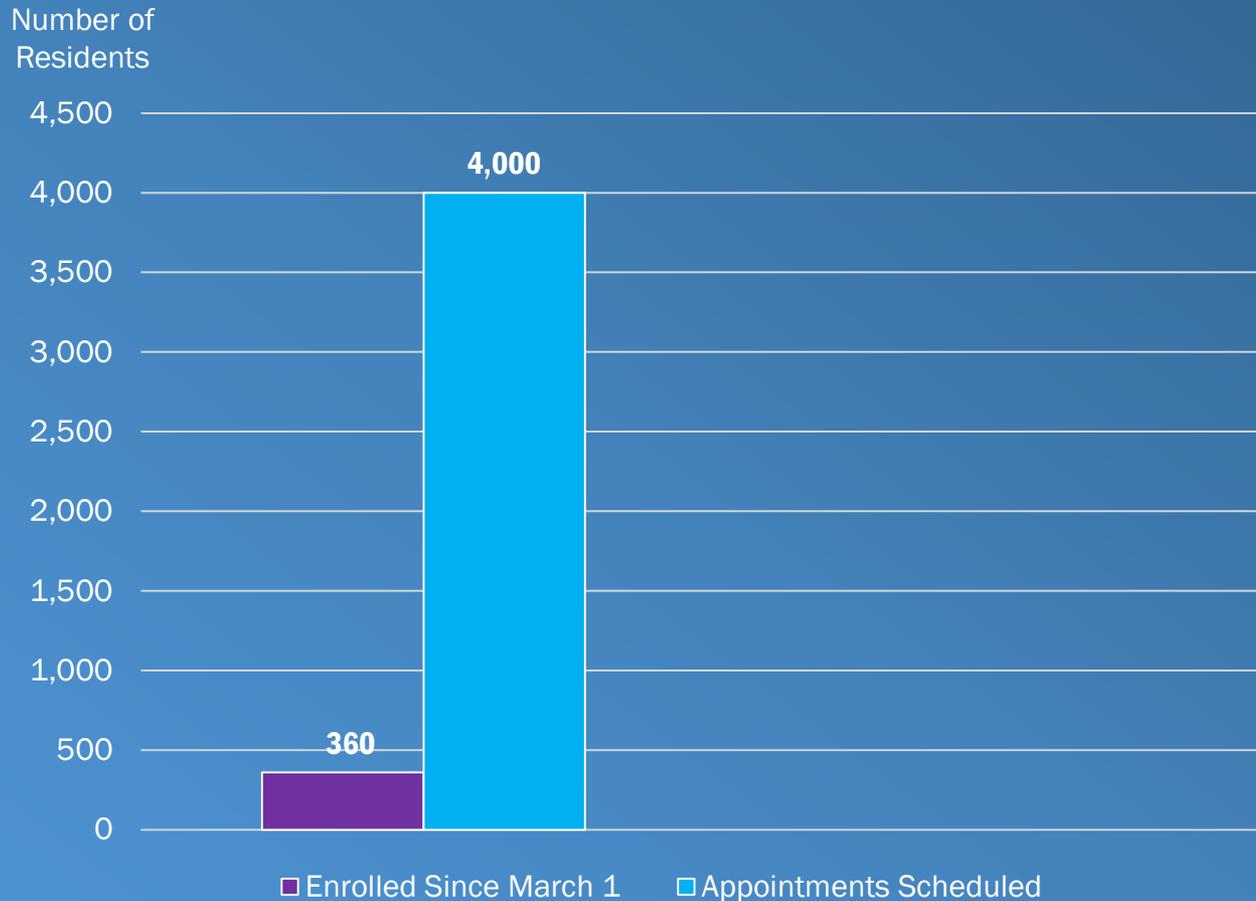
1	DWSD Main Office and Customer Care Center	735 Randolph Street, Detroit, MI 48226, USA
2	DWSD Customer Care Center	13303 E McNichols Rd, Detroit, MI 48205, USA
3	DWSD Payment Center	15600 Grand River Ave, Detroit, MI 48227, USA
4	DWSD Payment Center	2835 Bagley Ave, Detroit, MI 48216, USA
5	DTE Energy Payment Center	2835 Bagley Ave, Detroit, MI 48216, USA
6	DTE Energy HQ	1 Energy Plaza, Detroit, MI 48226, USA
7	DTE Energy Payment Center	14858 8 Mile Rd, Eastpointe, MI 48021, USA
8	DTE Energy Payment Center	3000 Gratiot Ave #400, Detroit, MI 48207, USA
9	DTE Kiosk @Rite Aid	17170 Harper Ave, Detroit, MI 48224, USA
10	DTE Kiosk @Rite Aid	19160 Greenfield Rd, Detroit, MI 48235, USA
11	DTE Kiosk @Rite Aid	13939 Livernois Ave, Detroit, MI 48238, USA
12	DTE Kiosk @Rite Aid	5650 Schaefer Rd, Dearborn, MI 48126, USA
13	DTE Kiosk @Rite Aid	19150 Wyoming Ave, Detroit, MI 48221, USA
14	DTE Kiosk @Focus.HOPE	1300 Oakman Blvd, Detroit, MI 48238, USA
15	DTE Kiosk @Rite Aid	7843 Vernor Hwy, Detroit, MI 48209, USA
16	DTE Kiosk @Northwest Activities Center	18100 Meyers Rd, Detroit, MI 48235, USA
17	DTE Kiosk @Rite Aid	1900 8 Mile Rd, Detroit, MI 48234, USA
18	DTE Kiosk @Rite Aid	4612 Woodward Ave, Detroit, MI 48201, USA
19	DTE Kiosk @Rite Aid	10950 Gratiot Ave, Detroit, MI 48213, USA
20	Comcast Payment Center	3907 Woodward Ave, Detroit, MI 48201, USA
21	Comcast Payment Center	12775 Lyndon St, Detroit, MI 48227, USA
22	Comcast Payment Center	5070 Schaefer Rd, Dearborn, MI 48126, USA



Proposed Payment Locations

DRAFT DOCUMENT

Most Robust, Comprehensive Assistance Program in America Has More Than \$40 Million Available During Next 10 Years



WRAP Provides Bill Assistance, Payment Toward Past Due Balance and Minor Home Plumbing Repairs for Customers Who Qualify



*Income restrictions and eligibility requirements apply.

Program Benefits:



Assistance up to \$1,000 per household per year. \$25 monthly bill credit + help with arrears.



Home water audit for households above 120% of average usage



Home repairs up to \$1,000 per household to fix minor plumbing issues leading to high usage



Water saving kits and consumer training classes



Supportive WRAP-Around Services

WRAP Participant Qualifications:

- ✓ Have income at or below 150% of poverty threshold
- ✓ Install a new automatic meter reading device or allow DWSD to install a new meter
- ✓ Provide proof of residency & income
- ✓ Provide renter's proof of responsibility for water on lease
- ✓ Stay current on monthly bill payment



WRAP funding is made possible by the Great Lakes Water Authority.

Call 313.386.WRAP (9727)

or visit www.waynemetrol.org/wrap



Wayne Metropolitan
Community Action Agency
Serving the City



LHSA
A Community Action Agency



More than 30,000 Residential Customers are in Payment Plan Arrangements, With Several Hundred More Added Each Day



Having trouble paying your water bill?

DWSD Introduces 10/30/50 –
a NEW payment plan
so you can keep your water ON

How it works:

1. Make a down payment of as little as 10 percent of your past due balance and you're enrolled in the plan!
2. DWSD will spread the remainder of your past due balance over a period of 24 monthly payments*
3. If you miss a payment, you can re-enroll by making a payment of 30 percent of your remaining balance. If you miss another payment, you can re-enroll by making a payment of 50 percent of your remaining balance.**

**Plan payments are in addition to your normal monthly bill*

***The total length of time allowed to stay on the plan is 24 months, regardless of how many times you enroll*

CITY OF DETROIT

