



Water & Sewerage
Department

Detroit Board Of Water Commissioners

Customer Service Committee

September 7, 2022



**Water & Sewerage
Department**

Customer Service August 2022

Presented by:

Matthew Phillips – Chief Customer Service Officer

Kimberly Crowell – Customer Service Manager

August 2022 Performance

- 57,357 calls and responded to 5,353 email inquiries
 - 62,710 total customer touchpoints - **15% Increase prior month**
 - 2,800 contacts per day = 100% increase over plan of 1,400
- 20% of calls were answered within 2 minutes
- Average Speed of Answer:
 - 2:06 (55% SL) on the emergency line
 - 12:08 (15% SL) non-emergency line
- Customer Satisfaction (CSAT) at **75%**, First Call Resolution (FCR) at 58%

CALL CENTER DATA – August 2022

	March	April	May	June	July	August	Key Performance Indicator
Calls Received	41,804	36,577	36,280	43,801	49,027	57,357	29,400/mo or 1400 per day
Average Speed of Answer	3:24	5:00	2:33	10:08	10:04	10:29	2 Minutes
Email Interactions	4,060	3,679	4,233	4,354	4,384	5,353	
Average Speed of Response (Email)	14h	23h	14h	1d3h	2d	11d	24 Hours
Total Interactions	45,864	40,346	40,513	48,155	53,411	62,710	
Service Level	50%	40%	57%	17%	19%	20%	70%/120 seconds
Average Handle Time	8:05	7:55	7:39	8:02	8:40	8:40	8 Minutes
Average Talk Time	6:19	6:14	6:00	6:22	6:34	6:33	7 Minutes
Average Hold Time	3:49	3:39	3:39	3:51	4:49	4:45	3 Minutes
After Call Work	0:40	0:41	0:41	0:40	0:40	0:40	1 Minute
Abandoned Calls	4%	4%	3%	8%	9%	11%	< 5%
Avg. Staffing	45	43	40	38	35	33	97
First Call Resolution	64%	59%	62%	59%	56%	58%	71%
Customer Satisfaction	79%	75%	78%	73%	73%	75%	72%

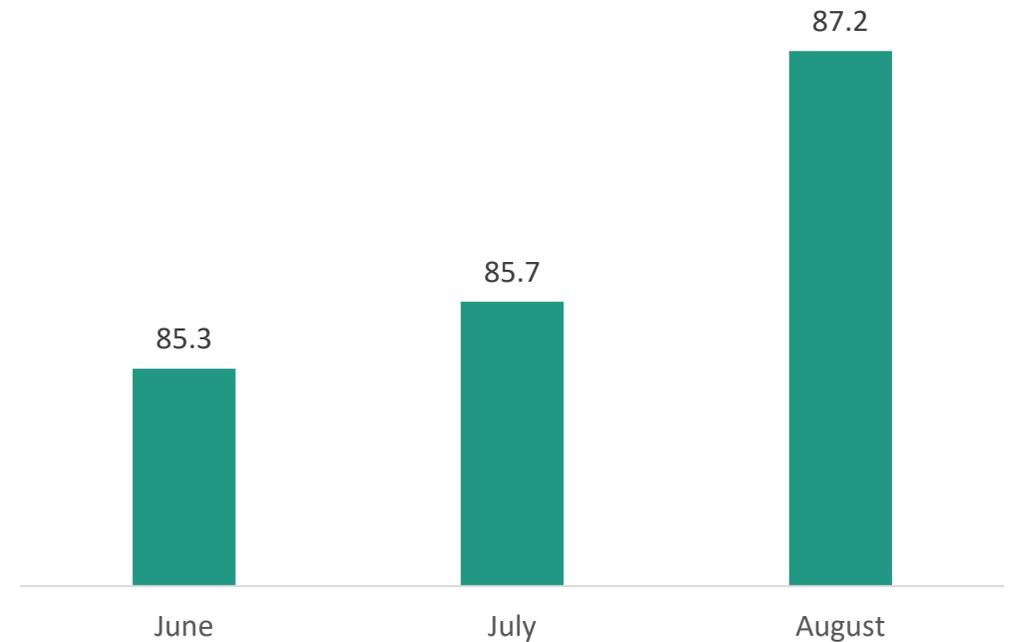
35% increase over past 60 days



QUALITY

- **87.2 % Average**
- **42 Customer Service Specialists (CSS) evaluated**
 - Three evaluations per CSS completed
- **One on one coaching provided for scores below expectations and for all new hires.**

Customer Service Quality Averages





Water & Sewerage
Department

NEPTUNE AWARD

THIS AWARD IS GIVEN TO

Tracey Simmons

to express our deep appreciation for the outstanding
service provided to the customers of Detroit Water and
Sewerage Department

Matthew Phillips

MATTHEW PHILLIPS
Chief Customer Service Officer

Kimberly Crowell

KIMBERLY CROWELL
Customer Service Manager



Water & Sewerage
Department



**Water & Sewerage
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Planning Calendar: Outbound Customer Communication

Presented by:
Kimberly Crowell – Customer Service Manager

Outbound Leak Report Dialer

- DWSD is leading the industry by alerting customers of possible leaks using IBM Watson text-to-speech. With this technology we are performing outbound calls through Bright Pattern to customers that appear on the Nightly Leak Report.
- Customers that show on the Nightly Leak Report have excessive water usage between the hours of 12 AM – 4 AM with at least 700 gallons of water used within four hours.
- 8,232 total outbound calls completed in the last 9 months

Hello, this is an important message from the Detroit Water and Sewerage Department calling to inform you our system is detecting high water consumption in the middle of the night of at least [700 gallons] per day at [123 Luke Skywalker Lane].

Water usage during the night typically indicates you have a private plumbing leak. We suggest you check all plumbing fixtures, especially those in the basement, including toilets and faucets that may be running.

This is automated message based on our records. If you feel this information is in error, please call Customer Service at 313-267-8000.

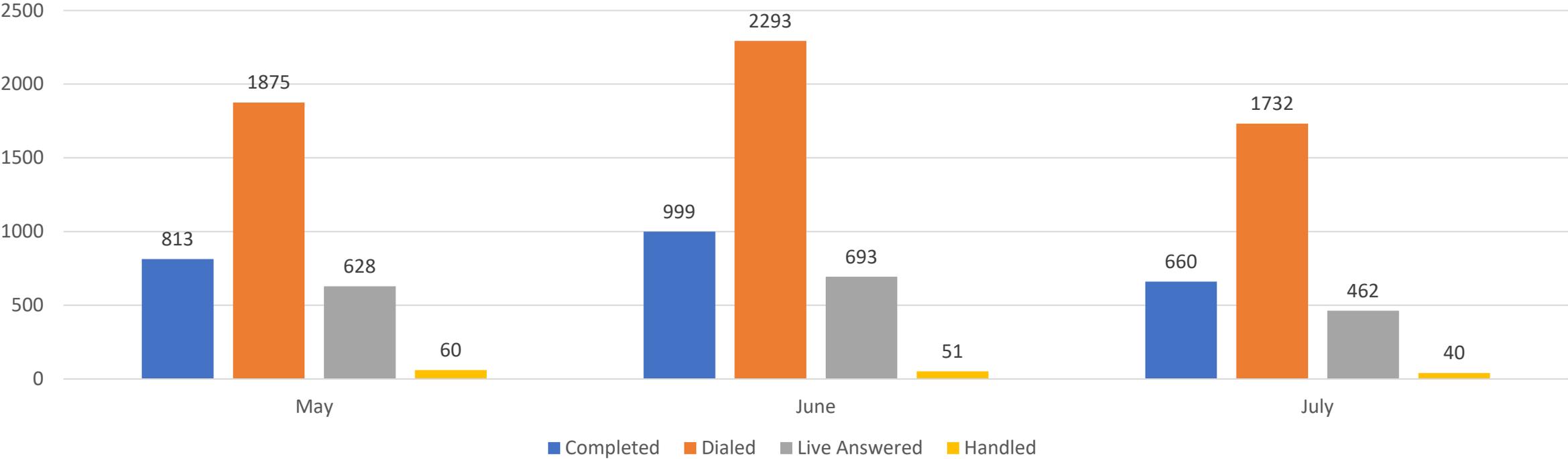
Outbound Meter Appointment Reminder

- Launched September 2021.
- Previously had 125 missed meter appointments per week due to customers not being at the location.
- With the help of the Outbound Reminder calls, the Meter Appointment Completion Rate has increased by 20% from a 35% completion rate to 50%.
- Customers can press prompt “2” to connect with a Customer Service Specialist if they need to cancel or reschedule their meter appointment.

This is an important message from the Detroit Water and Sewerage Department. We are confirming your scheduled appointment with one of our technicians for [MAY 4TH]. Appointments may not be canceled until you speak to a DWSD appointment specialist, and a missed appointment may result in a forty-dollar assessment on your account. If this appointment is still good for you then you may hang up now or if you need to reschedule the appointment date of [May 4th] please press 2 now to be connected to one of our appointment specialists.

Outbound Appointment Confirmation Data

Outbound Appointment Confirmations



Coming Soon – Continued Communication!

Lifeline Plan Outbound Calls

In order to help prevent households from unknowingly exceeding the 6 CCF monthly usage threshold, we will notify each households when their usage has exceeded 3 CCF or 50% of the monthly threshold during the billing cycle.

ITRON Project

Automated outbound calls to advise customers that someone will be visiting their home to update the water meter reading device on the outside of their home. This piece of technology is what we use to transmit water usage to DWSD.

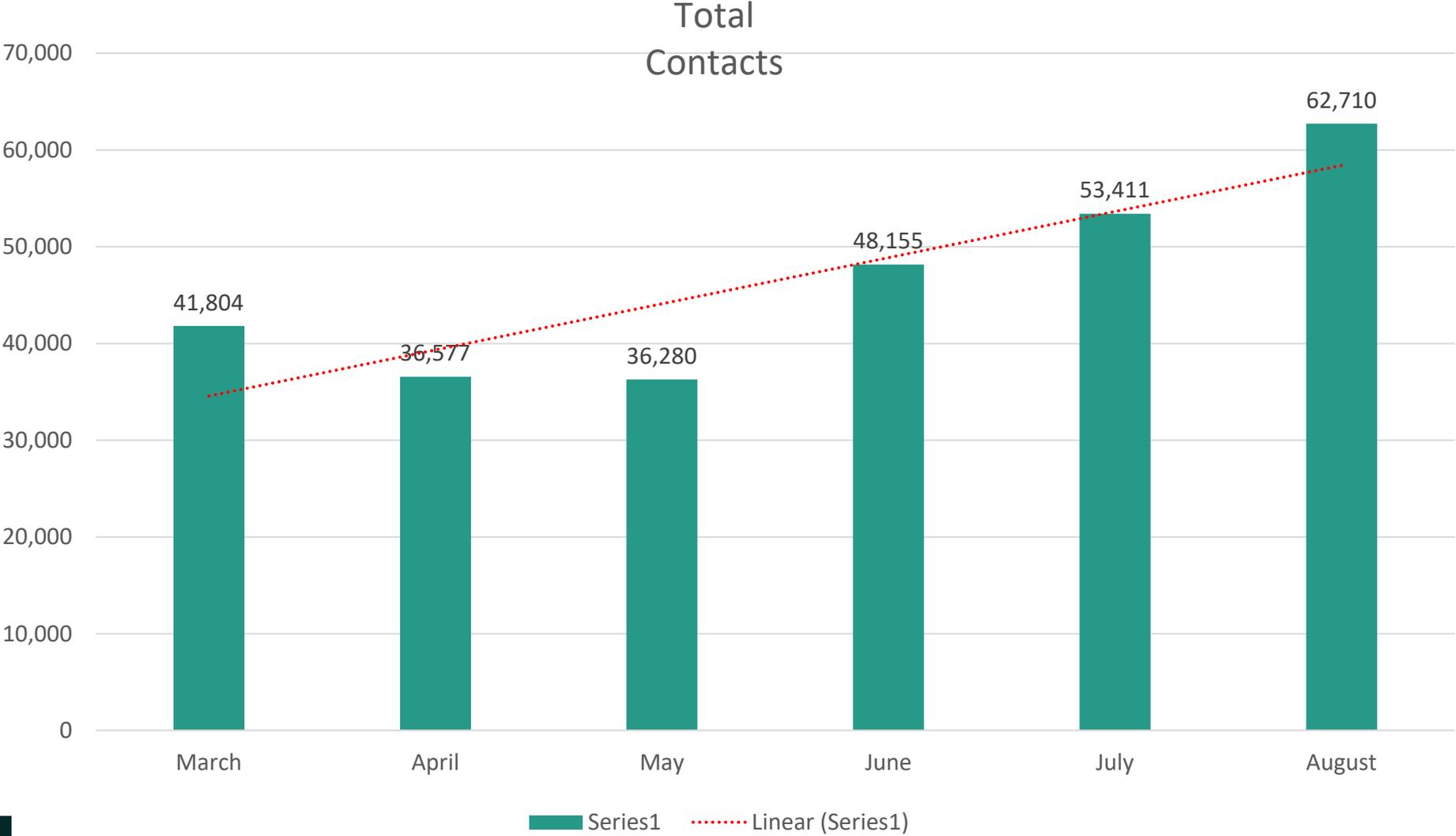


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Customer Service Data

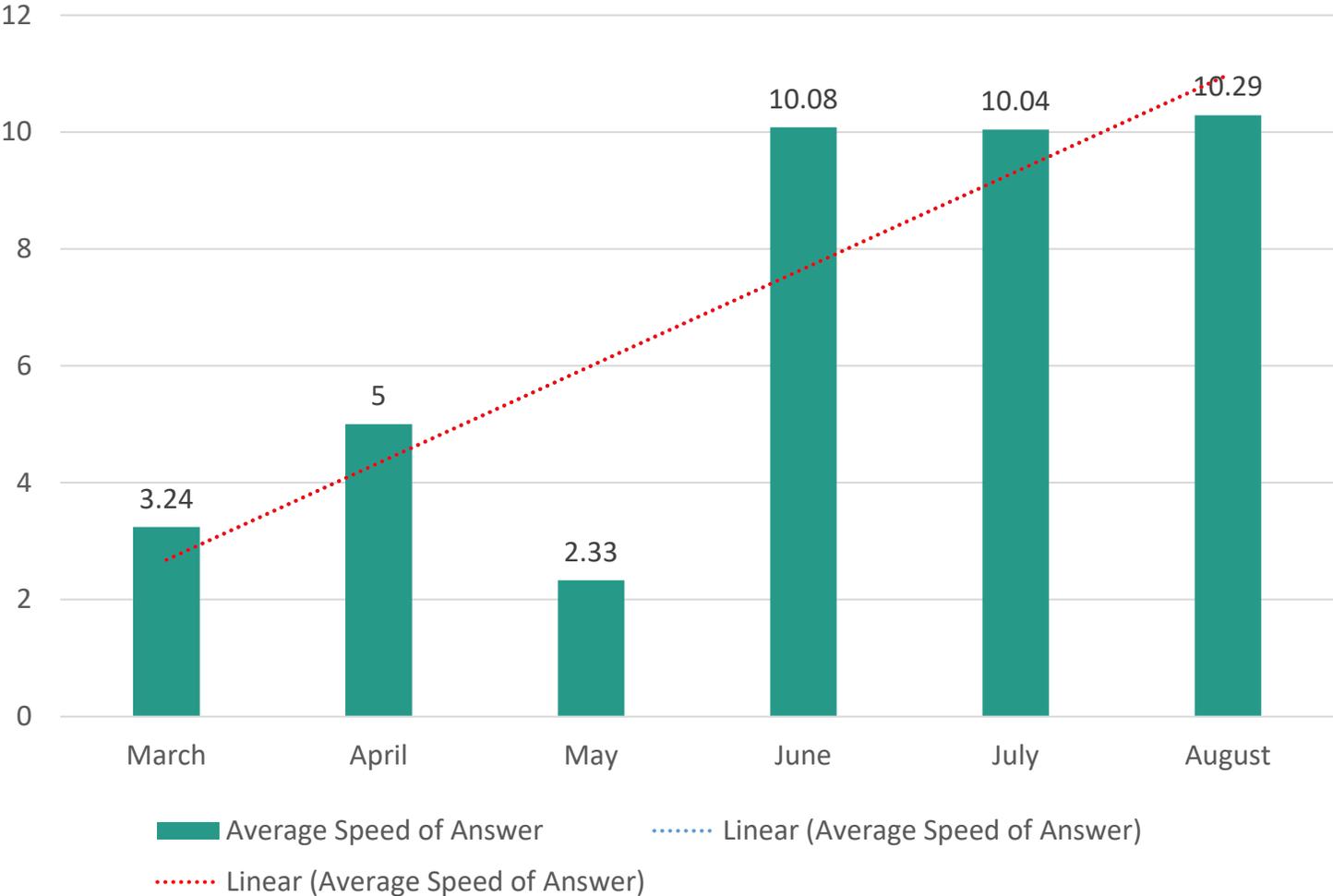


TOTAL Contacts



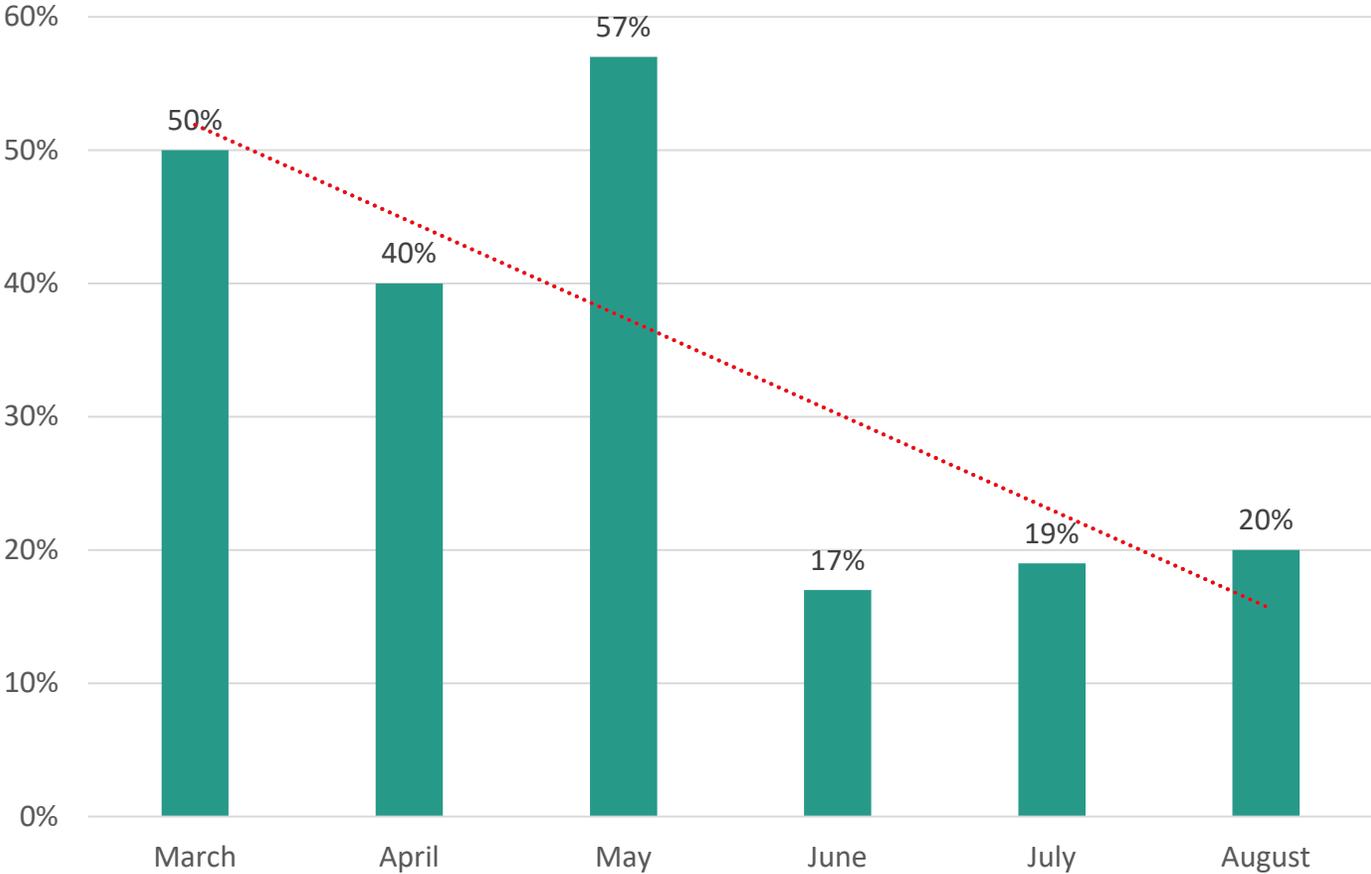
AVERAGE SPEED TO ANSWER

Average Speed to Answer (Less than 2 minutes)



SERVICE LEVEL

70% Service Level in 120 Seconds



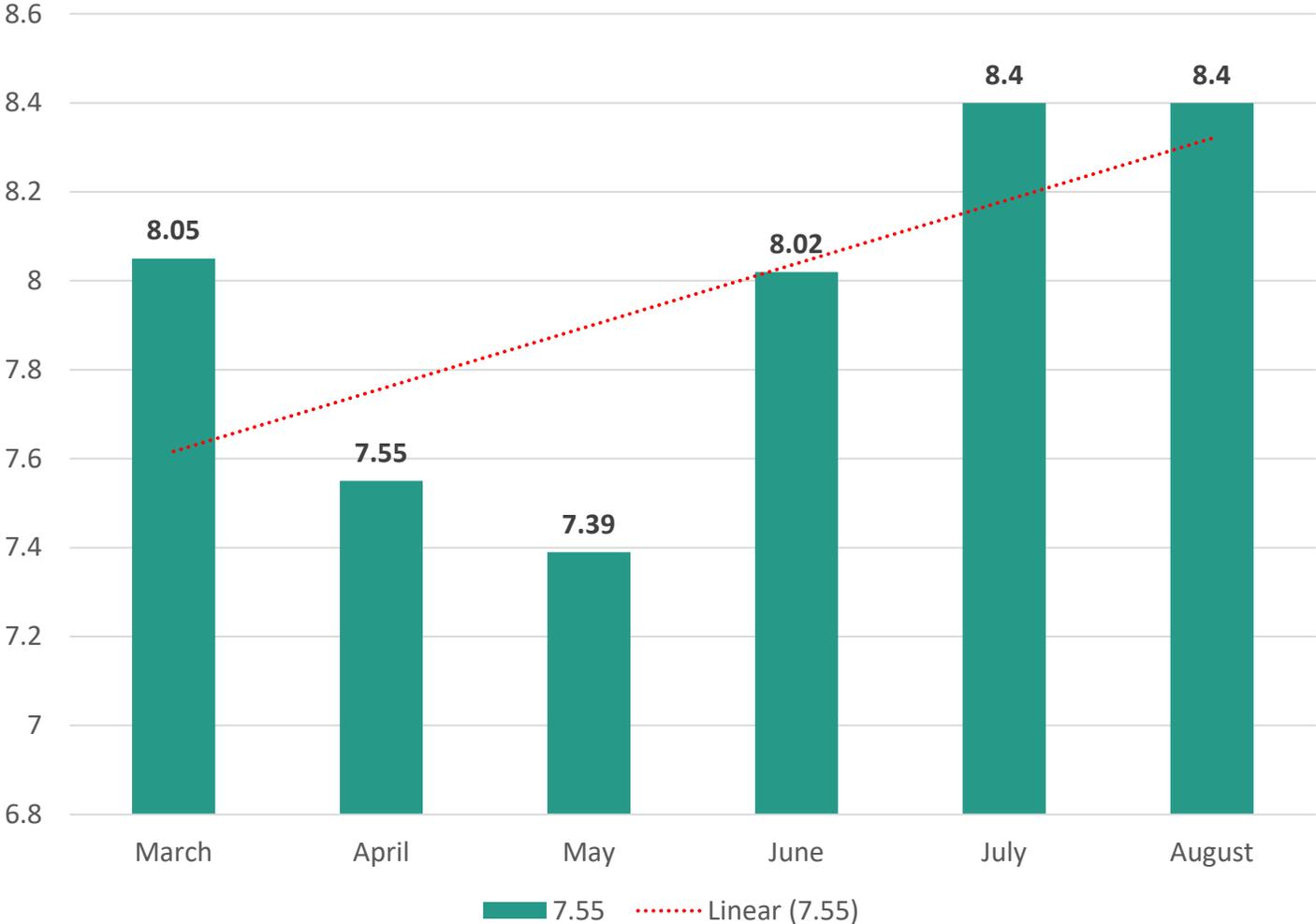
■ Service Level in 120 Seconds Linear (Service Level in 120 Seconds)

..... Linear (Service Level in 120 Seconds)



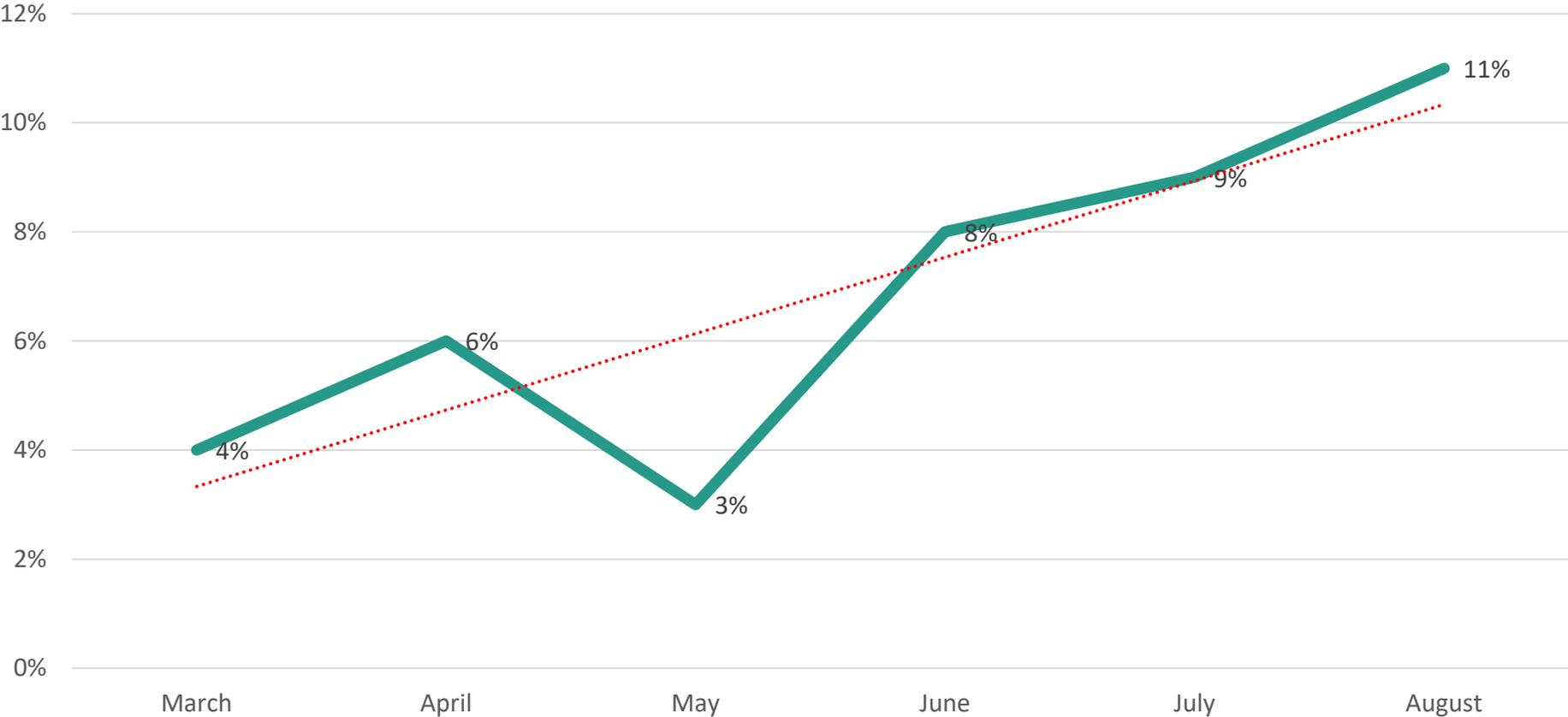
AVERAGE CALL HANDLE TIME

Average Call Handle Time



ABANDONED CALLS

Abandoned Calls (Less than 5%)



Abandoned Calls Linear (Abandoned Calls)

How To Access Our Services

Online Self-Service Portal

Detroitmi.gov/paymywaterbill

Online Bill Pay

View Account Balance/Usage

Establish an Online Account

Start New Water Service

Stop Service

Leak Adjustment

Deposit Refund

Real Estate Closing*

Billing Dispute*

*Services being added this year

Email

MYDWSD@DETROITMI.GOV

New Water Service

Stop Service

Balance Inquiry

Real Estate Closing

Address/Name Change

Landlord Account Setup

Phone

313-267-8000

Bill Pay

New Water Service

Stop Service

Deposit Refund

Real Estate Closing

Billing Dispute

Balance Inquiry

Payment Assistance

Address/Name Change

Leak Adjustment

Payment Locations

Payment Drop Box

735 Randolph St. –
Bates St. Entrance

All Service Centers Remain
Closed

DIVDAT Kiosks Payments

(50+ stations located
throughout the city)

Dwsdkiosk.com



**Water & Sewerage
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THANK YOU!

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For more information visit: www.detroitmi.gov/dwsd

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