



Water & Sewerage  
Department

# **Detroit Board Of Water Commissioners**

## **Customer Service Committee**

February 1, 2023



Water & Sewerage  
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# Neptune Award

Presented to:

**Debra Kozer and Oziel Ruiz**



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# NEPTUNE AWARD

THIS AWARD IS GIVEN TO

## Debra Rozer & Dziel Ruiz

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

*Matthew C Phillips*

**MATTHEW PHILLIPS**  
Chief Customer Service Officer

*Kimberly Crowell*

**KIMBERLY CROWELL**  
Customer Service Manager



**Water & Sewerage  
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# **Customer Service January 2023**

Presented by:

Matthew Phillips – Chief of Staff and Customer Service Officer

Kimberly Crowell – Customer Service Manager

# January 2023 Performance

- 43,950 calls and responded to 4,451 email inquiries
  - 48,401 total customer touchpoints
    - 3,025 contacts per day = 116% increase over plan of 1,400
- 25% of calls were answered within 2 minutes
- Average Speed of Answer:
  - 2:00 (62% SL) on the emergency line
  - 11:43 (21% SL) non-emergency line
- Customer Satisfaction (CSAT) at **81%**, First Call Resolution (FCR) at 66%, Quality at 87%

# CALL CENTER DATA – January 2023 *\*as of 1/25/2022*

	August	September	October	November	December	January	Key Performance Indicator
Calls Received	57,357	51,942	47,405	42,836	45,859	43,950	29,400/mo or 1400 per day
Average Speed of Answer	10:29	10:18	8:38	4:25	5:12	10:29	2 Minutes
Email Interactions	5,353	5,493	5,553	5,511	5,106	4,451	
Average Speed of Response (Email)	11d	3d	2d23h	3d	5d	8d	24 Hours
Total Interactions	62,710	57,435	52,958	48,347	50,965	48,401	
Service Level	20%	22%	32%	44%	46%	27%	70%/120 seconds
Average Handle Time	8:40	9:08	9:29	9:20	9:04	9:07	8 Minutes
Average Talk Time	6:33	6:49	7:12	6:57	6:59	7:01	7 Minutes
Average Hold Time	4:45	5:09	4:56	5:10	4:51	4:42	3 Minutes
After Call Work	0:40	0:40	0:38	0:39	0:40	0:39	1 Minute
Abandoned Calls	11%	9%	10%	3%	5%	5%	< 5%
Avg. Staffing	33	32	42	43	43	41	98
First Call Resolution	58%	64%	64%	60%	64%	66%	71%
Customer Satisfaction	75%	79%	79%	76%	80%	81%	72%

116% over forecast





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# Lifeline Program



# 2023 Lifeline – Protected From Shut Off

Protected From Shut Off	Total
Lifeline Enrolled	9,272
10/30/50 Payment Plan	2,910
Pending Approval	8,000
	<b>20,182</b>



# 2023 Lifeline Enrollment Dashboard

Performance Metric		YTD
Enrolled in Lifeline Plan		9,272
Applied for Lifeline		15,336
Enrolled in Tier 1	\$18	7,980
Enrolled in Tier 2	\$43	390
Enrolled in Tier 3	\$56	902
Receiving Benefit		7,618
Plumbing Audits		694



# 2023 Lifeline Financial Dashboard

Performance Metric	YTD Through December 2022 billing cycle
Gap + Arrears	\$9,231,081
Gap Adjustment	\$1,096,338
Accounts under 6ccf	4,932
Accounts over 6ccf	2,686
Did not pay last invoice	2,574
Ineligible for Lifeline	1,862
Enrolled in 10/30/50 Payment Plan	2,910



# Benefit Received by Tier – *December 2022 Billing Cycle*

		Receiving Benefit	Average Gap Payment	Average Arrearage
<b>Enrolled in Tier 1</b>	<b>\$18</b>	6,513	\$54.81	\$1,268
<b>Enrolled in Tier 2</b>	<b>\$43</b>	317	\$30.84	\$1,123
<b>Enrolled in Tier 3</b>	<b>\$56</b>	788	\$23.36	\$1,483
<b>Total Receiving Benefit</b>		7,618		

# Lifeline Tier Groups: Based on Household Size

Group	HH Members	Base Allocated Gallons per month using Water Conservation Techniques	Tier Base Rate	Water and Sewerage cost for exceeding Base Allocation
Group A	0-4	4,500 or 6ccf	\$18/\$43/\$56	Base Rate plus \$10.032 for every 1ccf over base allocation
Group B	5-6	6,750 or 9ccf	\$18/\$43/\$56	Base Rate plus \$10.032 for every 1ccf over base allocation
Group C	7-8	9,000 or 12ccf	\$18/\$43/\$56	Base Rate plus \$4.492 for every 1ccf over base allocation
Group D	9-10	11,250 or 15ccf	\$18/\$43/\$56	Base Rate plus \$4.492 for every 1ccf over base allocation
Group E	11-12+	13,500 or 18ccf	\$18/\$43/\$56	Base Rate plus \$4.492 for every 1ccf over base allocation

Household size is verified during the enrollment process.

- Water usage was determined at 1,125 gallons per month per household member. (Stantec)
- For each group, 2 household members are added, and water usage is increased by 1,125 gallons per member over the base of 4.
- \$10.032 is based on \$4.492 per 1CCF Water and \$5.54 per 1CCF Sewerage up to 12ccf for sewerage (Based on FY2023 rates)



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# **Planning Calendar: Lifeline Plan Outreach**

Presented by:  
Bryan Peckinpaugh



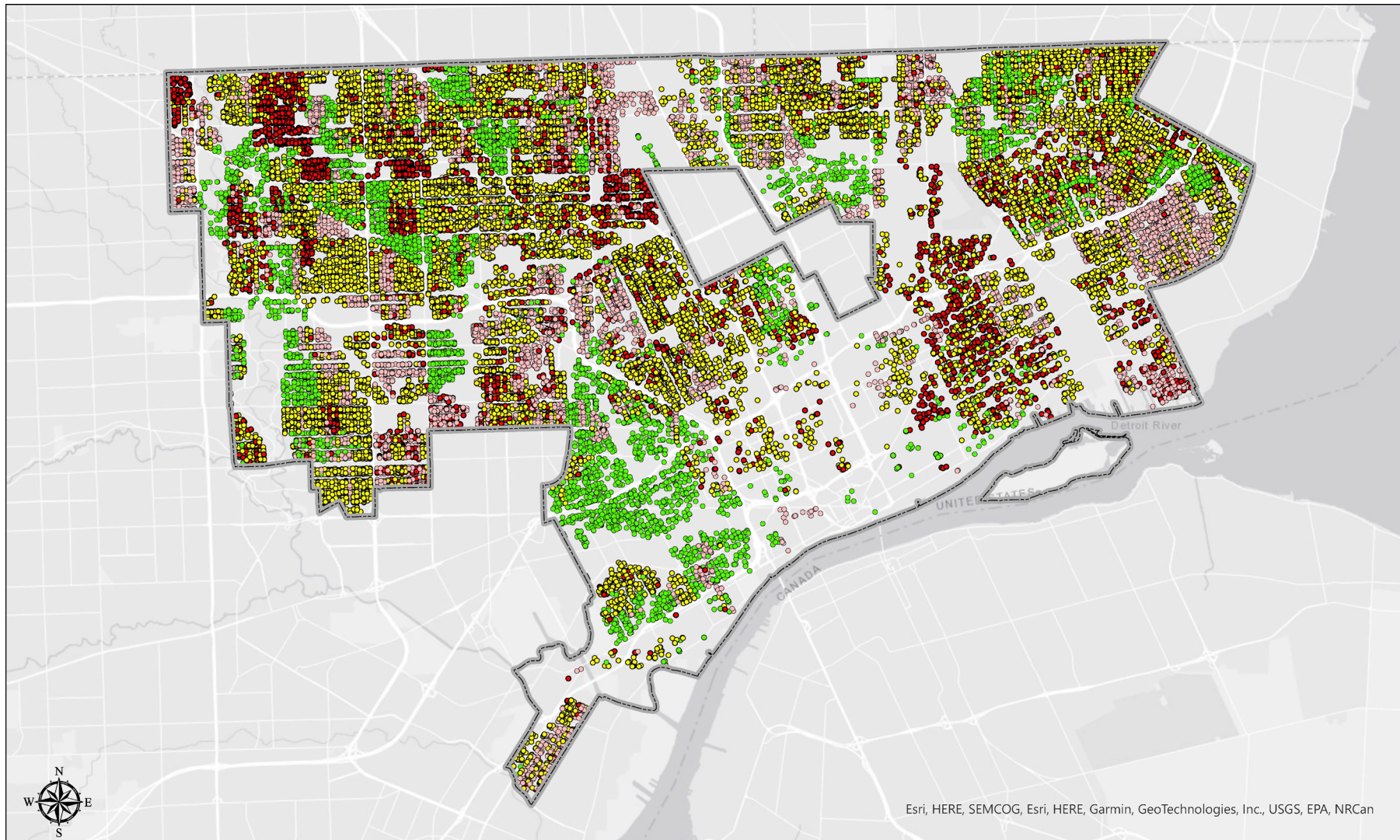
# What's Occurred Since Launch of the Lifeline Plan

- 15,336 eligible Detroiters have applied to Lifeline Plan as of Jan. 16.
  - 9,121 households enrolled
  - 4,000+ applications to be processed
  - 86% in Tier 1 with an \$18 monthly bill
  - \$9.2M in arrears and gap payments
- Separately, 2,910 households enrolled in the 10/30/50 Plan

# Unprecedented Outreach Efforts

- Door knocked 49,000 likely eligible households using delinquent residential account data and low-income Census tracts.
- Held 10 in-person Lifeline Plan Enrollment Fairs with at least one in each council district.
- Attended more than 150 community meetings and resource fairs.
- 60+ news stories published.
- Paid advertising on social media, streaming services and radio.
- Expand our efforts even further in 2023 – to be announced soon

# Door Knocked 49,000 Likely Low-Income Households



- Visit Status
- Not yet visited
  - First visit attempted in morning
  - First visit attempted in afternoon
  - Visit completed



# Launched with 10 Enrollment Fairs



***No one has to lose their water service***

**TAKE PART: Tap Into the Lifeline Plan**



Wayne Metropolitan  
Community Action Agency  
Established 1971



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# DWSD LIFELINE PLAN

**313.386.9727**

**WAYNEMETRO.ORG**

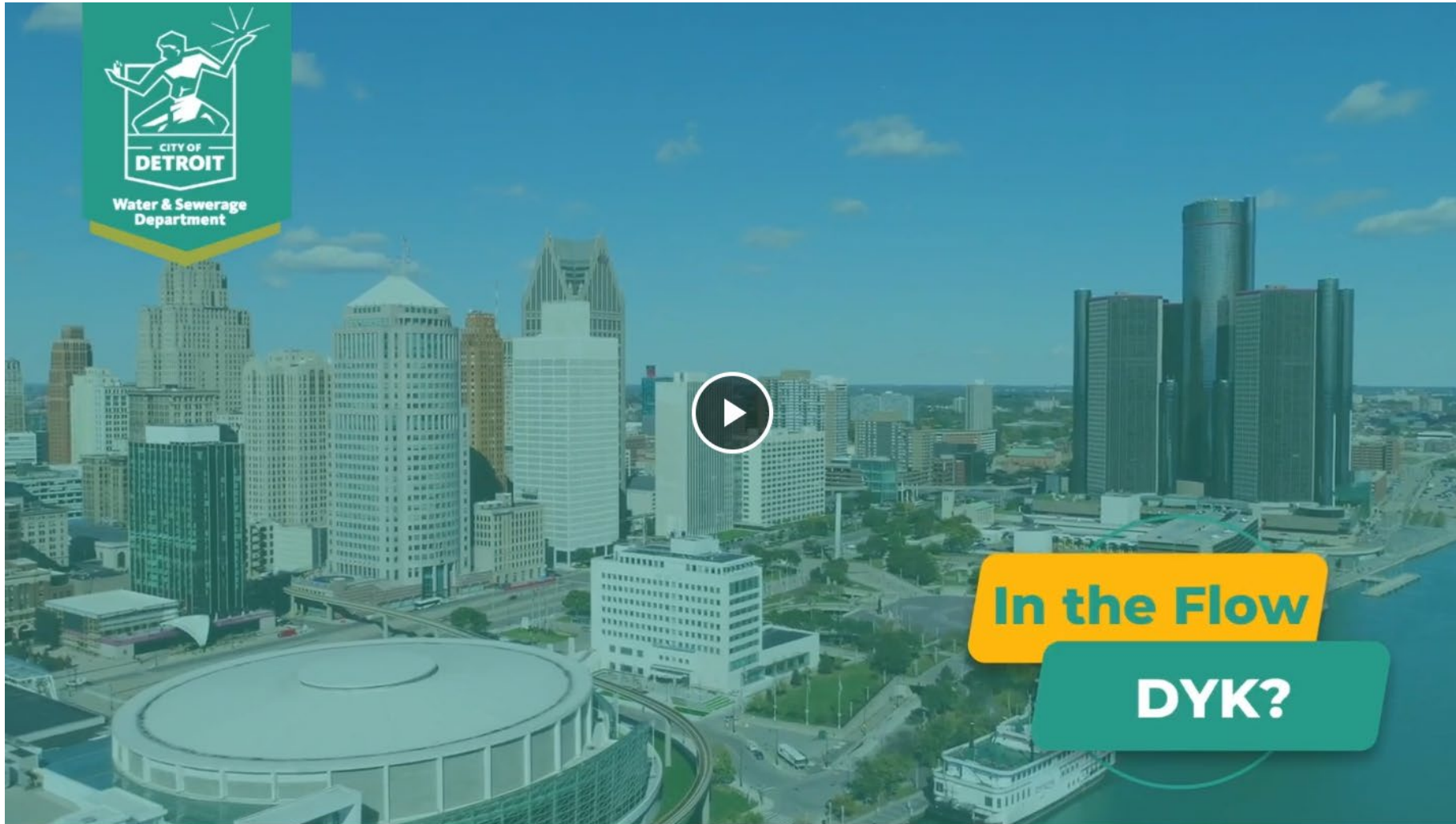


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# In The Flow, Did You Know

## Neptune Award

# Preventing Burst Pipes



<https://dwsd.box.com/s/93pegd2uxlgmmturdc62512uodbw10sk>

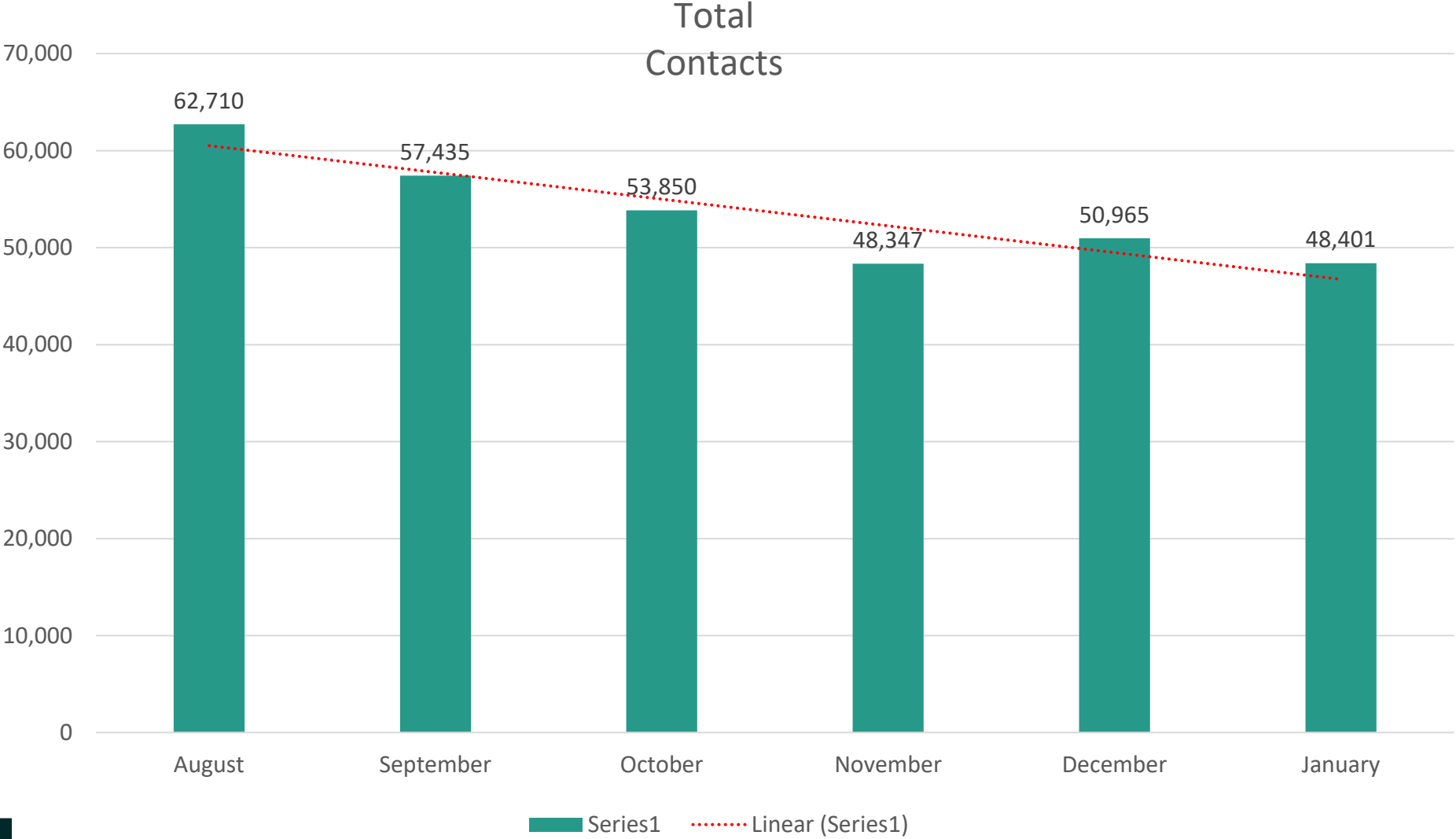


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# Customer Service Data

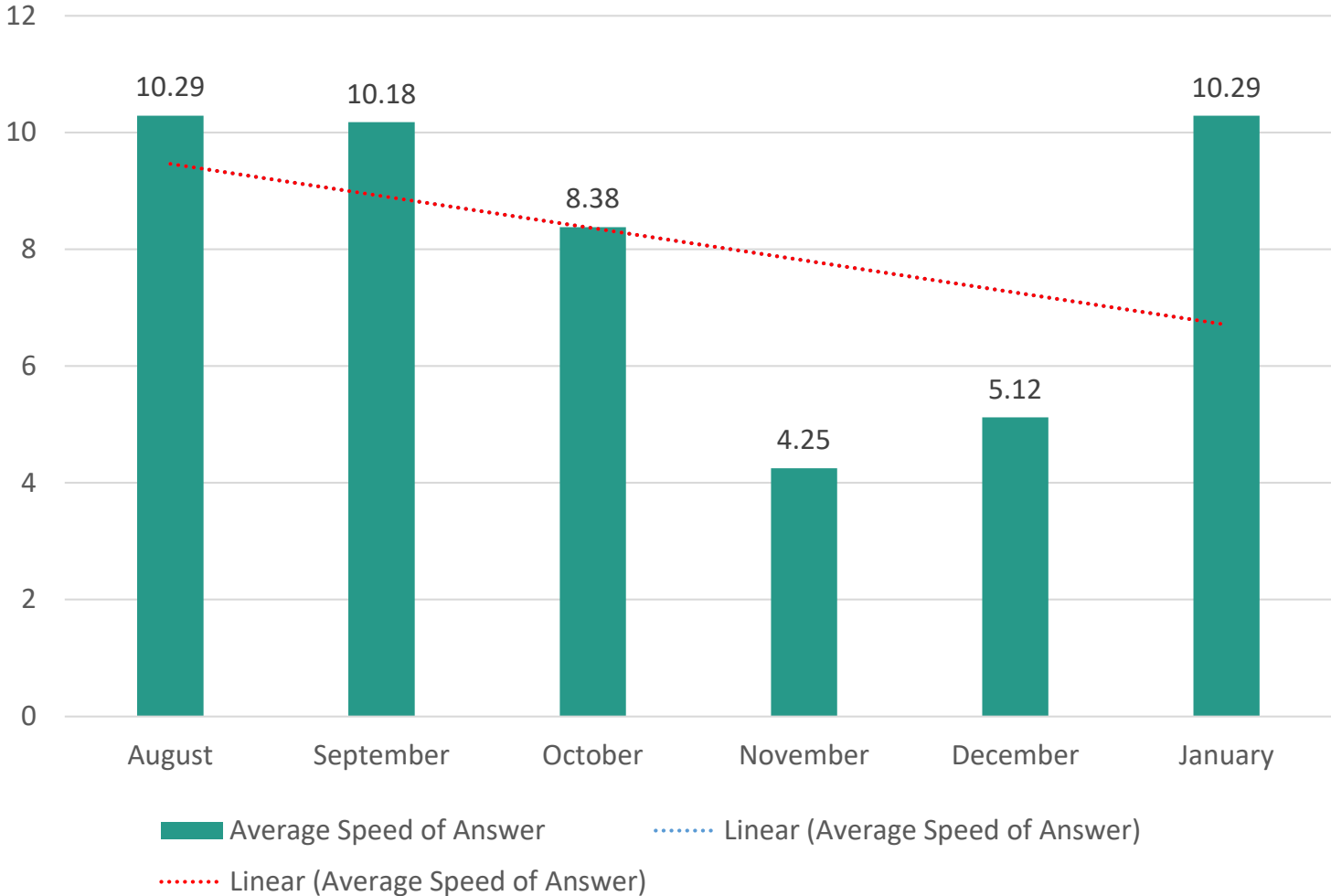


# TOTAL Contacts



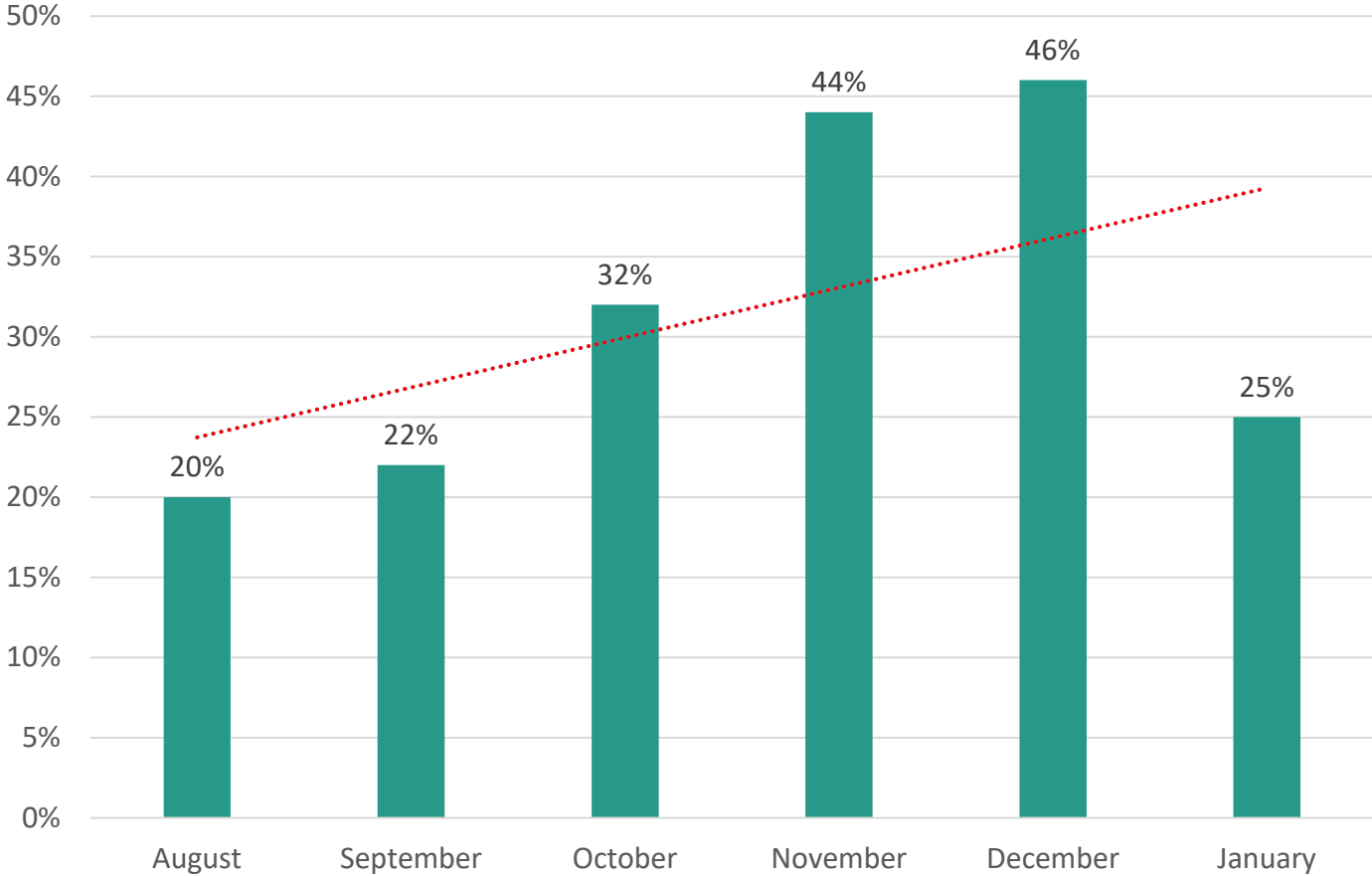
# AVERAGE SPEED TO ANSWER

Average Speed to Answer (Less than 2 minutes)



# SERVICE LEVEL

## 70% Service Level in 120 Seconds

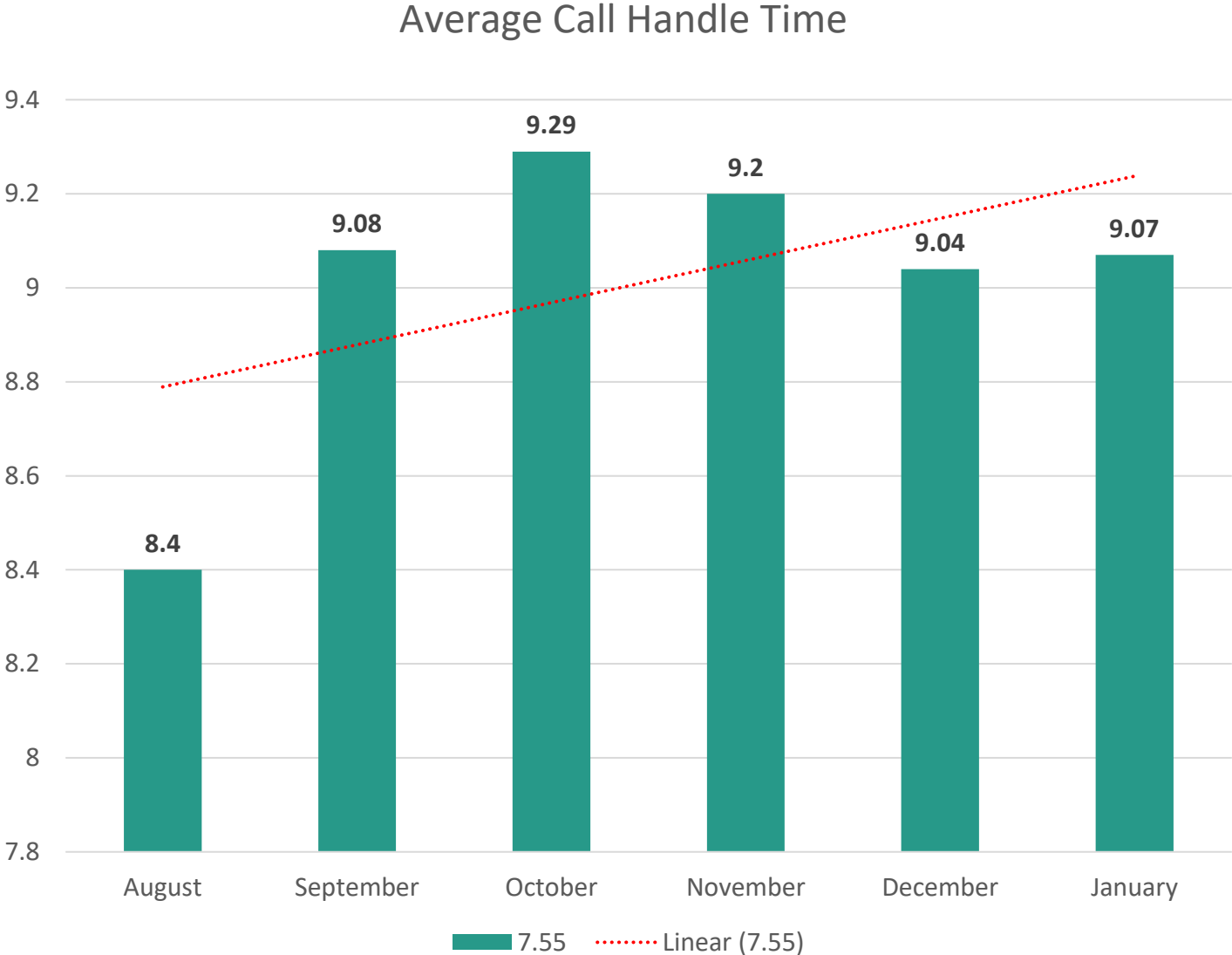


■ Service Level in 120 Seconds      ..... Linear (Service Level in 120 Seconds)



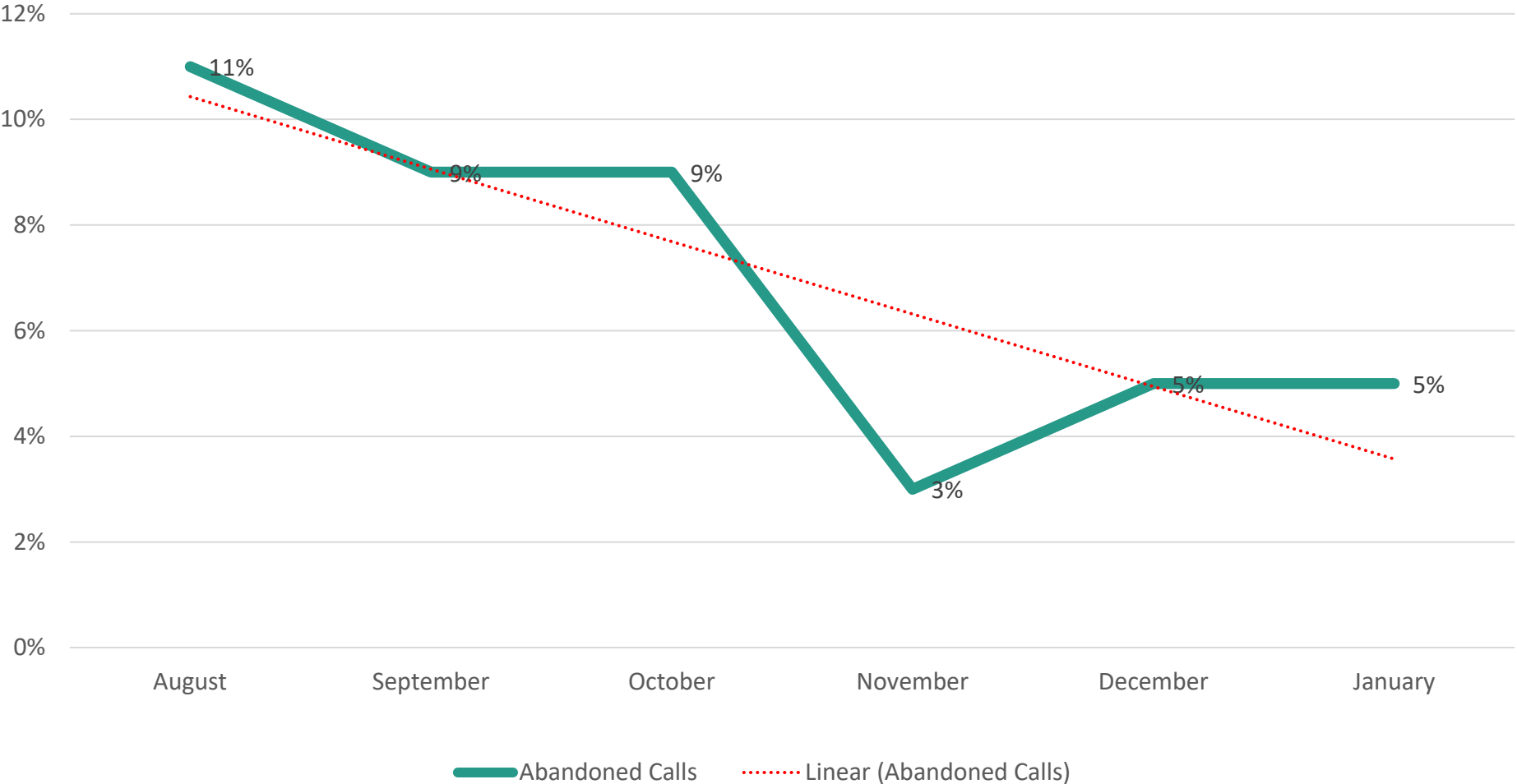


# AVERAGE CALL HANDLE TIME



# ABANDONED CALLS

Abandoned Calls (Less than 5%)



# How To Access Our Services

## Online Self-Service Portal

[Detroitmi.gov/paymywaterbill](http://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](mailto: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](http://Dwsdkiosk.com)



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**THANK YOU!**

# Matthew Phillips

**Detroit Water & Sewerage Department**

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For more information visit: [www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

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