



# DWSD ORGANIZATION OPTIMIZATION PROJECT UPDATE

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## MESSAGE FROM THE COMMUNICATIONS TEAM

The goal is to provide effective communication to the DWSD organization about the Optimization Project. To achieve that goal, a selected member from each job design team will participate in this newsletter. The communications team consists of:

**Cheryl Porter**  
Project Manager

**Brenda Jamison-King**  
Field Services Team

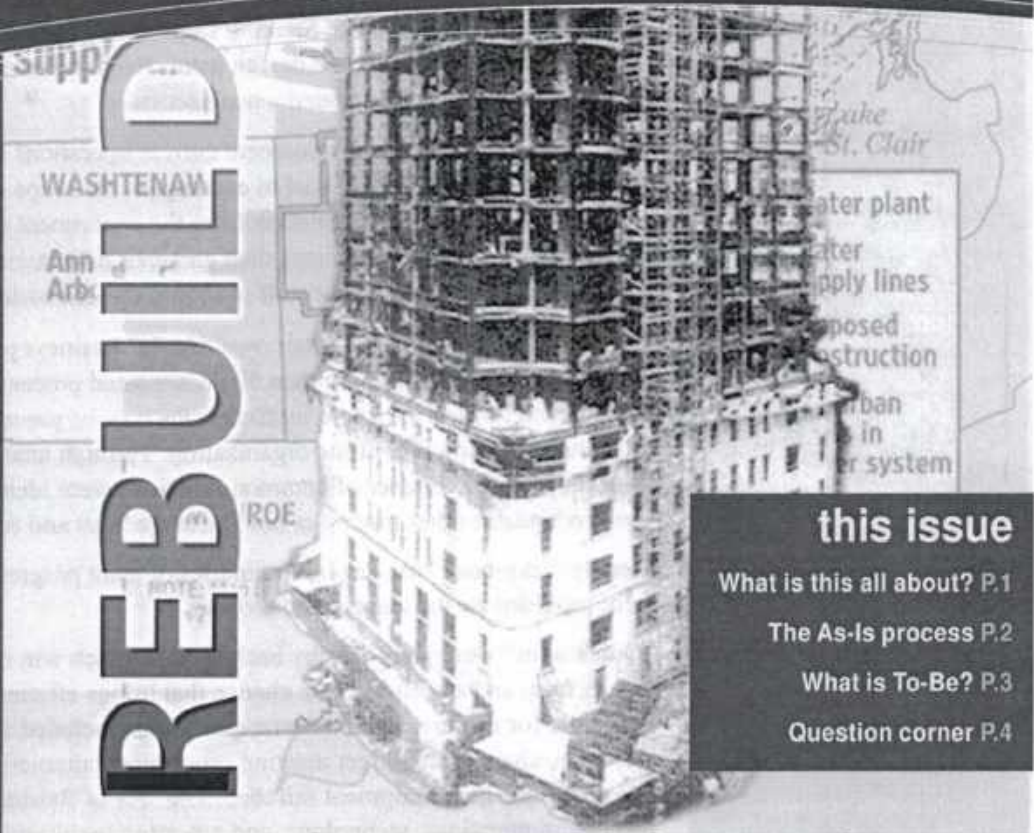
**Ivala Marie Allen**  
Finance/Administration  
Team

**Gregory Smith**  
IT/Support Team

**Valerion Farr II**  
Water Team

**Sanjay Patel**  
Wastewater Team

**S.R. Boland**  
Editor-Writer



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## CURRENT | ENVIRONMENT

The mission of the Detroit Water and Sewerage Department (DWSD) is to be effective and efficient while working to be the water and wastewater utility of choice in this region. To create our future, DWSD is committed to engage the entire organization. The department faces a situation of increasing costs and declining revenues defined by the Director as the "perfect storm." As the costs to treat water and wastewater increase at a rate greater than household incomes, water and sewer services will become less affordable. Federal regulations gauge water and sewer services as affordable if bills are less than 2 percent of the median annual household income. In June

2012, the bills for DWSD retail customers averaged 2.64 percent of the median annual household income for sewer services and 1 percent for water supply.

We cannot afford to do nothing if we desire to be affordable and sustainable as an organization. To achieve our mission, we partnered with consulting firm EMA to begin an organizational optimization through doing a 90-day assessment (Phase I), job designs, and piloting. Changes are required in DWSD to reduce the trajectory of rate increases and limit the impact upon the customer.