

DWSD LIFELINE PLAN

Detroit's First Water Affordability Plan

Detroit Water & Sewerage Department



Water & Sewerage
Department

Overview of the DWSD Lifeline Pilot Plan

- For the first time in Detroit, DWSD is introducing a pilot income-based water affordability plan.
- Based on research and feedback from water affordability experts and advocates who say **water burden should be 1.8%** of average household income.
- Offers qualifying customers a **fixed monthly bill** for first 4,500 gallons of water and **erases past debt** – for good!
- Funded by regional, state and federal dollars; we must follow eligibility and administrative requirements.
- Customer's name must be on the DWSD water account.
- Customer must have functioning meter.



DWSD Lifeline Plan: Here's How It Works

The **DWSD Lifeline Plan** has three tiers for qualifying households for first 4,500 gallons:

\$18

Your monthly water, sewer and drainage bill if household income is *at or below 135% of Federal Poverty Level*

\$43

Your monthly bill if household income is *above 135% of FPL but at or below 150% of FPL*

\$56

Your monthly bill if household income is *above 150% of FPL but at or below 200% of FPL*

For example, if your household has four people, annual income is \$56,400 or less and you are responsible for the water bill, you're eligible for one of the Lifeline Plan tiers.



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DWSD Lifeline Plan: Encourages Water Conservation

- The average Detroit household (three people) uses **between 2,300 and 3,000 gallons** of water per month.
- **72%** of residential customers use **4,500 gallons or less** per month
- If water usage goes **above 4,500 gallons**, the bill will reflect an additional charge based on inclining block rate.

- **Example:**

Tier 1 customer uses 6,000 gallons/month (8 CCF)

Total bill without Lifeline Plan = **\$107.69**

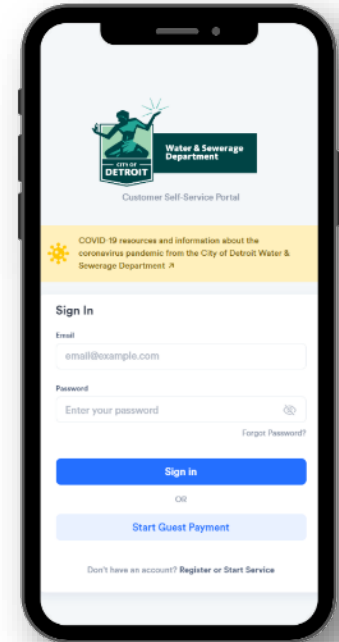
Total Bill with Lifeline Plan = Customer owes \$18,
plus \$20.06 (for additional 1,500 gallons (2 CCF) water/sewer) = **\$38.06**



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DWSD Lifeline Plan: Monitoring Usage

- Customers can monitor their real-time water usage through:
 - An existing mobile-friendly DWSD Customer Service Portal at <https://csportal.detroitmi.gov>.
 - Access to mobile device and/or Wi-Fi service via a collaboration with Wayne Metro and other partners.
 - **Automated calls** from the DWSD billing system when their usage nears 3,000 gallons.



DWSD Lifeline Plan: Repairs Leaks

- Customers using over 4,500 gallons per month will have a **water audit** to check for faulty plumbing and leaky/running toilets.
- Eligible for plumbing repairs through Wayne Metro.
- Governor Gretchen Whitmer anticipated to approve \$10 Million per year for the next five years for plumbing repairs.

DWSD Lifeline Plan: Increased Water Shutoff Protection

- No Detroit resident will face a water shutoff if enrolled in the DWSD Lifeline Plan or the 10/30/50 Plan.
 - The 2,500 households currently enrolled in WRAP are now auto-enrolled in the new plan.
 - The 19,000-plus households who were previously in WRAP can immediately qualify as long as they still meet the income guidelines.
 - Detroit-based and minority-owned Human Fliers to canvass neighborhoods to knock on doors of 49,000 occupied houses based on low-income Census tracts.
 - Wayne Metro has additional staff, who are working weekends to help with enrollment.
- DWSD working with Wayne Metro and the coalition to ensure we're offering eligible Detroiters the help they need, including all wraparound services.



Lifeline Enrollment Fairs and Your Feedback

- DWSD is partnering with community organizations across the city to host **DWSD Lifeline Enrollment Fairs**.
- In addition to onsite enrollment and learning more about the DWSD Lifeline Plan, DWSD is seeking community feedback.
- The community feedback period is through September 30 – possible amendments will be presented to the Board of Water Commissioners later this year.
- You can provide your feedback online at detroitmi.gov/water or during the DWSD Lifeline Enrollment Fairs.

TAKE PART: Tap Into the Lifeline Plan



Wayne Metropolitan
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