



# PROGRAM UPDATE:

## Coronavirus Water Restart Plan

### Coronavirus Water Restart Plan to restore water service and prevent new service interruptions at no initial cost to customers

The Coronavirus Water Restart Plan is designed to mitigate any prospective health risks from the Coronavirus COVID-19 by helping to ensure all Detroiters have access to water in their homes. Under the jointly-developed plan by the City of Detroit and the State of Michigan, the State will cover customers' costs to restore water service for Detroiters who are currently experiencing or at risk of experiencing a water service interruption due to non-payment. The eligible Detroiters will be able to keep their water service by paying only \$25 per month.

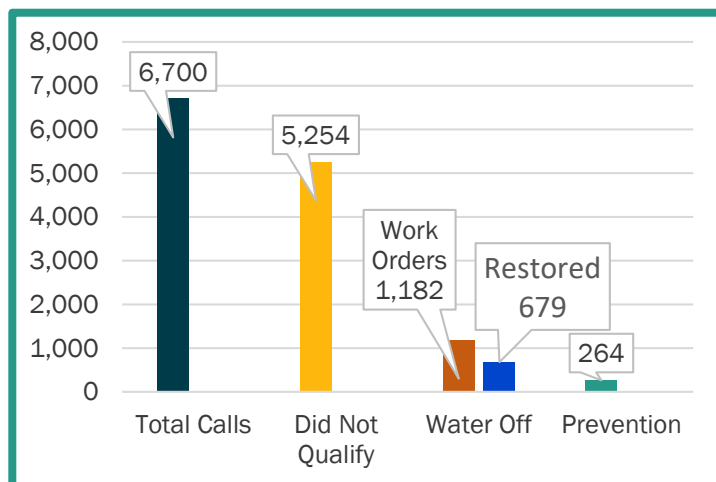
During the outbreak, DWSD will work with Wayne Metropolitan Community Action Agency to enroll the Water Restart Plan households into WRAP (Water Residential Assistance Program) or the 10/30/50 Plan to maintain water service.

The Coronavirus Water Restart Plan does not apply to Detroit Water and Sewerage Department (DWSD) customers with water on and are currently paying their full monthly bills or are in a payment arrangement or enrolled in WRAP.

#### Verified Data as of EOD on March 22, 2020

Since the Water Restart Plan was announced on March 9, **more than 1,400 households** have taken advantage of it.

- **679** completed service restorations
- **264** avoided a planned interruption for nonpayment by contacting DWSD
- **178** active restoration work orders (DWSD has 10 crews assigned to restarts)
- **325** additional households where the occupant was not home or that require significant work before restoration can take place; these are expected to be completed by the end of this week.



To help with some of the more difficult restorations, where more systemic issues exist, the City has partnered with Plumbers Local 98 to provide additional workers.

All DWSD Customer Care Centers will be temporarily closed at this time. Customers can call the Customer Care Call Center at 313-267-8000 or pay bill and access other features at [detroitmi.gov/paymywaterbill](http://detroitmi.gov/paymywaterbill).

#### How to Apply for the Coronavirus Water Restart Plan

Residents without water, or who have received a notice they are at risk of service interruption for nonpayment, only need to call Wayne Metro at 313-386-9727 to make an appointment. Customers also must make a monthly minimum payment of \$25 during the time there of the COVID-19 outbreak in Detroit to avoid service interruption. The amount of each customer's arrearage will be deferred (full water, sewer and drainage charges will generate every month) until after the COVID-19 situation is under control. At that time, residents will be transitioned to WRAP or the 10/30/50 Payment Plan, both of which will keep their water service on as long as they remain current.