



# PROGRAM UPDATE: Coronavirus Water Restart Plan

## Coronavirus Water Restart Plan restoring 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 COVID-19 by helping 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, as long as they enroll by April 9. The eligible Detroiters will be able to keep their water service by paying only \$25 per month.

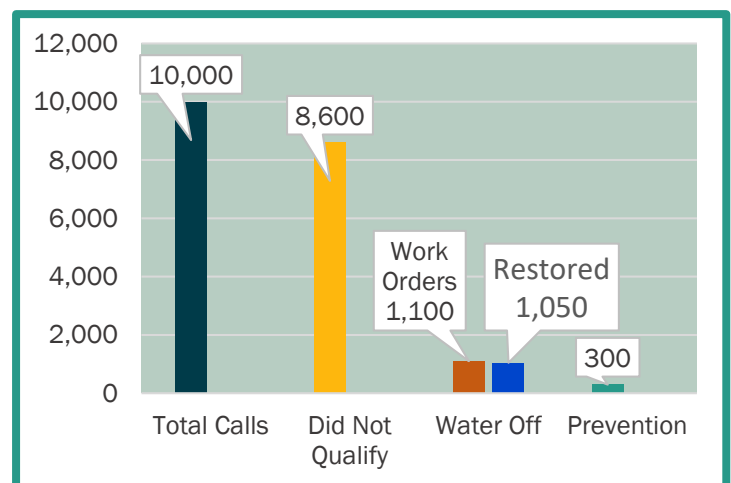
During the outbreak, DWSD will work with Wayne Metropolitan Community Action Agency to enroll the Water Restart Plan households into WRAP (Water Residential Assistance Program) or the 10/30/50 Plan to maintain water service.

The Coronavirus Water Restart Plan does not apply to Detroit Water and Sewerage Department (DWSD) customers with water currently on and were not at-risk of a service interruption for nonpayment (did not receive a door hanger).

### Verified Data as of EOD on March 31, 2020

Since the Water Restart Plan was announced on March 9, **1,400 households** have benefited.

- **1,050** completed service restorations
- **300** avoided a planned interruption
- **50** active restoration work orders with most of these households needing major plumbing repairs prior to water turn-on – these have been given to Plumbers Union Local 98 – and some need a return visit when an adult occupant is home.
- DWSD has 10 crews assigned to the restorations.
  - Since water service restoration is not as simple as turning a key, an adult must be home and give DWSD access to inspect plumbing and the meter inside the house, and there must be a clear, safe path to the meter.
- Households identified as *potentially* occupied and with water off in DWSD's system received the first round of the Water Restart Plan notice before March 16. A second round was distributed the week of March 23. Detroit-based Human Fliers – owned by a returning citizen and social worker – knocks on each door and posts the notices.
  - Of the nearly 9,000 houses, Human Fliers found 68 percent – nearly 7 in 10 – were abandoned or unoccupied houses; 15 percent were occupied and had water; 12 percent appeared to have occupants who did not answer the door; and 5 percent were confirmed to be occupied and living without water.
- The “Did Not Qualify” are households that have water on and were not at-risk of a service interruption.



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 [www.detroitmi.gov/paymywaterbill](http://www.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.