



PROGRAM UPDATE: COVID-19 Water Restart Plan

COVID-19 Water Restart Plan restoring water service and prevent new service interruptions at no initial cost to customers

The COVID-19 Water Restart Plan is designed to mitigate any prospective health risks from the COVID-19 virus 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.

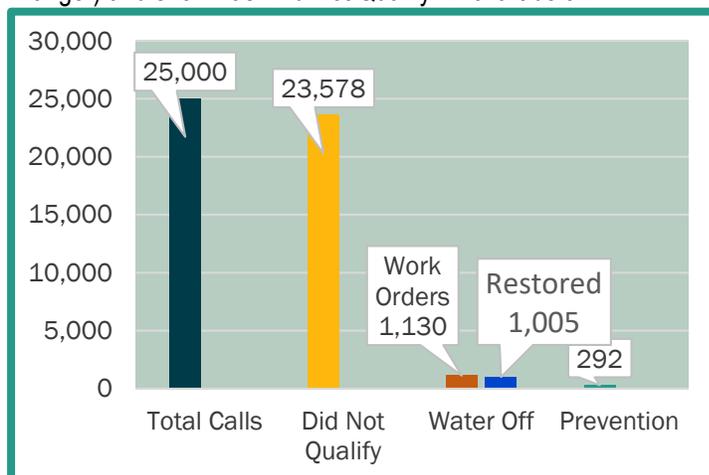
The Detroit Water and Sewerage Department (DWSD) will work with Wayne Metropolitan Community Action Agency to enroll Water Restart Plan households into WRAP or the 10/30/50 Plan to maintain water service after the crisis.

The COVID-19 Water Restart Plan does not apply to customers with water currently on and were not at-risk of a service interruption for nonpayment (did not receive a door hanger) and shown as "Did Not Qualify" in chart below.

Verified Data as of EOD on April 8, 2020

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

- **1,005** completed service restorations
- **292** avoided a planned interruption
- **125** households getting major plumbing repairs prior to turning on water service – these have been given to Plumbers Union Local 98 and plumbing contractors.
 - 100 jobs dispatched today with 20-25 new jobs coming in daily.
 - Slight changes in data from previous reports due to work order reconciliation.
- DWSD has 10 crews assigned to the restorations plus the licensed plumbers.
 - Water service restoration is not as simple as turning a key – an adult must be home and give DWSD access to inspect plumbing and water meter inside the house before turning on the water service.
- Households identified as *potentially* occupied and with water off in DWSD's system were visited by Detroit-based Human Fliers, which noted occupancy and provided a Water Restart Plan door hanger notice.
 - 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.



All DWSD Customer Care Centers will be temporarily closed at this time. Customers may call the Customer Care Call Center at 313-267-8000 or pay bill and access other features at www.detroitmi.gov/paymywaterbill.

How to Apply for the Coronavirus Water Restart Plan

Currently occupied households without water service in Detroit should call Wayne Metro at 313-386-9727 to apply. Once service is restored, customers must make a monthly minimum payment of \$25 during the time of the COVID-19 outbreak in Detroit to avoid service interruption. The amount of each customer's accrued balance 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 (Water Residential Assistance Program) or the 10/30/50 Plan, both of which will keep their water service on as long as they remain current.