

# DWSD LIFELINE PLAN

## *Detroit's First Water Affordability Plan*

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Water & Sewerage  
Department

## Introduction to the DWSD Lifeline Plan

- For the first time ever in Detroit, DWSD is introducing an income-based water affordability plan.
- Developed based on research and feedback from water affordability experts and advocates.
- Advocates have long said water should be 1.8% of the average household income.
- Offers qualifying customers a fixed monthly rate that meets the standard recommended by water affordability experts and erases past debt – for good!



# DWSD Lifeline Plan: Here's How It Works

- The average Detroit household (three people) uses **between 2,300 and 3,000 gallons** of water per month.
- The **DWSD Lifeline Plan** provides income-eligible enrolled Detroiters **up to 4,500 gallons** of water every month at a **fixed rate** based on their household income.
- Any water used above 4,500 gallons in a month will result in a total bill higher than the fixed rate based on the amount of additional water used.

# DWSD Lifeline Plan: Here's How It Works

The **DWSD Lifeline Plan** has three tiers for qualifying households:

**\$18**

Your monthly water,  
sewer and drainage  
bill if you receive  
SNAP/FAP  
benefits

**\$43**

Your monthly bill if  
you are a low-income  
household and don't  
receive SNAP/FAP  
benefits

**\$56**

Your monthly bill if  
you are a moderate-  
income household  
and don't receive  
SNAP/FAP benefits

# DWSD Lifeline Plan: Here's How It Works

- The **DWSD Lifeline Plan** is funded by regional, state and federal dollars.
- The total bill will be 1.8% of the average monthly household income for each tier – this is a standard set by community advocates and water affordability experts.
- The **DWSD Lifeline Plan** starts July 1 – call Wayne Metro to enroll!

# Lifeline Rate for All Water Users

- The new DWSD inclining block water rate that includes new Lifeline Rate is effective August 1:

**\$2.504**

Lifeline Rate per CCF  
per month for water  
usage for all Detroit  
users at or below  
6 CCF

**\$4.492**

Uniform Rate per CCF  
per month for all  
water usage for all  
Detroit users above  
6 CCF

**\$5.540**

Volume rate per CCF  
per month for  
sewerage for all  
Detroit users

# Expanded Outreach Targets Income-Eligible Households

- Building an **inclusive coalition of community leaders and activists** to directly engage with income-eligible Detroiters to:
  - 45-day comment period – share your feedback now at [www.detroitmi.gov/water](http://www.detroitmi.gov/water).
  - Educate households on the new DWSD Lifeline Plan and help them enroll on-the-spot.
  - Host DWSD Lifeline Fairs to enroll qualifying households and seek feedback for possible plan improvements during 45-day public comment period.
- Continue to utilize Detroit-based and minority-owned **Human Fliers to canvass neighborhoods** by knocking on the doors of more than 50,000 houses (initial door-to-door started in May).



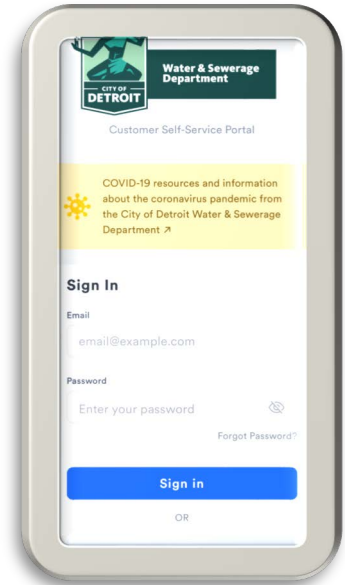
# Encouraging Water Conservation and Repairing Leaks

- If water usage goes **above 4,500 gallons per month**, then water bill will reflect a charge in addition to the capped **Lifeline Rate**.
  - Often due to issues like faulty plumbing and leaky/running toilets.
  - If Governor Gretchen Whitmer approves funding, Wayne Metro will have access to **\$10 Million per year for the next five years** to help low-income residential customers repair leaks in their homes and keep their water usage under 4,500 gallons per month to maintain the **DWSD Lifeline** rate.



# Encouraging Water Conservation and Repairing Leaks

- 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.



# 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.
- DWSD will work with Wayne Metro and the coalition to ensure we're offering eligible Detroiters the help they need.
  - The 2,500 households currently enrolled in WRAP will be auto-enrolled in the new plan.
  - The 19,000-plus households who were previously in WRAP can immediately qualify.
  - Focus on low-income neighborhoods based on Census tracts.

# Increased Water Shutoff Protection

- For households at-risk of a water shutoff:
  - Clear notice on DWSD bill
  - Door hanger notice with **DWSD Lifeline Plan** enrollment information
  - Personal outreach with sign-up at your doorstep
  - 90-120 days of outreach effort per customer
- The **DWSD Lifeline Plan** will help thousands of Detroit residents and has the potential to be a national model.

# TAKE PART: Tap Into the Lifeline Plan



Wayne Metropolitan  
Community Action Agency  
Established 1971



Water & Sewerage  
Department

## DWSD LIFELINE PLAN

**313.386.9727**

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