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.
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**
Customers can **monitor** their real-time water usage through:

- 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.
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](http://detroitmi.gov/water) or during the DWSD Lifeline Enrollment Fairs.
TAKE PART: Tap Into the Lifeline Plan

DWSD LIFELINE PLAN

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