

## How it Works:

- Customers who are up to date on an existing payment plan can call Detroit Water and Sewerage Department (DWSD) at (313) 267-8000 and go through over-the-phone pre-screening with a customer service representative to see if they are eligible for assistance from the Detroit Water Fund.
- Customers who are not already on a payment plan must go to their local DWSD Customer Care Center and sign up in-person. Customers must bring their bill and a valid, current government ID to one of three Customer Care locations, listed below.
- DWSD Customer Service Representatives will pre-screen customers by asking a few questions (“Section 1” Application). Pre-approved customers will then need to submit “Section 2” Applications to United Way’s Detroit Water Fund. Customers will be notified by mail if they were accepted into the assistance plan.
- If eligible, the fund will pay up to 25% of a customer's monthly bill for up to 12 months. Customers must continue to pay their remaining portion of the bill each month in order to remain eligible.

## Who Is Eligible:

DWSD customers are eligible for assistance from the **Detroit Water Fund** only if:

- They are a Detroit residents,
- They paid 10% of balance & enrolled in 10/30/50 payment plan OR are in good standing on an existing payment plan,
- Their outstanding balance is between \$300 and \$2,000,
- They have not received a No Leak Letter in the past 30 Days,
- Their house has a new meter installed or they have agreed to let DWSD install a new meter, AND
- They have household incomes at or below 150% of the federal poverty level. If they are enrolled in DTE’s Low-income Sufficiency Plan already, they will not need to fill out the Section 2 Application, since LSP will have already proved their eligibility for our program.

## VISIT DWSD FOR PRE-SCREENING:

**DWSD Downtown**  
735 Randolph Street, First Floor

**DWSD Eastside**  
13303 E. McNichols

**DWSD Westside**  
15600 Grand River



DWSD customers who have \$300 to \$2,000 of past due owed on their accounts can receive help if they keep up with their monthly payment plan payments. If the customer is eligible for this assistance program and funds are available, the Detroit Water Fund will contribute up to 25% of their monthly bill, including their repayment amount.

## How Assistance Is Provided

Customers will receive a credit to their monthly bill based on their household size.

They will also receive a credit for 25% of their monthly repayment amount.

### Example:

A household with four people owes \$1,000 on top of their monthly bill.

They enter the 10/30/50 payment plan and make a \$100 down payment.

Their past due amount is now \$900.

Their monthly repayment amount over the 24 month period provided is \$37.50.

They will receive a credit of **\$27.86** on their monthly bill based on their family size.

They will also receive a credit for **\$9.37** on their payment plan amount. (25% of \$37.50)

**This example household would receive \$37.23 in total assistance each month for the 12 months they are enrolled in the assistance plan, as long as they make their monthly payments on time.**



LIVE UNITED



United Way  
for Southeastern Michigan