NEED HELP WITH YOUR WATER BILL?



If you find yourself struggling to pay your water and sewerage bills, here are some resources that may help you keep your DWSD water on or restore your water service.



Water Residential Assistance Program (WRAP)

Offers payment assistance up to $1,000 per household, plus arrearage credit for customers who make monthly payments. Home audit and plumbing repairs are also available.
To apply, call (313) 386-WRAP (9727).

DWSD 10/30/50 Plan

Makes available payment plans starting with a 10% down payment of your total bill. Sign up at your nearest Detroit Water and Sewerage Dept office. Customers can sign up for a payment plan starting with a 10% deposit. These payments are added to your current monthly bill.
For more information call 313-267-8000.

If these programs are unable to help you and you need direct advocacy, contact

Michigan Welfare Rights Organization (MWRO)

Advocates for DWSD customers who have not been able to stay on a payment assistance program or do not have the necessary down payment to enroll in these programs. MWRO does not pay on bills but rather works on a case-by-case basis with low-income residents who are struggling to afford water and sewerage bills.

For assistance, call (313) 964-2500 or email info@mwro.org

SEE OVER FOR MORE INFORMATION ON THESE PROGRAMS

DETROIT WATER ASSISTANCE PROGRAMS

1) **Water Residential Assistance Program (WRAP)**

Administered by Wayne Metro Community Action Agency. Fill out an application at: WayneMetro.org/request-form/ or call **(313) 386-WRAP (9727)**

WRAP offers:

- Assistance up to $1,000 per household per year plus a $25 monthly bill credit and help with arrearage bills. Once you are approved for WRAP, your arrears will be frozen and your shut off will be suspended if you make monthly payments.
- Home water audit and repairs up to $1,000 per household to fix minor plumbing problems causing leaks.

To qualify for WRAP:

- Have income at or below 150% of poverty threshold
- Install a new automatic meter reading device or allow DWSD to install a new meter
- Provide renter's proof of responsibility for water and proof of income.

2) **DWSD 10/30/50 Plan**

Sign up at your nearest Detroit Water and Sewerage Dept office. Customers can sign up for a payment plan starting with a 10% down payment of your total bill. If you default, you can re-enter a payment plan with a 30% or 50% down payment. These payments are added to your current monthly bill. Get more info at http://DetroitMIgov/How-Do-I/Find/Payment-Plan

3) **Online payment assistance through The Human Utility project**

Visit DetroitWaterProject.org for an online service that matches people who need help with their water bills and people who donate money. You can apply online and if they decide to help, they will send the money directly to the water department.

4) **Emergency water pick-up or delivery**

There is an emergency water hotline: 844-42WATER (429-2837) operated by We the People of Detroit. If you need water and are unable to pick it up from one of the locations listed below, they can deliver water to you. Emergency water stations are located at: **Dexter Elmhurst Center,** 11825 Dexter Ave.; **St. Peters Episcopal Church,** 1950 Trumbull; **Mathis Community Center,** 19300 Greenfield Rd.; and **Trinity St. Mark's United Church,** 9315 Fort Street.

PEOPLE'S WATER BOARD
WATER IS A RIGHT

Detroit People's Water Board Coalition

We believe safe, affordable and accessible water is a human right!

The People's Water Board is a coalition of three dozen Southeast Michigan organizations working together to protect our water from pollution, high water rates, privatization; and the denial of water and sanitation services to people unable to afford it.

Our goals include:

- Place a moratorium on Detroit Water and Sewerage Dept. (DWSD) water shutoffs against poor people, especially vulnerable residents like babies, children, seniors and persons with disabilities.
- Restore service to all people whose water and sanitation service has been shut off.
- Implement a Detroit Water Affordability Plan, Learn more at PeoplesWaterBoard.org/
- Advocate for water affordability vs assistance across all municipalities and at the national level.

The People's Water Board coalition holds public meetings on the second Tuesday of each month at 5:30 p.m. at the Cass Corridor Commons at 4605 Cass Ave., Detroit. For more information, contact PWB at info@peopleswaterboard.org PeoplesWaterBoard.org