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Mayor, City of Detroit  
 Detroit City Council  
 Detroit City Clerk  
 DWSD Board of Water Commissioners  
 DWSD Director

DWSD is a city department that provides water and sewerage service to the Detroit area. One of the largest departments in the country, DWSD provides service to approximately one million people in Detroit and three million people in neighboring southeastern Michigan communities throughout Wayne, Oakland, Macomb, St. Clair, Lapeer, Genesee, Washtenaw and Monroe counties. The 1,079-square-mile water service area includes Detroit and 126 suburban communities while wastewater service covers a 946-square-mile area encompassing Detroit and 76 neighboring communities. By Michigan statute, DWSD is a not-for-profit entity. Water and sewer rates are based on cost of service only and the Department receives no subsidies from property taxes.

RATES IN 2011

New rates for water and wastewater service have been approved, resulting in an increase for Detroit customers. Under the new DWSD rates, however, typical families in Detroit will still be able to receive vital water and wastewater services for less than \$2 a day.

DWSD recognizes that any increase is difficult and we have worked aggressively to minimize these charges while ensuring vital water and wastewater services are of the highest quality. But the unavoidable fact is that costs for providing these services are rising, and the number of customers in Detroit is shrinking – leaving fewer to share the costs of water and sewer services in Detroit. As a not-for-profit agency that receives no tax dollars, these cost pressures must be dealt with through rates and fees.

DWSD continues to examine ways to further reduce expenses without jeopardizing services.



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SET UP A BUDGET PAYMENT PLAN

DWSD now offers customers the opportunity to open budget payment plans. Under these plans, which are similar to budget plans offered by DTE Energy, participating DWSD customers will receive a flat monthly bill based on their actual usage. The account will be routinely reviewed to ensure that budgeted payments reflect actual usage. Call our customer service line at (313) 267-8000 or come into one of our three customer service centers to set up your plan!

Eligible customers must have no outstanding balance owed, and must have DWSD's new Automated Meter Reading (AMR) technology installed.

*If you do not currently have the AMR technology, please contact Customer Service at 313-267-8000 to schedule an appointment for this free installation.*



**To set up a Budget Payment Plan you must have DWSD's new Automated Meter Reading (AMR) technology. To schedule an installation or to confirm you have the technology installed, call (313) 267-8000.**



## WINTER WATER MAIN BREAKS

While it may seem as if there have been an unusually high number of water main breaks recently, the number is actually below normal for this time of year. What we in Detroit have experienced is an extremely cold winter. Temperature extremes (either very hot or very cold) are one of the most common reasons that mains break. Add aging infrastructure (old pipes) to the mix, and the number of water main breaks experienced will substantially increase.

The fact remains that when you are responsible for thousands of miles of water mains, there will be main breaks. But whether the number of breaks is unusually high, or below normal, it's always serious when it happens to YOU.

Our staff is dedicated to maintaining the hundreds of miles of water mains within the city, but we can't do it without your help.

**If you see a water main break, contact DWSD 24-hour Emergency Maintenance and Repair Center at (313) 267-7401.**

When a water main break does occur in your neighborhood, there is a strong system in place to respond and repair. Sometimes this system takes time in order to make sure

- 1 the most severe breaks are dealt with first,
- 2 neighbors are aware of work, and
- 3 other important utility lines—natural gas, electrical and cable—are clearly marked and protected. But rest assured, all breaks are taken seriously and are responded to promptly.

But we can't do it without your help. If you see a water main break, contact DWSD 24-hour Emergency Maintenance and Repair Center at (313) 267-7401. With your help, all Detroit residents can continue to enjoy some of the best tasting water in the country.



## RATES IN 2011

*Continued from page 1*



Much has been done already. Staff is doing more with less and is streamlining needed construction projects and system improvements to ensure that it is only investing in critical needs. However, there

remain cost pressures that are beyond DWSD's control and that must be dealt with through rate adjustments.

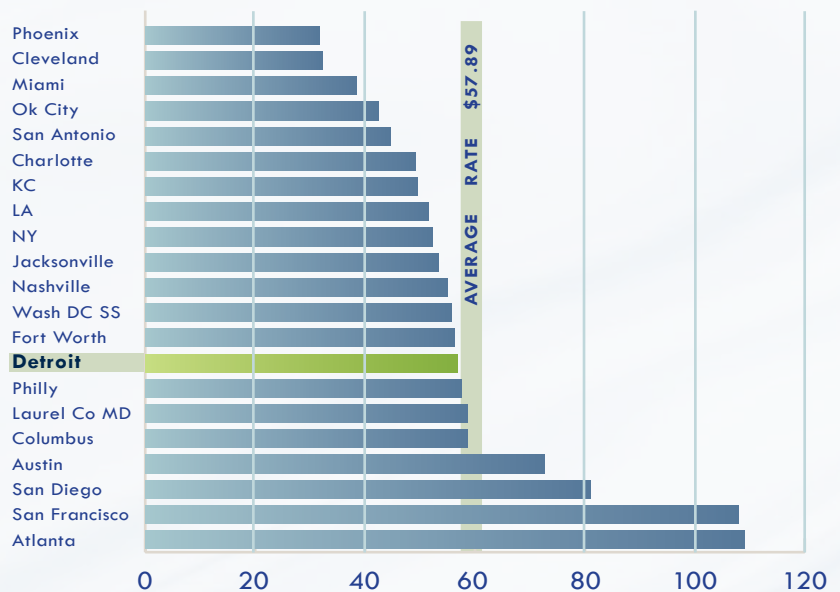
### But there is good news.

**Despite the fact that costs continue to rise, healthy, safe drinking water and reliable wastewater services remain one of the most affordable services in the region.**



In fact, in comparison with other major U.S. cities, DWSD rates remain below average.

## Monthly Retail Water and Sewer Charges – Residential



Source: American Water Works Association - 2008 RFC Survey

**To learn more about rates and DWSD's bill payment options and plans, go to [www.DWSD.org](http://www.DWSD.org).**

# ONLINE BILL PAYMENT NOW AVAILABLE

## DWSD customers now may pay bills online at [www.DWSD.org](http://www.DWSD.org).

Thanks to a newly-launched and upgraded billing system, DWSD customers can now access important billing information at the touch of a button any time of the day. And even more online services will come this year as part of DWSD's ongoing effort to continually improve service to Detroit customers.

Those with computer access can now go online at [DWSD.org](http://DWSD.org) to access important account information and to **pay your bills using a credit or debit card**. Take advantage of either:

### "Standard" Account Service

With this access you can:

- Set up one-time bill payments
- Check your account balance and due date
- View consumption, billing and payment history



### "Premium" Account Service

With Premium Service you can enjoy all the benefits of Standard Service and can also:

- Set up and change your user profile
- Sign up one-time or recurring online bill payment
- Request services (such as service transfers and disconnections, meter read requests)
- Enroll to receive an electronic bill in addition to a hard copy
- Enroll to receive email notification that your bill is available

***All customers can enroll into the Premium Service option with a valid identification and proof of property ownership.***

About the only thing a customer will not be able to do online is create a new account because of the need to verify identity, and property information.

## Continually improving your service

The online options now available, in addition to the new capabilities that will be introduced later this year are all part of DWSD's ongoing effort to continually improve customer service. We value our customers and understand that the process of bill payment can be improved. It is our commitment to continually explore and implement new technologies and practices that will serve you better.

More information is available by calling  
**(313) 267-8000.**



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## Detroit Residential Water Assistance Program



The Water Assistance Program launched by DWSD and the Department of Human Services (DHS) helps low-income Detroit residents manage their water and sewerage bills. Customers eligible for the Detroit Residential Water Assistance Program will receive a credit on their monthly water bill, but will be required to pay any existing balance. Priority for assistance will be given to eligible households of families receiving Family Independence program (FIP), food stamps, state disability, social security, and supplemental security income (SSI) assistance. Customers can contribute to this valuable community fund through their water payment. Detailed information about the Water Assistance Program can be found by calling or visiting any DHS Service Center.



## Budget Payment Plan

DWSD customers can now set up a Budget Payment Plan with a fixed monthly payment based on previous customer usage. Eligible customers must have no outstanding balance owed, and must have DWSD's new Automated Meter Reading (AMR) technology installed. Please contact Customer Service at 313-267-8000 to schedule an appointment.

## Payment Plan Agreements

DWSD understands that bill payment can be particularly difficult for some customers. Those customers may enter into a Payment Plan Agreement for their water and sewer bills. Interested customers should visit any one of DWSD's Customer Service Centers at 735 Randolph Street, First Floor, 13303 E. McNichols (1½ blocks west of Gratiot), or 15600 Grand River (1 block west of Greenfield) to discuss arrangements.

Northwest Activity Center  
18100 Meyers  
313-887-6656

Butzel Family Center  
7737 Kercheval  
313-852-7486

5031 Grandy  
313-852-5634

13303 E McNichols  
313-628-0775

