



Detroit Water and Sewerage Department



Detroit newsletter

IN THIS ISSUE...

- ◆ Introducing New Website.....1
- ◆ Green Infrastructure.....2
- ◆ Introducing New Online Services..... 3
- ◆ Reporting Leaks.....3
- ◆ Customer Assistance Programs..... 4

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

NEW WEBSITE PROVIDES MORE SERVICES AND INFORMATION

Detroit Water and Sewerage Department customers will now see a website with a new look, new capabilities, and a more user-friendly format at www.dwsd.org. The completely-redesigned site, online now, makes it easier for customers to access their personal accounts, pay bills and request services; and makes important water and sewer information more easily accessible with the click of a mouse.

“Our goal was to create a modern-looking website that allows us to more effectively reach our customers,” said Darryl Latimer, Deputy Director. “I believe all our suburban and Detroit customers will be pleased with the result of our efforts.”

“DWSD provides water and sewer services to approximately four million people through southeast Michigan, either directly or through the suburban communities we serve,” said Mary Sevakis, Public Affairs Manager. “We know that a large percentage of these people access their information online and we want to make sure they can easily navigate to important DWSD information at a time that is convenient for them.”

In addition to providing a fresh new look and simplified navigation, DWSD’s revamped website continues to regularly add new online capabilities for customers, including a variety of service request options (see “New Online Services Available at DWSD.org”).

Detroit residential customers without internet access can still visit one of DWSD’s customer service centers, or call a Customer Service representative at (313) 267-8000 for account and billing information.

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.





GREEN INFRASTRUCTURE HIGHLIGHTED

Early this summer, the Southeast Michigan Council of Governments (SEMCOG), along with the Detroit Water and Sewerage Department (DWSD), hosted a bus tour for State of Michigan administrators. The focus of the tour was to demonstrate, through real-life examples, the environmental and fiscal benefits that can come through green infrastructure. Those real-life examples were illustrated to tour participants through a variety of projects underway in the City of Detroit.

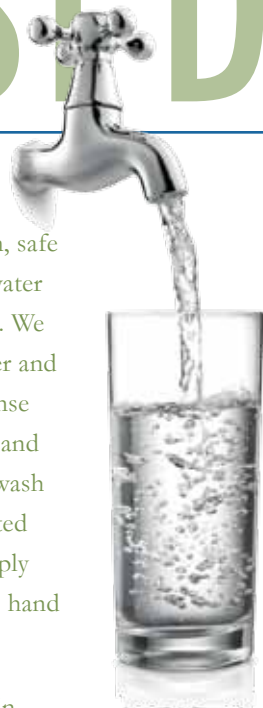
Among the highlights was a presentation and tour of the Upper Rouge Combined Sewer Overflow tributary area, which is the focus of DWSD's green infrastructure efforts. Tour participants were able to view a newly planted stormwater forest and examine future opportunities for greening vacant property and retrofitting roads with green infrastructure. To learn more, visit DWSD.org or greeningofdetroit.com.



Special thanks to Amy Mangus, SEMCOG Plan Implementation.

A gallon of water in the City of Detroit costs three cents. When compared with products we use every day, the high quality, great tasting, reliable water we enjoy in Detroit is **clearly** one of the best deals in town.

A GALLON OF TAP WATER BEST DEAL



Sometimes, it's easy to forget the role that a clean, safe and abundant supply of water plays in our everyday lives. We start our day with a shower and a hot cup of coffee, we rinse our produce, clean dishes and clothes, water plants and wash our cars – taking for granted the fact that a reliable supply of water will always be on hand when we turn the tap.

Water plays a crucial role in our lives, and yet we're still able to enjoy that product for less than \$2 a day in Detroit. Compared against other products, this is a tremendous value and is, in fact, a bargain when you consider the public health, fire protection, economic and quality of life benefits that public water provides.

The Detroit Water and Sewerage Department is proud of the contribution that clean, safe water makes in our community and is committed to keeping water supply affordable while also ensuring that safety and reliability are always top priorities. For more information about DWSD programs and costs, visit our revamped website at www.DWSD.org.

in Detroit

\$0.03

3 CENTS

COMPARED TO A GALLON OF...

\$23.00

\$3.99

\$3.45

YOU CAN HELP REPORT LEAKING WATER IN DETROIT

CALL

267-7401

NEW ONLINE SERVICES AVAILABLE AT DWSD.ORG

As part of ongoing efforts to enhance service to our customers, customers with "Premium" access can now access several DWSD services online. (All customers can enroll into the Premium Service option with a valid identification and proof of property ownership.) By visiting DWSD.org, premium access customers can now take advantage of the services listed below.

- Request a field investigation associated with your water/sewer bill
- Request payment extensions
- Request a final meter reading before a real estate closing
- Request a meter reading
- Request a budget plan
- Request electronic bill delivery
- Submit a bill dispute
- Request a document
- Request an installment plan
- Request water usage

Are you having difficulty keeping current on your water bill?

DWSD's new **BUDGET PAYMENT PLAN** can help.

In today's economy, we're all working hard to manage our expenses. With a budget payment plan, you'll know exactly what you owe each and every month with no guessing involved. Under this plan, which is similar to budget plans offered by DTE Energy, participating DWSD customers will receive a flat monthly bill based on their actual usage. The budget plan doesn't eliminate the need to pay your bill but it does eliminate the guesswork each month.

Customers with "premium" access can go online today to set up a budget plan. (All customers can enroll into the Premium Service option with a valid identification and proof of property ownership.) You can also 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 DWSD's new Automated Meter Reading (AMR) technology installed and cannot have an outstanding balance that is more than 60 days past due. 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.



These new service options are one part of an overall program to improve service to our water and wastewater customers and to make service requests easily accessible online.

Wasting water is a shame. But residents can help stem the flow. Vacant properties in Detroit create a number of challenges for our community – including theft of copper and metal pipes, and the resulting water leaks. There are many steps involved with addressing these leaks, and with DWSD's limited workforce, broken water mains and customers without water get a higher priority than vacant homes.

But the bottom line is that we have not addressed some of these vacant home leaks as quickly as we would like and we regret the loss of water as well as the inconvenience this has caused for residents and neighbors. We are examining our processes and working aggressively to address each and every reported water loss problem at vacant homes in the City of Detroit. At present, we know of 50 vacant properties where running water has been reported and we have a plan in place to disconnect water. But we know there are many more vacant properties with running water that have yet to be reported. We encourage residents to call us at **267-7401** to report these issues and thank all of you who have helped already.

CUSTOMER ASSISTANCE PROGRAMS

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.

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 (1 1/2 blocks west of Gratiot), or 15600 Grand River (1 block west of Greenfield) to discuss arrangements.

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 DWSD's new Automated Meter Reading (AMR) technology installed and cannot have a balance that is more than 60 days past due. Please contact Customer Service at 313-267-8000 to schedule an appointment.

DHS Service Centers

Northwest Activity Center
18100 Meyers
313-887-6656



Butzel Family Center
7737 Kercheval
313-852-4786



5031 Grandy
313-852-5634



13303 E McNichols
313-628-0775

