

Contact us... don't default on your account

The Detroit Water and Sewerage Department (DWSD) wants to help you keep your account with us current and maintain uninterrupted service. We offer two different payment assistance programs.

DWSD Retail Customer Payment Plan Agreement (PPA)

The payment plan agreement sets affordable monthly payments so the customer who is behind on his/her account can get caught up.

- Agreement arrangements may be made with any customer service representative at any Customer Service Center
- Customers may negotiate a payment plan agreement (PPA) when full payment cannot be made
- The PPA will be in writing, and includes:
 - ❑ Account number
 - ❑ Service address
 - ❑ Amount due
 - ❑ Billing period ending date
 - ❑ **Down payment required - as low as 30 percent of amount due**
 - ❑ Payment amounts and frequency
 - ❑ Payment due dates
 - ❑ Customer name, address, and telephone number
 - ❑ Signatures of customer and DWSD representative



See a customer service representative at:

735 Randolph, Detroit MI 48226 (Bates entrance)

Hours: Monday - Saturday, 8:30 a.m. to 4:30 p.m.
(closed on Saturday between 12 and 1 p.m.)

13303 E. McNichols, Detroit MI 48205 (1 1/2 blocks west of Gratiot)

Hours: Monday - Friday, 9:00 a.m. to 5:00 p.m.

15600 Grand River, Detroit MI 48227 (one block west of Greenfield)

Hours: Monday - Friday, 9:00 a.m. to 5:00 p.m.

Customer Service (all centers): 313-267-8000

Detroit Residential Water Assistance Program (DRWAP)

The Detroit Residential Water Assistance Program (DRWAP) assists low-income individuals and families with funding (based on income level) so that their water bill will be a fixed monthly payment.

- Avoids service disconnection and eliminates account arrearages
- Provides energy education to aid in reducing water bills/water usage
- To qualify, a customer must be:
 - ❑ Shut off or pending shutoff
 - ❑ At or below 200 percent of current federal poverty level
 - ❑ Living in a single-family dwelling and responsible for the household water bill
- The customer requesting assistance under the DRWAP must supply the following information/materials:
 - ❑ Income documentation, for all household members 18 or older, for the previous 12 months
 - ❑ Current picture identification for each household member who is 18 or older
 - ❑ Verification of the ages of all minor household members (for example: birth certificate, immunization records, school records, etc.)
 - ❑ Current DWSD water bill, and payment/consumption history
 - ❑ Proof of home ownership (or, if renting, lease or rental agreement that indicates who is responsible for the water bill)



Apply at DHS Community Service Centers:

- 18100 Meyers, Detroit MI 48235 • (313) 887-6656
- 7737 Kercheval, Detroit MI 48214 • (313) 852-4786
- 5031 Grandy, Detroit MI 48211 • (313) 852-5634
- 13303 E. McNichols, Detroit MI 48205 • (313) 628-0775

Set Up Budget Payment Plan

DWSD now offers customers the opportunity to open budget payment plans. Participating 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
- ❑ DWSD's new Automated Meter Reading (AMR) technology

To set up a Budget Payment Plan you must have DWSD's new Automated Meter Reading (AMR) technology.

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.



**Having
trouble
paying
your
water
bills?**

Payment options are available!

**Keep uninterrupted water
and sewer service!**