



WE THE PEOPLE OF DETROIT

Our focus will always be centered on what is equitable and just.

Board of Directors
Monica Lewis-
Patrick, President

Debra Taylor, Chief
Financial Officer

Cecily McClellan,
Director of Water
Works

Chris Griffith,
Co-founder

Aurora Harris,
Co-founder

September 20, 2023

Chair Einhauser
Water Board
735 Randolph Street building 1st floor
Detroit, MI 48226

Greetings Chair Einhauser,

We the People of Detroit has been working diligently with the Detroit Water and Sewerage Department on the Lifeline Plan since its inception in May of 2022, through its implementation on August 1, 2022, to the policy update in April of 2023, to now. The DWSD Lifeline Plan is a step in the right direction toward a permanent, income-based water affordability program. Residents' continued enrollment and participation is critical to the Program's success.

At the Board of Water Commissioner's meeting on August 16, 2023, it was stated that there is a number of residents enrolled in the Lifeline Plan who are behind on their bills. Based on the June 19, 2023 DWSD Key Data Results Lifeline Affordability Plan, over 3,500 customers enrolled in the DWSD Lifeline Plan did not pay their last invoice. In the Lifeline Plan Administration Policy, **Section 6.7 entitled Failure to Comply with Lifeline Plan Requirements, subsection 6.7.1. states (emphasis added):**

"If DWSD determines an enrolled Customer is not in compliance with plan requirements (i.e. failure to allow installation of functioning meter, *no payment, a partial payment, a Program Arrearage or a balance forward for one (1) month*), DWSD will notify the Third Party Administrator to [sic] will perform outreach with Customer to provide case management services."

For customers who are enrolled in the Lifeline Plan and are not in compliance due to no payment, a partial payment, a program arrearage, or a balance forward:

1. What is the total number of customers who are not in compliance?
2. Are customers receiving bills over the Lifeline Plan payment amount?
If so, how many?

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3. On average, how many months of payments have been missed?
4. Has the lack of program compliance been communicated to the customer? If so, how?
5. Has DWSD notified Wayne Metro of customers who are out of compliance?
6. Has Wayne Metro performed outreach and case management services (per the policy statement above)?
7. What are the common reasons for non-payment given by customers?
8. What is the status and follow-up from Wayne Metro's outreach and case management services?
9. What is being done by Wayne Metro to help customers come back into compliance?
10. Have any customers been unenrolled from the Lifeline Plan? If so, how many?

Thank you for your response.

CC: Board of Water Commissioners

Detroit Water and Sewerage Department Staff

Wayne Metro – Attn: Louis Piszker

Detroit Office of the Ombudsman – Attn: Bruce Simpson

In commitment to building the Beloved Community,

B.G.S, M.A.L.S.

Monica Lewis-Patrick
CEO and President

She/Her/Hers

[Attendee to activist: Rev. JoAnn Watson's life changed after the 1963 Detroit Walk to Freedom](#)