

President, National Federation of the Blind Detroit Chapter
Richard Clay
(313) 247-3301
savingoursonsrc@yahoo.com

Submitted To
Board of Water Commissioners
05/22/2024

- Allow blind consumers full in-person access to the building on Randolph street via walk-ins to pay their water bills and resolve their cases with a DWSD Worker;
- Allow blind consumers full in-person access to the building on Randolph street via appointments to pay their water bills and resolve their cases with a DWSD Worker;
- Begin work immediately to make your kiosk terminals for bill-paying fully accessible to the blind and visually impaired;
- Move to begin offering blind and visually impaired consumers the option of receiving their water bills in either Braille or large-print format as other utilities already do; and,
- Increase the monthly water usage number of CCFs permitted to consumers eligible for DWSD's Lifeline Plan AKA Water Affordability Plan from six to seven in order to reflect the true spirit of the plan and needs of Detroit's Consumers.