

# NOTICE TO LIFELINE PLAN ENROLLED HOUSEHOLD:

***Your Lifeline Benefits Will EXPIRE on October 1, 2024***

*The Detroit Water & Sewerage Department (DWSD) Lifeline Plan policy and funders require all participating households to re-certify on or after October 1, 2024.*

*To avoid disruption to your Lifeline Plan benefits*  
**ACT NOW!**



**Use the QR code to sign in and start the re-certification and re-enrollment process**

OR

**Call Wayne Metro at 313-388-9799.**

Have questions? Email: [wmuniversalapplication@waynemetrol.org](mailto:wmuniversalapplication@waynemetrol.org)

*You must re-certify and re-enroll in the Lifeline Plan **each year** in order to remain eligible. The program year runs from October 1 to September 30.*

**Wayne Metro's dedicated customer service team can help guide you through the process and answer any questions or concerns.** Through this recertifying process, Wayne Metro can help identify any new needs or changes in your household and assist with providing additional help due to unplanned circumstances. Here are the items you will need to have ready:

- Proof of household income
- Any changes in your household member size

## Reminder:

**Lifeline households must make the monthly tiered payment of \$18, \$43, or \$56 in full each month plus any overage charges for water and sewer consumption above the allocated amount. The Lifeline Plan policy states: "if the customer receives two (2) consecutive bills with a balance forward due to non-payment or partial payment, the customer is automatically unenrolled from the Lifeline Plan."**



**DWSD is here to help, visit [detroitmi.gov/water](http://detroitmi.gov/water) to learn more about Lifeline and our new EasyPay Plan.**