



ATTN: Matthew Phillips
Detroit Water and Sewerage Department
Board of Water Commissioners
Customer Service Committee
735 Randolph St.
Detroit, Michigan 48226

RE: Shut Off Data & EasyPay, Lifeline Plan H2O

June 22, 2026

Dear Mr. Phillips,

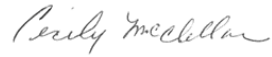
It is our hope that this communication reaches you in good health and spirit. We the People of Detroit (WPD) has enjoyed working with you over the years, and you have been of great assistance in resolving residents' water access issues. WPD is *very* concerned about the Detroiters who have broken their EasyPay plan agreements – which exceeds 17,000 households. As we understand, these households are now at risk of having their water shut off – with no reprieve or viable alternatives.

The number of DWSD customers who are at risk of losing their water service is further compounded by households who are low-income and eligible for income-based water assistance programs, but due to insufficient funding, are unable to enroll in programs like the Detroit Lifeline H2O (this includes the more than 25,000 households who were previously enrolled in Lifeline). In order to promote clean, safe, and affordability water for Detroit residents it is imperative that we have an accurate number of households who have lost their water access due to non-payment, those who still have their water shut off, and those who have been able to have their water access restored. Water service disconnections for December 2025 and for all of 2025 were reported earlier this year at the January 2026 Board of Water Commission Customer Service Committee meeting.

Given the information above – and to promote transparency – we are asking DWSD to add monthly water shut offs due to non-payment and restorations to your online dashboard; providing shutoffs due to non-payment and restorations for each month and a year-to-date total for each.

We appreciate your responsiveness to our requests. Please provide a timeline of when we can expect to see this information added to your website. Thank you.

In commitment to building the Beloved Community,



Cecily McClellan

CC: Board of Water Commissioners

Gary Brown, Director, Detroit Water and Sewerage Department

Sam Smalley, Deputy Director, Detroit Water and Sewerage Department

Sherry Gay-Dagnogo, Detroit Ombudsman