



© Alex MacLean/The New York Times/Redux

Detroit Water and Sewerage Department:

Transforming into an Anchor Institution which Solves Problems in the Community

Transforming the Detroit Water and Sewerage Department (DWSD)



1. Addressing **water affordability**
2. Rehabilitating **water and sewer system**
3. Becoming one of the **greenest cities in America**

Detroit's water utility

Striving to be an
anchor institution

Affordability tools, green
stormwater infrastructure and
capital improvement program

Compassionate and innovative programs

Compassionate and Robust Assistance Plan





*Income restrictions and eligibility requirements apply.

Program Benefits:

-  Assistance up to \$1,000 per household per year. \$25 monthly bill credit + help with arrears.
-  Home water audit for households above 120% of average usage
-  Home repairs up to \$1,000 per household to fix minor plumbing issues leading to high usage
-  Water saving kits and consumer training classes
-  Supportive WRAP-Around Services

WRAP Participant Qualifications:

- ✓ Have income at or below 150% of poverty threshold
- ✓ Install a new automatic meter reading device or allow DWSD to install a new meter
- ✓ Provide proof of residency & income
- ✓ Provide renter's proof of responsibility for water on lease
- ✓ Stay current on monthly bill payment



WRAP funding is made possible by the Great Lakes Water Authority.

Call 313.386.WRAP (9727)
or visit www.waynemetrol.org/wrap



- WRAP, the Water Residential Assistance Program largely designed with input from the Blue Ribbon Panel on Affordability
- More than **\$40M** allocation over the next 10 years per the MOU with the Great Lakes Water Authority
- Includes **five primary benefits** delivered by a third-party administrator:
 - Conducting **water conservation audit** with up to **\$1,000** in minor home plumbing repairs;
 - **Freezes** arrearages for **12 months**;
 - Provides **\$25** monthly bill credit for one year;
 - Offers up to **\$700** toward past due balances; and
 - Identifies other needs and secures **wrap-around social services** as necessary

The WRAP Effect



WRAP enrollee who received
home plumbing repairs

- Detroiters enrolled to date: **7,264 households**
- Minor home plumbing repairs: **733 households**
- New enrollees per day: **50 households**
- Year one enrollees who have renewed for an additional 12 months: **372 households**
- Total dollars committed since March 2016: **\$6,039,842.78** (including public contributions)
- Funds available through December 31: **\$1,476,245.86**

Reducing the Flow as Affordability Tool



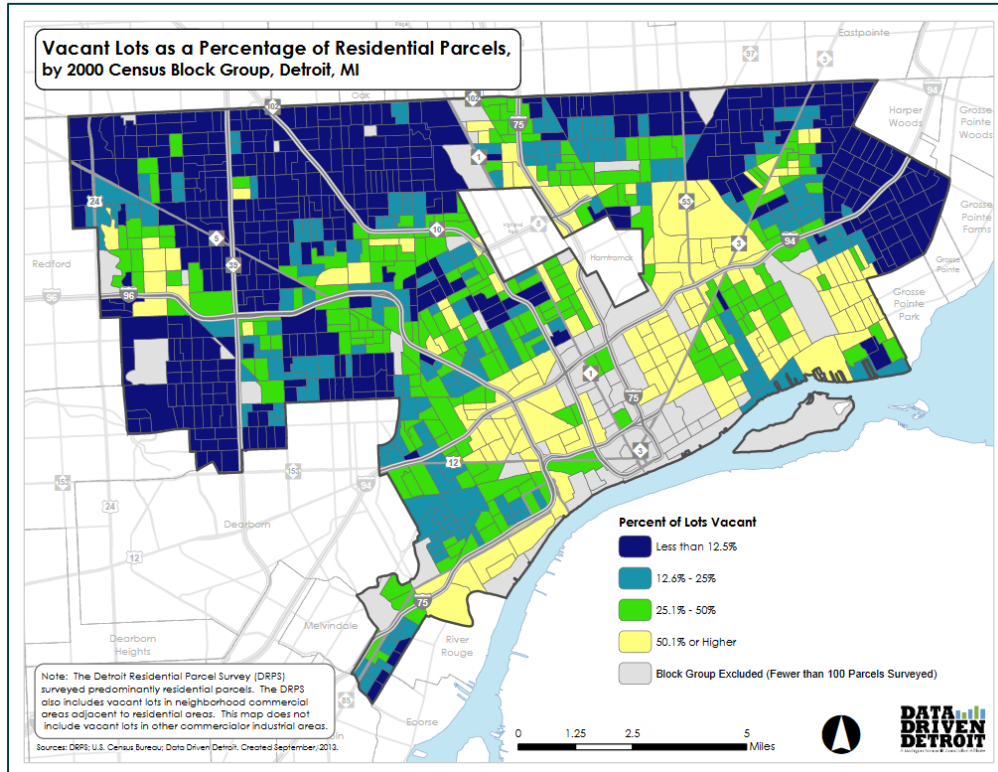
- **Help reduce water bills by replacing high-volume toilets in Detroit households**
 - Up to two low-flow toilets per house replaced at no cost to the resident
 - Licensed plumbers will do the work
- **Pilot program in Fall 2017 to replace 500 high-volume toilets in low-income households through WRAP**
 - Compile data of water and sewer bill impact before and after toilet replacement
- **Launch citywide toilet replacement program in Spring 2018 with no income restrictions to participate**
 - Expected to take up to five years to replace all high-volume toilets

Addressing the Aging Infrastructure: Four-Year Capital Improvement Program



- More than **\$400 Million** capital improvement program to **begin to rehabilitate the water and sewer system**
- **Pilot projects beginning October 2017** to assess the water and sewer system in North Rosedale Park and Cornerstone Village
 - Flow assessment
 - Water main and sewer line condition
- Based on engineering studies, will begin construction projects in 2018

Managing Stormwater: Becoming the Greenest City in America



- Green stormwater infrastructure program oriented **toward more effective, less expensive wet weather management solutions**
- **Unique circumstances:**
 - Public land holdings
 - High storm water management cost structure
 - Engaged community partners
 - Non-profits
 - Philanthropic organizations
 - Significant **economic impact across many customer groups**
 - Churches
 - Small businesses
 - Legal and regulatory challenges



facebook.com/DWSDDetroit



[@DetroitWaterDep](https://twitter.com/DetroitWaterDep)



[@detroitwatersewerage](https://instagram.com/detroitwatersewerage)