

A Greener Detroit:

Stormwater Management (Drainage)

Residents and Faith-Based Outreach



MARCH 2018

Messaging

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A Greener Detroit: Stormwater Management For Residents and Faith-Based

- For most of the city's 380,000+ parcels, this is not a new charge. DWSD is working to bill all customers the same rate based on the amount of hard, impervious surface on their property.
- Residents and faith-based are the last customer classes to transition to the impervious-acre drainage rate, effective July 2018.
- Residents will receive a 25% automatic credit for disconnected imperviousness. The Drainage Charge for 56% of residents are expected to remain flat or decrease.
- An estimated 20% of faith-based organizations will see a decrease, while about 80% of faith-based organizations are likely to see an increase. A majority of the faith-based organizations will receive the 5 year transition credits.
- Call to Action: Verify data, impervious acres, classification, etc. Residents should have disconnected downspouts. Faith-based organizations should leverage Community Outreach Credits and consider Green Stormwater Infrastructure (GSI).

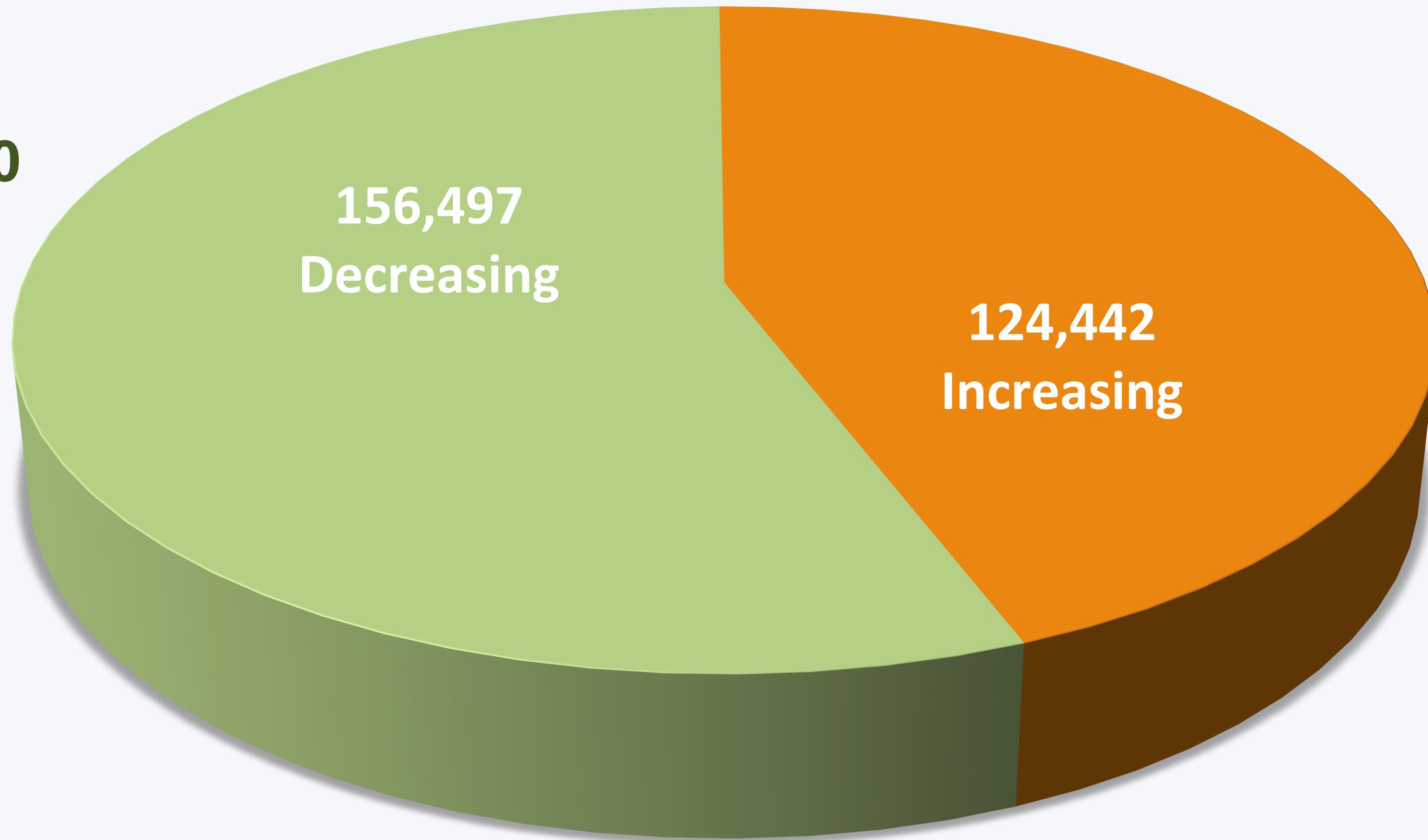


Residential Impact

Estimated Residential Drainage Charge Transition August 2018

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Out of 281,000
residential
parcels in
Detroit:



The drainage charge for 56% of residential properties are expected to decrease.

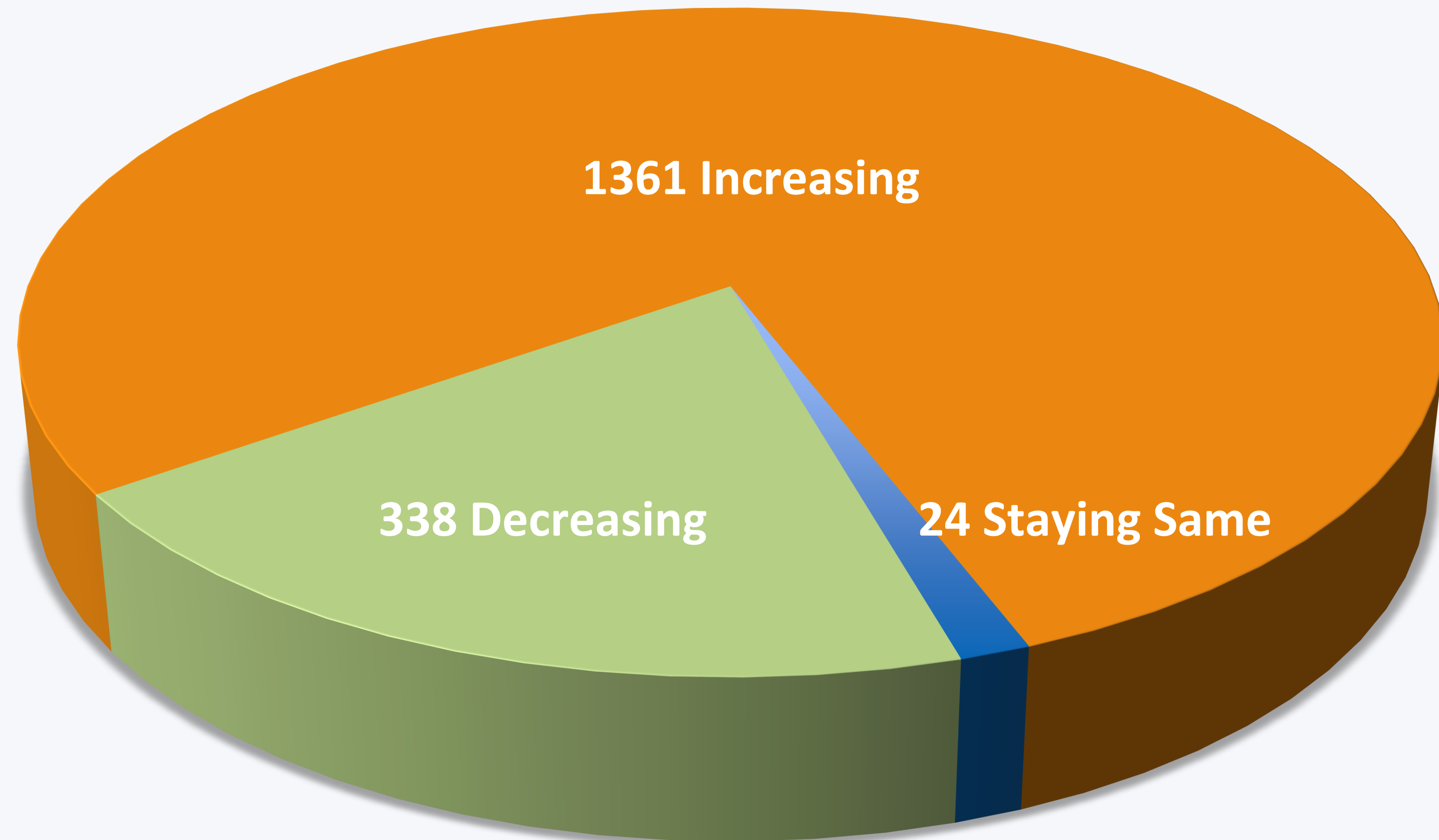
*Rates based on current forecasting models and are subject to change.

Faith-Based Impact

Estimated Faith-Based Drainage Charge Transition August 2018

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Out of 1,723
faith-based
organizations
in Detroit:



80% of faith-based organizations are likely to see an increase in their drainage charge.

*Rates based on current forecasting models and are subject to change.

DWSD Payment Assistance

A Greener Detroit: Stormwater Management For Residents and Faith-Based

- WRAP: Residential customers at/below 150% of poverty level receive \$25 credit monthly, past due balance frozen for 12 months and up to \$700 towards the arrearage, water audit and up to \$1,000 in repairs, and additional 12 months assistance if eligible.
- 10/30/50 Plan: Payments spread over 24 months with 10% down payment on past due balance. Eligible for all customers.



**City of Detroit
COMMUNITY ACTION ALLIANCE**

WRAP

Water Residential Assistance Program

*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 to allow DWSD to read a new meter
- ✓ Provide proof of residency
- ✓ Provide responsible water use
- ✓ Stay current on monthly bill

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

Wayne Metropolitan Community Action Agency | eco WORKS | U.S. DEPARTMENT OF HOUSING & URBAN DEVELOPMENT | OLHSA | A Community Action Agency



DWSD 10 30 50 PLAN

Having trouble paying your water bill?

DWSD Introduces 10/30/50 – a NEW payment plan so you can keep your water ON

How it works:

1. Make a down payment of as little as 10 percent of your past due balance and you're enrolled in the plan!
2. DWSD will spread the remainder of your past due balance over a period of 24 monthly payments*
3. If you miss a payment, you can re-enroll by making a payment of 30 percent of your remaining balance. If you miss another payment, you can re-enroll by making a payment of 50 percent of your remaining balance.**

*Plan payments are in addition to your normal monthly bill
**The total length of time allowed to stay on the plan is 24 months, regardless of how many times you enroll

CITY OF DETROIT

Customer Notification (Spring 2018)

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- DWSD will send postcards to customers whose charge remains flat or will decrease (March 2018).
- DWSD will send postcards to customers that will see an increase, inviting them to scheduled meetings at neighborhood churches (March 2018).
- Messaging will be displayed on the Customer Care Web Portal and kiosks (Spring 2018).
- DWSD will send letters to all residential and faith-based customers, confirming parcel(s), impervious acres, current and expected charge. The sequence of the mailing will be by billing cycle (April-May 2018).
- Impervious acres will be a line item on the July 2018 bill, received in August. On electronic bills, hyperlinks will be used to direct customers to the Parcel Viewer.



Drainage Charge Update

A Rate Change is Coming July 2018... With Little to No Impact For You

You may have heard that DWSD is changing the drainage charge. Yes, DWSD is working to bill all customers the same rate for drainage, based on the amount of hard, impervious acres on their property. Stormwater flows from rooftops and driveways, picks up dirt and debris, enters our combined sewer system and must be treated. The drainage charge recovers the cost for this service.

This summer, most residential customers will transition from a flat monthly fee (\$20.63) to an impervious-acre based rate. For having a greater share of disconnected areas (lawn) where stormwater runoff can flow, residents will receive a 25% credit. Customers receiving this notice should be billed **about the same amount or see a decrease**. Charges will be reflected on bills starting August 2018. See back side for more information.





For more information on the drainage charge program, visit our website: www.detroitmi.gov/drainage

Keep Untreated Sewage Out of Our Rivers

To keep our waters clean, stormwater management is critical. DWSD has invested \$1.5 billion in wet weather treatment and must recover \$151 million each year in stormwater related costs.

Residents can help DWSD keep untreated sewage discharges from our waters by reducing flows to the system. Residents should **disconnect downspouts** and directing stormwater to their lawns.



Check your billing data and impervious acres using the **Parcel Viewer**: <http://arcg.is/29yuxCV>. Starting this summer, impervious acres will be listed on the bill. If your data is incorrect, you can apply for an adjustment.

Visit detroitmi.gov/dwsd for adjustment forms, information on credits, payment assistance and other DWSD programs.

 facebook.com/DWSDDetroit  [@DetroitWaterDep](https://twitter.com/DetroitWaterDep)  [@detroitwatersewerage](https://instagram.com/detroitwatersewerage)



Detroit Water & Sewerage Department
Stormwater Management Group
735 Randolph Street
Room 806
Detroit, MI 48226

CUSTOMER NAME
ATTN: OWNER NAME
OWNER STREET ADDRESS
OWNER STREET ADDRESS 2
OWNER CITY, STATE, ZIP

Face-to-Face Engagement (Mar – Aug 2018)

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- DWSD mapped residential impact by identifying high-increase and low-income customers. Outreach schedule prioritized for these areas.
- Host residential meetings at neighborhood churches. Churches earn Community Outreach Credits.
- Deploy C.A.S.T. (Customer Assurance Specialist Team) to provide live billing updates at select events.
- Align with scheduled meetings by City Council, Dept. of Neighborhoods, City Departments, DEGC, Nonprofit partners, Condo Associations, etc.
- Echo meetings/messaging through DWSD advertising and media campaign.

What is Drainage?
Drainage: Rainwater or snowmelt that drains from your property into the combined sewer system.

GREEN STORMWATER INFRASTRUCTURE
GREEN MORE, PAY LESS WITH DRAINAGE CHARGE CREDITS

GREEN ROOFS
Up to 30% drainage credit
Customers with green roofs – using vegetation on sections of rooftops to absorb and filter rainfall – may qualify for a drainage charge credit.
The Green Roof on the Coleman A. Young Municipal Center provided cost efficient alternative to roof replacement.

BIORETENTION
Up to 80% drainage credit
Bioretention practices are used to store runoff during rain events and filter it into the soil. These practices include mulch, engineered soil, and plants. They may include a variety of plants and trees. Bioretention practices may also be used to filter runoff from parking lots and streets.
3 bioretention gardens at the Coleman A. Young Municipal Center.

WATER CISTERNS AND HARVESTING
Up to 80% drainage credit
Water harvesting practices are used to collect runoff from impervious areas and store it in large cisterns or ponds. Not only can stored runoff be used for watering lawns or vegetation, customers can also qualify for a drainage credit.
Harvesting water for reuse can help save on landscape irrigation and non-potable water uses.

MYTH VS FACT
DRAINAGE CHARGE

- The drainage charge is new.** The Detroit Water and Sewerage Department (DWSD) has been billing customers since the 1975 City Charter authorized charging for water, drainage and sewerage services. DWSD must comply with Michigan law regarding fees for services. The charge was embedded on bills in the sewerage charges until the mid 2000s.
- Only Detroit pays for drainage.** Some communities have separated sewer systems, while Detroit has a combined sewer system. Each community manages stormwater (drainage) differently, so the costs vary based on the type of facilities constructed to meet permit obligations.
- All Detroit property owners are not charged for drainage.** All customers, including government entities, are charged for drainage, except properties with less than 0.02 impervious acres or properties that discharge directly to rivers.
- The charge is a money grab.** The drainage charge is not new. It recovers the cost to capture, convey, pump, treat and safely return combined sewage back to the Detroit and Rouge Rivers – including the \$1.5 billion invested in nine combined sewer overflow (CSO) facilities and other wet weather treatment system improvements. This equates to \$150 million in annual drainage costs.
- The rate is unfair.** The rate is based on each parcel's impact on the sewer system. As of July 2018, all customers will be billed for drainage based on impervious acreage, a rate model used by many municipalities that provide wet weather treatment.
- Rain water is clean.** When rain and snowmelt runoff roofs, sidewalks, driveways, and streets, it mixes with dirt, oil and debris and flows into the combined sewer system. When this runoff is blended with sanitary waste, it must be treated before release into the Detroit and Rouge Rivers.
- The charge should not be monthly because it doesn't rain or snow every month.** DWSD bills for drainage based on annual wet weather treatment costs, determined by analyzing the volume of flow treated on dry days versus wet weather days. This equates to a simpler billing process.

Learn more at www.detroitmi.gov/drainage.

Outreach Schedule

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District Neighborhoods	Mar	Apr
District 4: Alden Park, Milwaukee Junction, McDougall Hunt, Boston Edison	X	
District 4: Northwest Goldberg, Woodbridge, Jefferies, Briggs, Virginia Park, Oakman Boulevard, Midtown		X
District 3: Chandler Park, Balduck Park, Jefferson Chalmers, East English Village, Connor Creek, Marina District		X
District 2: Krainz Woods		X
District 7: Weatherby, Franklin Park		X

Uses TetraTech map “Percentage of Residential Customers with Drainage Bill Increases Compared With Federal Poverty Level – Owner Occupied Households”

Outreach Schedule (Cont'd)

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District Neighborhoods	May	Jun
District 5: Springwells, Southwest Detroit	X	
District 6: Old Redford, Brightmoor, Five Points, Berg-Lahser, North Rosedale Park	X	
District 4: Wayne State, Art Center, Poletown East, Cultural Center, Forest Park, Corktown, Brush Park, Eastern Market, West Side Industrial, Downtown	X	
District 1: Sherwood Forest, Palmer Woods, University District, Detroit Golf, Park Palmer		X
District 6: Grandmont-Rosedale. District 7: Grandale, Belmont, Littlefield		X
District 2: Greenbriar, Mohican Regent, Regent Park, Pulaski, Van Steuban		X

Uses TetraTech map “Percentage of Residential Customers with Drainage Bill Increases Compared With Federal Poverty Level – Owner Occupied Households”

Outreach Schedule (Cont'd)

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District Neighborhoods	Jul	Aug
District 4: Oakman Boulevard, Russell Woods, Petosky-Otsego	X	
District 1: Fitzgerald, Martin Park, Blackstone, Eight Mile-Wyoming, Bagley	X	
District 5: Boynton, Oakwood Heights, Carbon Works, Michigan Martin	X	
District 3: Islandview, Indian Village, West Village, Gabriel Richard Park, East Village	X	
District 7: Parkland, Rouge Park, Warrendale, Herman Gardens	X	
Additional Residential Workshop(s)		X

Uses TetraTech map “Percentage of Residential Customers with Drainage Bill Increases Compared With Federal Poverty Level – Owner Occupied Households”

Integrated Marketing Campaign

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A Greener Detroit: Stormwater Management For Residents and Faith-Based

- Radio
- Digital
- Billboards
- Bus Wraps

