

Customer Service Partnerships



Customer Service Partners



- Detroit Water and Sewerage (DWSD) works with a vast array of partners to provide easy access to bill assistance for customers
- DWSD does not offer any direct bill assistance, but strives to enable organizations in the community to provide this vital service

DWSD Partners



Partner	Description
Water Residential Assistance Program	Administers the distribution of funding to eligible, low-income customers of DWSD, with a vision to create a transformative water utility assistance program focusing on bill assistance, conservation and self-sufficiency initiatives
Water Access Volunteer Effort	Provides assistance to low-income families during a crisis by ensuring uninterrupted access to safe drinking water and sanitation services
Veterans Affairs	Veterans may obtain financial assistance from the Soldiers and Sailors Relief and the Michigan Veterans Trust Funds
Department of Human Services	Offers up to \$175 per year in assistance to qualifying low-income households
Human Utility	Provides assistance to low-income families to ensure water stays connected

How DWSD Partners



- Provides direct lines of communication for easy flow of needed information
- Helps promote DWSD policy and procedure to make starting and keeping service more understandable
- Establishes programs to allow payments that move from organization to the customer's account
- Promotes different options to customers to ensure access to resources

Future of Partnerships



DWSD looks to continue to grow our partnerships and work with even more organizations to strengthen our ties to the community

DWSD's ultimate goal is to be a part of the community that is able to offer as much assistance as possible to our customers through our partnerships with city and community organizations

Questions?