



Water & Sewerage  
Department

# NEED ASSISTANCE WITH YOUR WATER BILL? WE CAN HELP.

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## Downtown Customer Care Center

735 Randolph Street  
Monday-Friday  
8 a.m.-5 p.m.

## Eastside Customer Care Center

13303 E. McNichols Road  
Monday-Friday  
8 a.m.-5 p.m.

## Westside Customer Care Center

15600 Grand River Avenue  
Monday-Friday  
8 a.m.-5 p.m.

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# CUSTOMER ASSISTANCE PROGRAMS

## WRAP, the Water Residential Assistance Program

If you meet the low-income guidelines, you may be eligible for a monthly \$25 bill credit, up to \$700 toward your past-due balance and minor home plumbing repairs. For example, if there are four members in your household and you earn less than \$37,650 every year, you meet the income qualifications. Call **313-386-9727** to see if you qualify and to apply.

## 10/30/50 Plan

No income restrictions to apply. Make a deposit of 10%, 30% or 50% of your past due balance depending upon your account status. The remainder of your balance is spread across 6-24 months. Call **313-267-8000**, visit **[www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill)** or come to a DWSD Customer Care Center to apply.

## Are you a Veteran?

Through the Soldiers and Sailors Relief and Michigan Veteran Trust Fund, Veterans and their spouses may obtain emergency financial assistance to avoid a water service interruption. They also offer other emergency utility assistance. Call **313-224-5045** for more details.

## MDHHS Emergency Services

The Michigan Department of Health & Human Services has emergency financial assistance available for qualifying low-income households. Call **2-1-1** or visit **[www.mibridges.michigan.gov](http://www.mibridges.michigan.gov)** to learn more.

## Other Assistance Partners

Human Utility at **[www.detroitwaterproject.org](http://www.detroitwaterproject.org)**

The Heat and Warmth Fund (THAW) water assistance at **800-866-8429** or **[www.thawfund.org](http://www.thawfund.org)**

United Way for Southeastern Michigan at **[www.unitedwaysem.org](http://www.unitedwaysem.org)** or by **dialing 2-1-1**

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