



Press Release

City of Detroit • Mike Duggan, Mayor

FOR RELEASE:

July 22, 2014

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DWSD Hosts First-Time Water Affordability Fair on August 2nd at the Eastside Customer Service Center to Further Assist Customers with Financial Hardships

- **DWSD aims to assist every customer that needs assistance**
- **All services will be available at the Water Affordability Fair**
- **The downtown Customer Service Center (normally open on Saturday) will be closed**

The Detroit Water and Sewerage Department (DWSD) announced that it will continue its commitment to helping low-income customers by bringing assistance services to them. On Saturday, August 2, 2014, from 8:30 a.m. – 5 p.m., the Department will host a Water Affordability Fair. The event will be held at the Eastside Customer Service Center located at 13303 E. McNichols (1 ½ blocks west of Gratiot). In order to maximize DWSD presence at the Water Affordability Fair, the downtown Customer Service Center location normally open on Saturdays will be closed on August 2.

The Water Affordability Fair will help DWSD ensure that all customers with a demonstrated financial hardship will receive help in paying their water bills.

The DWSD Water Affordability Fair will include DWSD customer service representatives. Customers will be able to pay their water bills and also set up payment plan agreements onsite.

“Every customer that has come to DWSD with a legitimate financial hardship has not had their water service terminated. In cases where the water has been shut off, it’s been restored,” said Darryl Latimer, Deputy Director. “We keep hearing at DWSD that there are poor people who are not receiving the assistance that they need, so we want to help them and we want to make it as easy as possible for them

to receive that help. That’s why we created the Water Affordability Fair – ease of access and ease of assistance. We are here to help.”

In addition to DWSD payment plans, there are several organizations that provide assistance to those who need financial assistance with their water bill. As of July, the Detroit Residential Water Assistance Program (DRWAP) had \$1.06 million to assist low-income customers. Currently, Water Access Volunteer Effort (WAVE) has assisted 8,161 customers, totaling \$1.7 million in assistance; Wayne Metropolitan Community Action has assisted 903 DWSD customers, totaling close to \$1 million. Each program offers assistance ranging from \$500 to \$2,000. DWSD has more than 17,000 customers participating in payment agreement plans.

Customers seeking assistance may contact the following organizations in advance of the Water Affordability Fair.

DWSD Budget Plans/ Water Access Volunteer Effort (WAVE)	(313) 267-8000
Detroit Residential Water Assistance Program	(877) 646-2831
Wayne Metropolitan Community Action Agency	(734) 284-6999

“DWSD’s goal here is simple: We want to ensure everyone has access to water and that they are current or are on their way to getting current on any overdue amount owed,” said Latimer.

About the Detroit Water and Sewerage Department

DWSD supplies high-quality drinking water to Detroit and 127 other communities in southeast Michigan. The Department provides wastewater services to Detroit and 76 other southeast Michigan communities.

DWSD has three customer service locations in Detroit. The locations are:

Downtown Customer Service Center - Water Board Building
735 Randolph Street, First Floor (enter off Bates Street)
Monday through Saturday 8:30 a.m. – 5 p.m., (Closed Saturday, August 2, 2014)

Eastside Customer Service Center
13303 E. McNichols (1 1/2 blocks west of Gratiot)
Monday through Friday 8:30 a.m. – 5 p.m.

Westside Customer Service Center
15600 Grand River (1 block west of Greenfield)
Monday through Friday 8:30 a.m. – 5 p.m.

Customer Call Center

(313) 267-8000
Monday through Friday 8:30 a.m. – 5 p.m.

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