Customer Service

Lifeline H20 Update

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Customer Service & Lifeline H2O Project Manager



Water & Sewerage Department



Lifeline H₂O is Now Live!

- The Lifeline H₂O website and application are now live, and we are accepting applications.
- Detroit residents can apply online or by phone through the Lifeline H2O Application Hotline.
- Designed for ease and accessibility mobile-friendly and bilingual support available.





Customer Notice

- A flyer has been mailed to customers previously enrolled in Lifeline
- Introduces the new Lifeline H2O program
- Includes: program overview, \$34 bill amount, eligibility requirements, QR code/website for application, and the H2O Hotline

NOTICE TO LIFELINE PLAN HOUSEHOLD:

INTRODUCING LIFELINE H₂O



The Lifeline Plan has transitioned to the DWSD Lifeline H₂O, which offers a single affordable all-in bill amount of \$34 per month* for eligible households.

\$34 / MONTH*

*Up to 6 CCF (4,500 gallons) of water usage per month and includes the monthly drainage charge. If your household uses more water in any month, you will be billed at regular DWSD rates.

WHY THE CHANGE?

The plan has been updated to enroll the most households possible based on currently available funding.

The Detroit Water & Sewerage Department (DWSD) Lifeline Plan requires an income-eligible household to apply to determine if you qualify for Lifeline H_2O .

HOW TO APPLY AND ENROLL

Eligibility Requirements:

- Household income is at or below 200% of the federal poverty level (FPL)
- A current DWSD account holder
- Water meter is installed and functioning
- Your account is registered in the DWSD Customer Self-Service Portal
- No past-due balance

You'll Need:

- Proof of household income or enrollment verification from FAP, MEAP, SNAP, or an eligible public benefit program
- DWSD Account Number

Submit Application

Go to

lifeline.detroitmi.gov
or scan the QR code
below:





313-435-2055



DWSD is here to help, visit detroitmi.gov/water to learn more about Lifeline H₂O and our EasyPay Plan.

Easy Ways to Apply

Online



Visit lifeline.detroitmi.gov or scan the QR Code:



- Upload required documents securely
- Receive confirmation on-screen

Lifeline Application Hotline

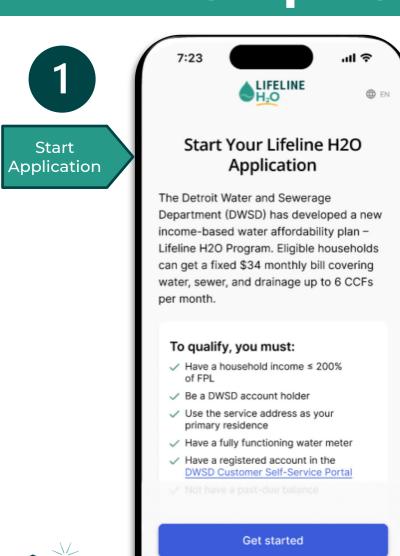


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- Staff assist customers step-by-step
- Ideal for residents with limited internet access



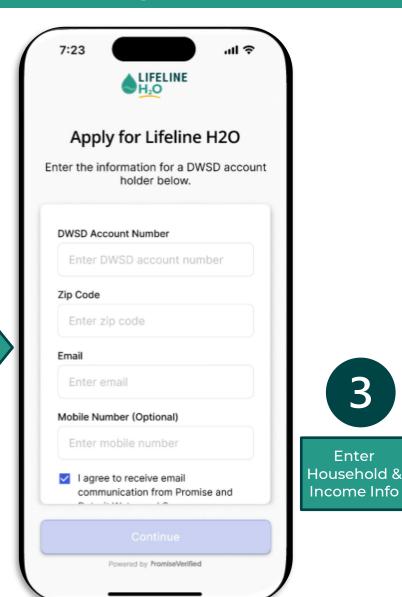
Five Simple Steps to Apply



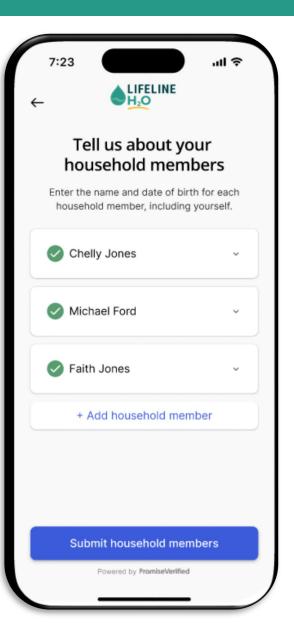
Water & Sewera Department

Powered by PromiseVerified

Enter Account # & Contact Info



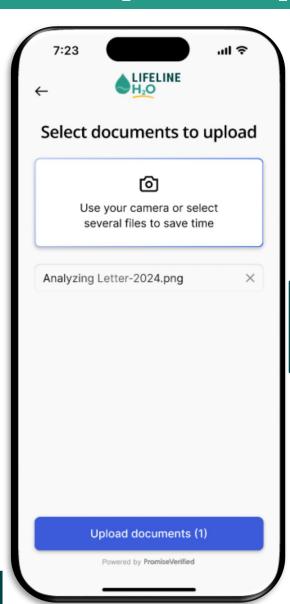
3 Enter



Five Simple Steps to Apply

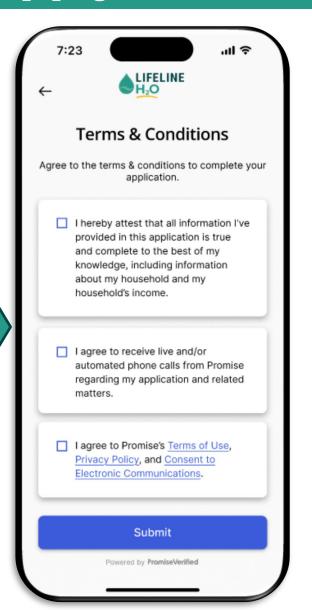
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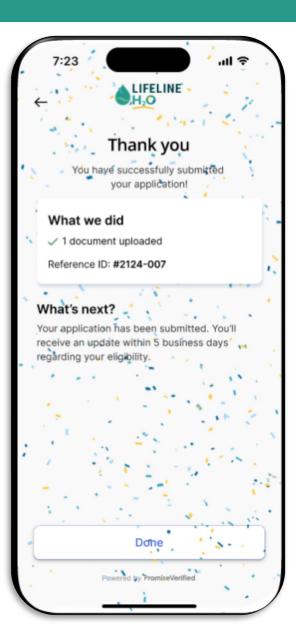
Upload Documents



5

Agree to Terms & Submit Application!







Tamara Smith | Project Manager









