

Customer Service

Lifeline H2O 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



\$34 / MONTH*

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.

**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 H₂O.

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:



OR Call
313-435-2055

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



313-435-2055

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

Five Simple Steps to Apply

1

Start Application

7:23

LIFELINE H₂O

Start Your Lifeline H2O Application

The Detroit Water and Sewerage Department (DWSD) has developed a new income-based water affordability plan – Lifeline H2O Program. Eligible households can get a fixed \$34 monthly bill covering water, sewer, and drainage up to 6 CCFs per month.

To qualify, you must:

- ✓ Have a household income ≤ 200% of FPL
- ✓ Be a DWSD account holder
- ✓ Use the service address as your primary residence
- ✓ Have a fully functioning water meter
- ✓ Have a registered account in the [DWSD Customer Self-Service Portal](#)
- ✓ Not have a past-due balance

Get started

Powered by PromiseVerified

2

Enter Account # & Contact Info

7:23

LIFELINE H₂O

Apply for Lifeline H2O

Enter the information for a DWSD account holder below.

DWSD Account Number

Enter DWSD account number

Zip Code

Enter zip code

Email

Enter email

Mobile Number (Optional)

Enter mobile number

☒ I agree to receive email communication from Promise and

Continue

Powered by PromiseVerified

3

Enter Household & Income Info

7:23

LIFELINE H₂O

Tell us about your household members

Enter the name and date of birth for each household member, including yourself.

✓ Chelly Jones

✓ Michael Ford

✓ Faith Jones

[+ Add household member](#)

Submit household members

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Five Simple Steps to Apply

3

Upload Documents

7:23

LIFELINE H₂O

Select documents to upload

Use your camera or select several files to save time

Analyzing Letter-2024.png

Upload documents (1)

Powered by PromiseVerified

5

Agree to Terms & Submit Application!

7:23

LIFELINE H₂O

Terms & Conditions

Agree to the terms & conditions to complete your application.

☐ I hereby attest that all information I've provided in this application is true and complete to the best of my knowledge, including information about my household and my household's income.

☐ I agree to receive live and/or automated phone calls from Promise regarding my application and related matters.

☐ I agree to Promise's [Terms of Use](#), [Privacy Policy](#), and [Consent to Electronic Communications](#).

Submit

Powered by PromiseVerified

7:23

LIFELINE H₂O

Thank you

You have successfully submitted your application!

What we did

✓ 1 document uploaded

Reference ID: #2124-007

What's next?

Your application has been submitted. You'll receive an update within 5 business days regarding your eligibility.

Done

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[Detroitmi.gov/Water](https://detroitmi.gov/Water)



LIFELINE
H₂O




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