



DWSD Lifeline Key Results

September 2025

2025 Lifeline (9/1/2025)

Lifeline	Total Households	Results
Receiving Lifeline Benefit	7,930	Benefits Provided since 10/1/2024: \$7.5M in GAP \$1M in Arrears
Made a Payment (Partial or in Full)	4,248	54%
Did Not Make a Payment	3,682	46%

- Wayne Metro indicated on 3/31/2025 funds have been exhausted.

2025 Lifeline Enrollment Dashboard

August 2025

Performance Metric			%
Receiving Lifeline Benefit		7,930	
Enrolled Tier 1*	\$18	7,099	89.5%
Enrolled Tier 2*	\$43	281	3.5%
Enrolled Tier 3*	\$56	550	7%
Plumbing Audits		1,476	

Benefit Received by Tier – *August 2025 Billing Cycle*

		Average Gap Payment	Average Arrearage
Enrolled in Tier 1	\$18	\$61.71	\$1,254.59
Enrolled in Tier 2	\$43	\$35.29	\$1,136.20
Enrolled in Tier 3	\$56	\$27.43	\$1,225.85
<i>Average</i>		\$58.39	\$1,248.40

Lifeline Tier Groups: Enrollments and Usage

Based on Household Size

August 2025 billing cycle

Group	HH Members	Base Allocated Gallons per month using Water Conservation Techniques	Average Usage (June)	% Enrolled
Group A	0-4	4,500 or 6ccf	6.59 ccf	92.9%
Group B	5-6	6,750 or 9ccf	10.38 ccf	6.0%
Group C	7-8	9,000 or 12ccf	10.42 ccf	1.0%
Group D	9-10	11,250 or 15ccf	17.50 ccf	.1%
Group E	11-12+	13,500 or 18ccf	7.67 ccf	.01%

- Water usage was determined at 1,125 gallons per month per household member. (Stantec report)
 - Monthly water usage based on inside water use only, using conservation efforts, Detroit region
- For each group, 2 household members are added, water usage is increased by 1,125 gallons per member over the base of 4.
- \$10.032 is based on \$4.492 per 1CCF Water and \$5.54 per 1CCF Sewerage up to 12ccf for sewerage (Based on FY2023 rates)

How To Access Our Services

Online Self-Service Portal

Detroitmi.gov/paymywaterbill

Online Bill Pay

View Account Balance/Usage

Establish an Online Account

Start New Water Service

Stop Service

Leak Adjustment

Deposit Refund

Real Estate Closing

Billing Dispute*

*Services being added this year

Email

MYDWSD@DETROITMI.GOV

New Water Service

Stop Service

Balance Inquiry

Real Estate Closing

Address/Name Change

Landlord Account Setup

Phone

313-267-8000

Bill Pay

New Water Service

Stop Service

Deposit Refund

Real Estate Closing

Billing Dispute

Balance Inquiry

Payment Assistance

Address/Name Change

Leak Adjustment

Payment Locations & Appointments

Payment Drop Box and Appointments

735 Randolph St. –
Bates St. Entrance

DIVDAT Kiosks
Payments

(50+ stations located
throughout the city)
Dwsdkiosk.com



Water & Sewerage
Department

THANK YOU!

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For more information visit: www.detroitmi.gov/dwsd

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