

2025 Lifeline (9/1/2025)

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



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

2025 Lifeline Enrollment Dashboard August 2025

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



Benefit Received by Tier - August 2025 Billing Cycle

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



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	<mark>6.59 ccf</mark>	<mark>92.9%</mark>
Group B	5-6	6,750 or 9ccf	10.38 ccf	<mark>6.0%</mark>
Group C	7-8	9,000 or 12ccf	10.42 ccf	<mark>1.0%</mark>
Group D	9-10	11,250 or 15ccf	<mark>17.50 ccf</mark>	<mark>.1%</mark>
Group E	11-12+	13,500 or 18ccf	7.67 ccf	<mark>.01%</mark>

- 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





THANK YOU!

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

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