



PROGRAM UPDATE: Coronavirus Water Restart Plan

Coronavirus Water Restart Plan to restore water service and prevent new service interruptions at no initial cost to customers

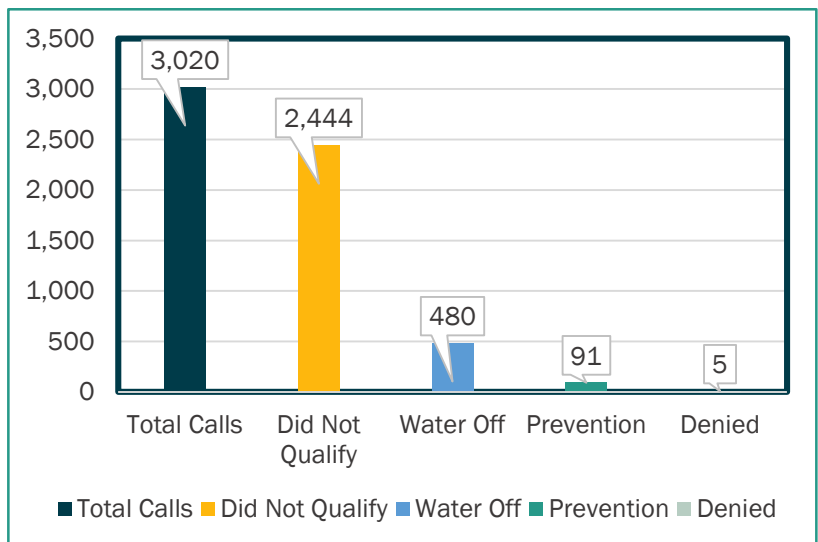
The Coronavirus Water Restart Plan is designed to mitigate any prospective health risks from the Coronavirus COVID-19 by helping to ensure all Detroiters have access to water in their homes. Under the jointly-developed plan by the City of Detroit and the State of Michigan, the State will cover customers' costs to restore water service for Detroiters who are currently experiencing or at risk of experiencing a water service interruption due to non-payment. The eligible Detroiters will be able to keep their water service by paying only \$25 per month.

The Coronavirus Water Restart Plan does not apply to DWSD customers with water on and are currently paying their full monthly bills or are in a payment arrangement or enrolled in WRAP (Water Residential Assistance Program).

Verified Data as of EOD on Thursday, March 12, 2020

The update DWSD provides is always one business day behind to allow for verification.

- Customers with water off or service interruption prevention: **576 (19% of total calls)**
- Most of the calls received have come from households with water on and are paying their monthly bill or in an assistance program who want to enroll in the \$25 Restart Plan. They are not eligible. The Plan is only for houses with water off and for shutoff prevention during the Coronavirus COVID-19 outbreak.
- Number of services turned on: **73**
 - At many houses, DWSD crews had to install meters as there were no water meter; therefore significant time spent at each home.
- Number of services interrupted since April 2019 with water usage in past 12 months: **3,600**
 - 800 of them were restored through other means, such as a new account since they were interrupted
 - 2,800 households that need door hangers – Human Fliers, who hires Detroit returning citizens, distributing Friday through today



Improvements to Take Place

- Enhancements beginning Monday to speed the pace:
 - DWSD is **contracting with three Detroit-based plumbers** to go with turn-on meter crews to reduce the number of visits to each home during the turn-on process. Crews may need to reset the plumbing, install a new meter, and/or dig up the stopbox in the front yard to expose the valve in order to turn on service. One visit may take more than an hour.
 - Our call center partner, Wayne Metropolitan Community Action Agency, is **adding capacity to accept 300 calls at one time.**