



# 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

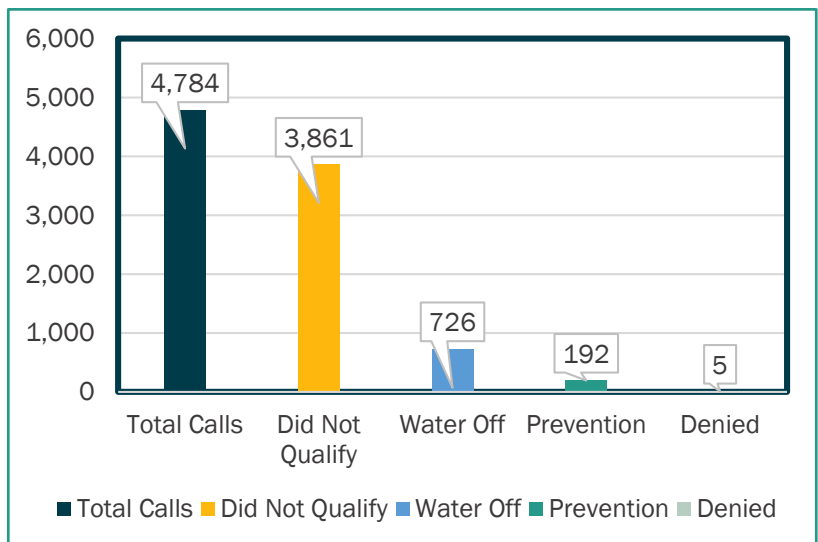
The Coronavirus Water Restart Plan is designed to mitigate any prospective health risks from the Coronavirus COVID-19 by helping to ensure all Detroiters have access to water in their homes. Under the jointly-developed plan by the City of Detroit and the State of Michigan, the State will cover customers' 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 March 16, 2020

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

- As of this report, **4,784 calls received** to apply for the Water Restart Plan.
- Customers with water off or service interruption prevention: 918  
Most of the calls received came from households with water on and are paying their monthly bill or are enrolled in an assistance program. 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: **290**
  - At many houses, DWSD crews had to install meters as there were no water meter; therefore, significant time is spent at these home – in protecting the residents, homes and DWSD employees, turning on water service is not as simple as flipping a switch.
- Number of households who received a door hanger notice about the Coronavirus Water Restart Plan: **2,640**
  - 2,800 households that need door hangers based on service interruptions since April 2019 and the service address shows as water remains off in DWSD's system
  - Human Fliers, who hires Detroit returning citizens, distributed notices between March 13 and March 16.

### Improvements

- Enhancements beginning Monday to speed the pace:
  - **Contracting with three Detroit-based plumbers** to visit the homes with DWSD crews to reduce the number of visits to each home. Crews may need to reset plumbing, fix plumbing leaks, install a new meter, and/or dig up the stopbox in the front yard to expose the valve to turn on service. One visit may take more than an hour. Ben Washington & Sons Plumbing & Heating, Inc., began work March 17.
  - Call center partner, Wayne Metro, **added capacity to accept 300 calls at one time.**