



# CITY OF HIGHLAND PARK

We Are One Community

**Office of the Water Department**  
Director – Damon L. Garrett, PE  
*Metro Consulting Associates, LLC*

Dear Highland Park residents and businesses:

On behalf of the City of Highland Park, we apologize for the lack of information you've received about recent water rate increases. We understand these increases have created a hardship for many of you, in addition to creating confusion and mistrust.

As you may know, Highland Park officials have been working with Highland Park's legal team to negotiate a reasonable settlement with the Great Lakes Water Authority (GLWA). Many decisions made during those negotiations were mandated with oversight by the State of Michigan to ensure Highland Park and GLWA could agree on a way forward to provide uninterrupted water service, improve Highland Park's existing water infrastructure, and improve integrity and accuracy in water and sewer use.

Many of the terms of the settlement are still under advisement, but we want to be sure to share with you the information and resources you need.

Most importantly, if you need immediate assistance paying your water bill, there are currently three programs available to help Highland Park residents. We urge you to contact one of these organizations directly to understand program guidelines and apply for water bill assistance:

- **THAW MiWater**
  - Call: 1-800-866-8429
  - Website: <https://thawfund.org/mi-water-program/>
- **Wayne Metro's Water Affordability Program**
  - Call: (313) 388-9799
  - Website: <https://www.waynemetro.org/water-affordability-program/>
- **The Human Utility**
  - Email: [info@detroitwaterproject.org](mailto:info@detroitwaterproject.org)
  - Website: <https://detroitwaterproject.org/>

The City of Highland Park is doing our very best to share information as it becomes available in a transparent and reliable way. Our goal is to create opportunities for all of Highland Park residents and business to thrive — and we hope you'll join us in rebuilding our community. Reestablishing trust is a top priority for us, and in doing so, we admit we can, must and will do better.

In the short term, we have created a FAQ sheet to help answer some immediate questions you may have, and plan on scheduling additional opportunities to share information about any future updates regarding your water.

Thank you for your patience as we work through these challenges to improve our community for everyone.

Sincerely,

The City of Highland Park

City of Highland Park Water Department  
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