



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

Customer Service
Phone: 313-267-8000
www.detroitmi.gov/dwsd

TO: Honorable Board of Water Commissioners

FROM: Julianne Gabon, Chief Customer Service Officer

DATE: 10/11/2018

RE: **Mattie McCorkle 3121 S. Edsel St**

The Detroit Water and Sewerage Department (DWSD) conducted a meter investigation on a report of high water usage. The investigation found that the Meter Interface Unit (MIU) needed to be reprogrammed, but the meter reading was accurate. Ms. McCorkle was contacted by a DWSD supervisor on 9/25/2018 and advised that her meter was properly functioning and that the meter readings were being accurately measured. Ms. McCorkle was advised that due to the high usage a leak was most like the cause, DWSD sent a plumber to the property to investigate for potential leaks. The plumber's report showed that a toilet on the third floor of the home was constantly running, causing the high usage. Due to the age of the pipes and the toilet not having a shut off valve it was determined that the toilet could not be disconnected from the home's plumbing. The customer was advised plumbing updates would need to occur to stop the leak.

DWSD is meeting with the Human Utility on Friday October 19th, 2018 to discuss their assistance in having necessary plumbing repairs made at the property. Ms. McCorkle has been made aware of the plumbing issues and potential plans to remedy the situation. Ms. McCorkle has also been advised to work with WRAP once the water is restored to assist with the past due balance that has accrued due to the leak at the property.

Respectfully,

Julianne Gabon

Julianne Gabon
Chief Customer Service Officer