



DETROIT  
**Water & Sewerage  
Department**

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Water Board Building  
735 Randolph Street  
Detroit, MI 48226

Customer Service  
Phone: 313-267-8000  
[www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

March 25, 2026

Kelly Williams  
4879 Cortland  
Detroit, MI 48204

**Dear Kelly Williams:**

Please find this correspondence as follow-up to the communication you provided on March 18, 2026, to the Detroit Water and Sewerage Department (DWSD) and the Board of Water Commissioners (BOWC) regarding water service at 4879 Cortland.

The investigation found the water service has been disconnected. DWSD staff has scheduled a copper service line installation for March 28, 2026. The department will also install a meter and outside device at that time.

Also, DWSD staff has reviewed the billing records for the property and cancelled the estimated bills on the account (440-2978.301), along with the late fees. The drainage fees remained and the current balance on the account is \$66.84.

Should you have any further questions or concerns, please do not hesitate to reach out to my office at 313-267-3671.

Respectfully,

Gary Watkins  
Special Projects Manager

CC: Board of Water Commissioners