



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

TO: Haider M. Al-Jebori
20519 Williamsburg
Dearborn, MI 48228

CC: Honorable Board of Water Commissioners

FROM: Matthew Phillips, Chief Customer Service Officer

DATE: 10/16/2024

RE: BOWC Public Comment for 7235 Rutherford Street

Please find this correspondence as follow-up to the comments you provided on September 18, 2024, to the Detroit Water and Sewerage Department (DWSD) during the Board of Water Commissioners meeting regarding your account balance.

Our Customer Service team assisted you on September 18, 2024, in our service center located at the DWSD main office building. Your DWSD account was thoroughly reviewed, and we provided you with the following:

- Your account has been reviewed by our billing team and determined the charges are correct as billed.
- Our customer service manager entered your outstanding balance into the EasyPay program.
- Your \$100 EasyPay downpayment was accepted, with monthly installment payments of \$799.57 for the next 36 months, plus any current monthly usage charges.

Should you have any further questions or concerns, please do not hesitate to reach out to my office directly.

Thank you for being a valued DWSD customer.

Respectfully,

Chief Customer Service Officer