



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

July 22, 2025

Ms. Cohen
7411 Forrer St
Detroit, MI 48228

Re: 13556 Mettetal

Dear Ms. Cohen,

This correspondence serves as a follow-up to the communication you provided on July 17, 2025, to the Detroit Water and Sewerage Department (DWSD) and the Board of Water Commissioners (BOWC) to forgive the balance on the account associated with the property located at 13556 Mettetal St.

Thank you for your patience as we completed a thorough review of your account. Based on our records, the account is accurate as billed. The last payment received was on June 13, 2019, in the amount of \$477.74. The current outstanding balance is \$16,976.04.

We understand the challenges you've faced with unauthorized occupants at the property. Please know that we empathize with your situation. However, as a public utility, we must apply billing policies consistently to all customers. The debt on this account cannot be forgiven or adjusted.

It's important to note that unpaid water charges are considered a lien against the property. If the property is sold without the balance being paid in full, the outstanding charges will be transferred to the new owner.

If you have any questions or need further assistance, please do not hesitate to contact us.

Thank you for being a valued DWSD customer.

Respectfully,

Kimberly Crowell

Customer Service Manager
CC: Board of Water Commissioners