

CHIEF IRON MOUNTAIN EXPRESS TRUST

c/o Damita Collette Johnson, Trustee
1401 W. Fort Street 441846
Detroit, Michigan [48244]

April 12, 2026

TO:

Gary Brown, Director/CEO
Detroit Water and Sewerage Department
735 Randolph Street
Detroit, Michigan 48226

Palencia Mobley, P.E., Deputy Director/Chief Engineer
Detroit Water and Sewerage Department
735 Randolph Street
Detroit, Michigan 48226

Board of Water Commissioners
c/o Mary E. Blackmon, Vice Chairperson
Detroit Water and Sewerage Department
735 Randolph Street
Detroit, Michigan 48226

DWSD Customer Care Division
Detroit Water and Sewerage Department
735 Randolph Street
Detroit, Michigan 48226

CC:

1. Hon. Dana Nessel, Attorney General, State of Michigan
Consumer Protection Division
P.O. Box 30213, Lansing, Michigan 48909
Toll Free: (877) 765-8388
2. Hon. Mary Sheffield, Mayor, City of Detroit
Coleman A. Young Municipal Center
2 Woodward Avenue, Suite 1126, Detroit, Michigan 48226
3. Michigan Department of Environment, Great Lakes, and Energy (EGLE)
Office of the Clean Water Public Advocate
P.O. Box 30473, Lansing, Michigan 48909-7973
Phone: (800) 662-9278 | Email: EGLE-Assist@Michigan.gov

**RE: FORMAL BILLING DISPUTE, NOTICE OF VIOLATIONS, AND DEMAND
FOR CORRECTIVE ACTION**

Account: CHIEF IRON MOUNTAIN EXPRESS TRUST
Account Number: 260-4821.300
Service Address: 18945 Fielding Street, Detroit, Michigan 48219-2511
Parcel Number: 22102910
Bill Date: March 20, 2026 | Total Disputed: \$443.39

CHIEF IRON MOUNTAIN EXPRESS TRUST

c/o Damita Collette Johnson, Trustee
1401 W. Fort Street 441846
Detroit, Michigan [48244]

Director Brown, Deputy Director Mobley, Commissioners, and all officers, agents, and employees of the Detroit Water and Sewerage Department acting in their individual and official capacities:

This correspondence constitutes a formal billing dispute pursuant to the dispute provisions printed on the reverse of DWSD billing statement dated March 20, 2026, and serves simultaneously as a **Notice of Identified Violations and Demand for Corrective Action**. This dispute is filed within the twenty-eight (28) day dispute period referenced in the Complaints/Disputes section of said billing statement.

I, Damita Collette Johnson, am the duly appointed Trustee of the CHIEF IRON MOUNTAIN EXPRESS TRUST, the named account holder for Account Number 260-4821.300, servicing the property located at 18945 Fielding Street, Detroit, Michigan 48219-2511, Parcel Number 22102910. I am acting in my fiduciary capacity to protect trust assets from improper encumbrances, unauthorized liens, and billing practices that do not conform to Michigan law.

This notice is directed to you, **Director Gary Brown**, as the individual officer responsible for the day-to-day operations of DWSD; to you, **Deputy Director Palencia Mobley, P.E.**, as Chief Engineer overseeing field operations and infrastructure; to the **Board of Water Commissioners**, as the governing body with fiduciary and oversight responsibility for DWSD operations and rate-setting; and to every officer, agent, employee, and contractor of DWSD who participates in the billing, collection, lien certification, or service termination processes related to this account. Each of you bears individual responsibility to ensure compliance with Michigan statutory law and the constitutional rights of the account holder.

I. STATEMENT OF FACTS

The billing statement dated March 20, 2026, reflects the following:

- A Previous Balance of \$581.81 with no itemization of the charges, periods, or penalties comprising that amount.
- A payment of \$200.00 acknowledged with no date of receipt, method, or confirmation number.
- A Late Fee of \$2.93 assessed with no disclosure of the calculation method or the statutory authority for the rate.
- A Balance Forward of \$384.74, carried as past due.
- Current Water Charges of \$16.65 (3 CCF at \$2.76 plus \$8.37 monthly water service charge).
- Current Sewer Charges of \$42.00 (including \$18.30 sewerage disposal, \$6.99 service charge, \$22.28 drainage charge at 0.03 Impervious Acres at \$742.60 per IA, and a Residential Drainage Credit of negative \$5.57).
- A Total Amount Due of \$443.39 (or \$446.32 if paid after April 10, 2026).
- A statement reading: 'YOUR BILL IS PAST DUE AND SUBJECT TO A SERVICE INTERRUPTION IF NOT PAID IMMEDIATELY.'
- A statement on page 2 reading: 'PAST DUE - The past due amount includes a 5% payment penalty. This bill is a lien against the property served.'
- Three different entity names used on the same billing statement: *CHIEF IRON MOUNTAIN EXPRESS TRUST* (page 1 header), *CHIEF IRON MOUNTAIN* (page 2 Account Information), and *CHIEF IRON MOUNTAIN EXPRESS ENTERPR* (mailing address on payment stub).

I-A. VERIFIED PAYMENT HISTORY: The following is a complete record of all payments made by the CHIEF IRON MOUNTAIN EXPRESS TRUST to the Detroit Water and Sewerage Department, as reflected in DWSD's own online payment portal. Every payment listed below has a confirmed status of "Success." There are zero failed, declined, or returned transactions in this record. The trust has made forty-five (45) consecutive successful payments from November 2019 through April 2026, totaling \$4,281.49 across thirteen (13) different payment instruments.

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#	Date	Amount	Method	Status	Notes
1	04/01/2026	\$243.39	**** 1667	Success	After bill date
2	02/28/2026	\$100.00	**** 1667	Success	\$200 total on bill
3	02/28/2026	\$100.00	**** 1667	Success	\$200 total on bill
4	12/09/2025	\$517.52	**** 8455	Success	Largest payment
5-9	11/29/2025 – 02/27/2025	\$362.18	Various	All Success	5 payments, 2025
10- 12	05/01/2024 – 03/14/2024	\$183.54	Various	All Success	3 payments, 2024
13- 18	12/31/2023 – 09/30/2023	\$633.30	Various	All Success	6 payments, 2023
19- 26	12/31/2022 – 02/08/2022	\$587.43	Various	All Success	8 payments, 2022
27- 36	12/29/2021 – 01/01/2021	\$736.04	Various	All Success	10 payments, 2021
37- 45	11/13/2020 – 11/24/2019	\$897.20	Various	All Success	9 payments, 2019- 2020
	GRAND TOTAL:	\$4,281.49	13 instruments	ALL SUCCESS	0 FAILURES

Director Brown and Deputy Director Mobley: the trust demands that DWSD reconcile this payment record against the \$384.74 past-due balance asserted on the March 20, 2026 billing statement. A trust that has paid \$4,281.49 over six years without a single failed transaction is entitled to a full accounting of how a past-due balance persists and how a lien assertion is justified against this payment history. The complete line-by-line Payment History Analysis is attached as an exhibit.

I-B. IRS REPORTING AND BENEFICIAL INTEREST: As Trustee of the CHIEF IRON MOUNTAIN EXPRESS TRUST, I am obligated to properly report all trust expenditures, including payments to DWSD, on the trust's federal income tax return (Form 1041) and to ensure that the trust's beneficial interest is properly accounted for. The water, sewer, and drainage charges assessed against the trust property at 18945 Fielding Street constitute deductible property-related expenses that flow through to the beneficiary via Schedule K-1. The Trustee has a concurrent request pending for DWSD's IRS Form W-9 to verify DWSD's Taxpayer Identification Number, legal entity name, and tax classification. Until DWSD provides its W-9, the trust cannot verify whether payments exceeding \$600 annually to DWSD require information reporting under IRC §6041, whether DWSD qualifies for exempt payee status, or whether the penalties and late fees assessed by DWSD constitute reportable interest or penalty income to DWSD under the Internal Revenue Code. The trust's beneficial interest in this property is encumbered by DWSD's unverified lien assertion, and the Trustee has a fiduciary duty to ensure that no encumbrance is placed on trust assets without proper legal authority and full financial transparency.

II. IDENTIFIED VIOLATIONS AND NOTICE: The following violations are identified from the face of the billing statement and applicable law. These are statements of fact and law, not requests for interpretation. Each violation is presented with the applicable authority and the reason it is material to this dispute.

A. The Lien Assertion Is Void Absent MCL 141.121(3) Certification

The billing statement asserts that 'this bill is a lien against the property served.' Under MCL 141.121(3), a water and sewer charge becomes a lien on the property served only when the municipal treasurer or authorized certifying officer certifies the delinquent amount and that certification is properly filed. The

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billing statement contains no evidence of certification, no recording number, no filing date, no certifying officer signature, and no reference to filing with the Wayne County Register of Deeds. A billing statement is not a certified lien. A billing statement that represents itself as a lien without meeting the statutory certification requirements constitutes a false and misleading assertion of fact.

Notice: Until DWSD produces documentary proof that a lien has been certified and filed in accordance with MCL 141.121(3), this Trust and its Trustee do not recognize any lien interest against the property at 18945 Fielding Street, Detroit, Michigan 48219-2511, Parcel Number 22102910. Any attempt to enforce a lien that has not been properly certified is ultra vires and void ab initio.

B. Due Process Deficiencies in the Service Termination Threat

The billing statement threatens service interruption without providing notice of the account holder's right to a pre-termination hearing. The United States Supreme Court established in *Memphis Light, Gas & Water Division v. Craft*, 436 U.S. 1 (1978), that utility customers possess a property interest in continued service and are entitled to notice and an opportunity to be heard before disconnection. The billing statement provides none of the following: notice of a right to hearing, identification of the hearing body, timeline for requesting a hearing, or reference to DWSD shut-off procedures and protections.

Notice to Director Brown, Deputy Director Mobley, and all DWSD employees involved in service termination: Any attempt to terminate water service to 18945 Fielding Street, Detroit, Michigan 48219-2511 without first providing constitutionally adequate notice and an opportunity to be heard will be treated as a deprivation of property without due process of law under the Fourteenth Amendment to the United States Constitution.

C. Failure to Provide Lien Contest Procedure

The billing statement asserts that a lien exists but fails to inform the account holder of the right to contest the lien, the administrative procedure for doing so, or the timeline within which a contest must be filed. Due process requires that when a governmental entity takes action to encumber property, the property owner must receive meaningful notice and an opportunity to be heard. The omission of lien contest procedures is a deprivation of that right.

Notice: DWSD is hereby placed on notice that the Trustee demands immediate disclosure of the administrative procedure, if any, by which an account holder may contest a lien assertion, including the identity of the deciding officer, applicable deadlines, and any right of appeal.

D. Penalty Imposed Without Adequate Disclosure

A 5% late payment penalty has been assessed. The Complaints/Disputes section states that 'a 5% penalty will be added to your next bill' if payment is made after the due date, but this disclosure is located exclusively on page 2 of the billing statement, below the payment stub tear-off line, in small print. The billing statement does not disclose: whether the 5% applies to current charges only or the entire balance forward; whether the penalty compounds; the statutory authority for the 5% rate; or the specific calculation that produced the \$2.93 late fee already assessed.

Notice: The Trustee demands a complete written explanation of the penalty calculation for the \$2.93 late fee, including the base amount to which the penalty was applied, the statutory or ordinance authority for the rate, and written confirmation of whether the penalty compounds across billing periods.

E. Inconsistent Entity Naming on the Billing Statement

The billing statement identifies the account holder by three different names across two pages: **CHIEF IRON MOUNTAIN EXPRESS TRUST** on the page 1 header; **CHIEF IRON MOUNTAIN** on the page 2 Account Information section; and **CHIEF IRON MOUNTAIN EXPRESS ENTERPR** on the mailing address of the payment stub. These are three distinct entity references. A lien filed against an incorrectly named entity is voidable. A collection action brought in the name of the wrong entity lacks

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standing. The billing inconsistency creates material ambiguity about which entity is being billed and which entity any purported lien attaches to.

Demand: DWSD must immediately correct the account name to accurately reflect the legal name of the trust entity as **CHIEF IRON MOUNTAIN EXPRESS TRUST** across all billing systems, records, and correspondence. Any lien certification or collection action pursued under an incorrect entity name is void for lack of proper identification of the debtor.

F. Previous Balance Not Itemized

The billing statement carries forward a Previous Balance of \$581.81 as a single lump sum without any breakdown by billing period, charge type, payment application, penalty, or interest. This amount forms the basis of the past-due assertion, the lien claim, and the service termination threat. The Trustee cannot verify, dispute, or confirm individual charges within the 28-day dispute period without a complete accounting.

Demand: DWSD must provide, within fourteen (14) calendar days of receipt of this notice, a complete itemized accounting of the \$581.81 Previous Balance, including every charge, payment, adjustment, penalty, and interest accrual, organized by billing period, with date of each transaction.

G. Drainage Charge Without Verification Opportunity

The billing statement assesses a drainage charge of \$22.28 based on 0.03 Impervious Acres at \$742.60 per IA. The billing statement does not disclose the methodology used to calculate the impervious acreage, the date of the most recent impervious surface assessment, or any procedure by which the account holder may verify or contest the measurement.

Demand: DWSD must provide the methodology, date of last assessment, and source documentation for the impervious acreage determination for Parcel Number 22102910, together with the procedure for the account holder to request a reassessment.

H. Unexplained Residential Drainage Credit

A Residential Drainage Credit of negative \$5.57 is applied to the sewer charges. No explanation is provided for what triggers this credit, how it is calculated, or whether a larger credit may apply based on the property characteristics or account holder's status.

Demand: DWSD must disclose the calculation methodology, eligibility criteria, and full amount of the Residential Drainage Credit available for this property and account.

I. Lifeline H2O Program Not Disclosed in Connection with Shutoff Threat

The billing statement threatens service interruption on page 1 and in bold text on page 2, but the Lifeline H2O affordability program (offering an all-in bill of \$34 per month) is disclosed only in a Message Board section on page 2, separate from and below the shutoff warning. The Lifeline H2O program is designed for precisely the situation presented by this bill: a past-due account with a threatened shutoff. Burying the affordability program information while prominently displaying the shutoff threat is inconsistent with both DWSD policy and the purpose of the program.

Demand: DWSD must immediately provide the Trustee with enrollment eligibility information for the Lifeline H2O program and any other affordability programs applicable to this account.

J. Payment Not Properly Documented on Billing Statement

The \$200.00 payment credited to the account is acknowledged with the notation "Thank you!" but no date of receipt, method of payment, or confirmation number is provided on the billing statement. If a lien is asserted, the account holder must be able to verify that all payments have been properly applied.

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Demand: DWSD must provide the date of receipt, method, and confirmation number for the \$200.00 payment referenced on the March 20, 2026 billing statement, as well as a full payment history for this account.

K. Notice Sufficiency for Lien Against Trust Property

The billing statement is mailed to 11000 W. McNichols Road, Suite 323, Detroit, Michigan, which is a former mailing address and not the current mailing address of the Trustee at 1401 W. Fort Street 441846, Detroit, Michigan 48244, nor is it the service property at 18945 Fielding Street, Detroit, Michigan 48219-2511. The property is held in trust. If DWSD intends to assert or certify a lien against the property at 18945 Fielding Street, Detroit, Michigan 48219-2511, notice must be served in a manner reasonably calculated to reach the property owner and the trust. Mailing a billing statement to an outdated address, addressed to an incorrectly named entity, does not constitute sufficient notice for lien purposes.

III. DEMANDS

Based on the foregoing, the Trustee makes the following demands upon Director Gary Brown, Deputy Director Palencia Mobley, the Board of Water Commissioners, and all officers, agents, and employees of DWSD:

1. **Lien Proof:** Provide certified documentary proof that a lien has been filed with the Wayne County Register of Deeds against 18945 Fielding Street, Detroit, Michigan 48219-2511, Parcel Number 22102910, in accordance with MCL 141.121(3), including the recording number, date of filing, certifying officer name and signature, and the amount certified. If no such certification exists, immediately retract the lien assertion from this account and all DWSD records.
2. **Itemized Accounting:** Provide a complete itemized accounting of the \$581.81 Previous Balance, broken down by billing period, charge type, payments received (with dates and methods), penalties assessed (with calculation methodology), and any interest accrued.
3. **Penalty Reversal:** Reverse all late fees and penalties assessed on this account, including the \$2.93 late fee on the current statement, pending resolution of this dispute.
4. **Entity Name Correction:** Correct the account name across all DWSD systems, billing records, and correspondence to accurately reflect the legal name: CHIEF IRON MOUNTAIN EXPRESS TRUST.
5. **Drainage Verification:** Provide the impervious acreage methodology, date of last assessment, source documentation, and the procedure for requesting a reassessment for Parcel Number 22102910.
6. **Pre-Termination Rights:** Provide written notice of the account holder's right to a pre-termination hearing, the identity of the hearing body, the procedure for requesting such a hearing, and any applicable hardship protections, before any further shutoff threats or actions.
7. **Affordability Program Enrollment:** Provide Lifeline H2O eligibility information and enrollment assistance immediately.
8. **Payment Verification:** Provide the date, method, and confirmation number for the \$200.00 payment credited on this statement, along with a complete payment history for this account.
9. **Written Response:** Provide a substantive written response to each demand enumerated herein within fourteen (14) calendar days of receipt of this notice, addressed to the Trustee at the address above.

This dispute and notice does not constitute a waiver of any rights, remedies, or defenses available to the CHIEF IRON MOUNTAIN EXPRESS TRUST or its Trustee under Michigan law, federal law, the United States Constitution, or equity. The Trustee expressly reserves:

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- The right to file a formal complaint with the Michigan Attorney General, Consumer Protection Division, pursuant to MCL 445.901 et seq.
- The right to file a complaint with the Michigan Department of Environment, Great Lakes, and Energy (EGLE), Office of the Clean Water Public Advocate.
- The right to petition the Mayor of the City of Detroit and the Detroit City Council regarding DWSD billing practices.
- The right to file a Quiet Title action in Wayne County Circuit Court if a lien is filed or maintained without proper MCL 141.121(3) certification.
- The right to pursue any and all remedies available at law and in equity, including but not limited to claims for damages arising from wrongful lien filing, service termination without due process, or violations of the Michigan Consumer Protection Act.
- All rights under the Fourteenth Amendment to the United States Constitution.

V. NOTICE TO INDIVIDUAL OFFICERS AND EMPLOYEES

This letter is addressed to you, **Director Gary Brown, Deputy Director Palencia Mobley**, and each Commissioner of the Board of Water Commissioners, in both your official and individual capacities. Each of you has a personal obligation to ensure that the department you lead, govern, or serve complies with Michigan statutory law and the constitutional rights of account holders.

Any officer, agent, or employee of DWSD who participates in the certification of a lien that has not been properly filed under MCL 141.121(3), or who authorizes the termination of water service without providing constitutionally adequate pre-deprivation notice and hearing, does so with the knowledge that such action is inconsistent with the requirements of law and the protections afforded to property owners under the Fourteenth Amendment.

This notice ensures that no officer, agent, or employee of DWSD can claim lack of knowledge of these requirements going forward with respect to Account Number 260-4821.300 and the property at 18945 Fielding Street, Detroit, Michigan 48219-2511, Parcel Number 22102910.

The Trustee requests and expects a good-faith response to this dispute within fourteen (14) calendar days. The Trustee is prepared to work toward a resolution that is equitable, lawful, and consistent with the rights of the trust and its beneficiaries. The Trustee is also prepared to escalate this matter to every regulatory authority identified herein if DWSD does not respond substantively within the stated timeframe.

All rights reserved. None waived.

Respectfully submitted,

By: *Damita Collette Johnson*

By: **Damita Collette Johnson, Trustee**
CHIEF IRON MOUNTAIN EXPRESS TRUST
Account Number: 260-4821.300

ENCLOSURES:

- Copy of DWSD Billing Statement dated March 20, 2026 (both pages)
- Billing Violation Analysis and Dispute Strategy (12 violations identified)
- Payment History Analysis —November 2019 through April 2026, \$4,281.49 total)
- This Notice of Dispute and Demand for Corrective Action

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CERTIFICATE OF SERVICE

I, Damita Collette Johnson, hereby certify that a true and correct copy of this Formal Billing Dispute, Notice of Violations, and Demand for Corrective Action was sent via United States Postal Service Certified Mail, Return Receipt Requested, to each of the addressees and carbon copy recipients listed herein, on this 12th day of April, 2026.

By: *Damita Collette Johnson*

By: Damita Collette Johnson, Trustee
CHIEF IRON MOUNTAIN EXPRESS TRUST



WATER AND SEWERAGE DEPARTMENT
Customer Care phone number: (313) 267-8000

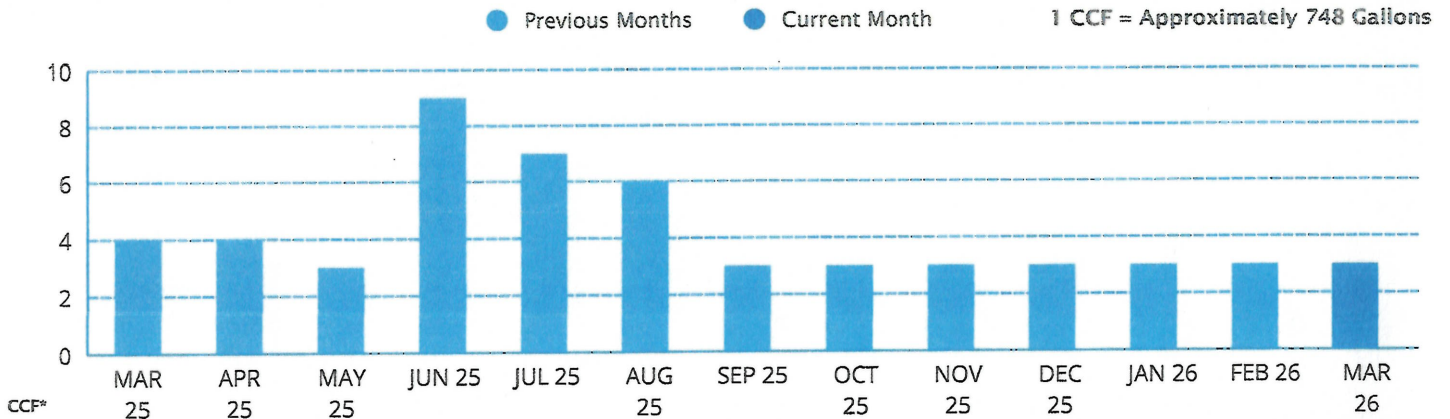
Total Amount due by 04/10/26

\$443.39

Account Name CHIEF IRON MOUNTAIN EXPRESS TRUST
Account Number 260-4821.300

! You have a past due balance of \$384.74

Usage History



My Water Usage This Month
2,244 Gallons

Ending Read 992 Actual
Beginning Read 989 Actual
Usage 3 CCF

My Water Usage Same Month Last Year
2,992 Gallons

Important Account Information

Your bill is past due and subject to a service interruption if not paid immediately. Please pay the total amount due or make a payment arrangement.

Additional bill information on back

- Did you know?** The average person uses the amounts of water shown below for everyday activities. Use less, save more!
- **Brushing teeth** - 3 gallons per day
 - **Dishwasher** - 15 gallons per load
 - **Washing Machine** - 45 gallons per load
 - **Toilet** - 25 gallons per day per person
 - **Shower** - 40 gallons per 10 minutes
 - **Bath** - 20 gallons

Fold, detach and mail this portion with your check or money order made payable to Board of Water Commissioners.



City of Detroit
Water and Sewerage Department
735 Randolph Street Detroit, MI 48226

Bill Date 03/20/26
Account Number 260-4821.300
Service Address 18945 FIELDING ST

Total Amount Due by 04/10/26 \$443.39

If paid after 04/10/26 \$446.32

Amount Enclosed \$ _____

Pay by mail, by phone or at www.detroitmi.gov/paymywaterbill or scan the QR code below. See reverse side for more details.

Please include your account number on your form of payment.



229811 AB 0.641 0301313-DETS347337-ST.1GRP_2-1089187022981
CHIEF IRON MOUNTAIN EXPRESS ENTERPR
C/O DAMITA COLLETTE JOHNSON-EL-BEY
T:63 11000 W MCNICHOLS RD STE 323
DETROIT MI 48221-2393



Scan to enroll or access your online account

SEND REMITTANCE TO:



DETROIT WATER AND SEWERAGE DEPARTMENT
PO BOX 554899
DETROIT MI 48255-4899

554899260482130000000443393

10000000

Account Information

Account Name CHIEF IRON MOUNTAIN
 Account 260-4821.300
 Service Address 18945 FIELDING ST
 Customer Class CITY RESIDENTIAL
 Service Dates 02/05/26 - 03/08/26
 Bill Date 03/20/26

Meter Information

Meter Number 19850227
 Meter Size 5/8"
 Meter Svc Chrg \$8.37
 Begin Read Date 02/05/26
 Beginning Read 989
 End Read Date 03/08/26
 Ending Read 992
 Usage 3 CCF
 Days Billed 31 Days

Drainage Information

Conversion - 1 acre equals 43,560 sq ft
 Parcel Number 22102910.
 Total Acres 0.09
 Impervious Acres 0.03

March Bill Details

Previous Balance \$581.81
 Payments Received - *Thank you!* -\$200.00
 Late Fee \$2.93
Balance Forward **\$384.74**

Current Water Charges

Water Usage 3 CCF @ \$2.76 \$8.28
 Water Service Charge \$8.37 @ 1 month \$8.37
Water Subtotal **\$16.65**

Current Sewer Charges

Sewerage Disposal 3 CCF @ \$6.1 \$18.30
 Sewerage Service Charge \$6.99 @ 1 month \$6.99
 Drainage Charge 0.03 1A @ 742.60 \$22.28
 Resid Drn Cr (\$5.57) @ 1 month -\$5.57
Sewer Subtotal **\$42.00**

Total Water & Sewer Charges **\$58.65**

Total Amount Due by 04/10/26

\$443.39

If you pay after the due date, a 5% penalty will be added to your next bill.
 Payments after 02/28/26 are not included.

! YOUR BILL IS PAST DUE AND SUBJECT TO A SERVICE INTERRUPTION IF NOT PAID IMMEDIATELY.

Message Board

Enroll in Lifeline H2O Today to get a \$34 monthly bill!

Lifeline H2O is the DWSD updated affordability plan that offers an all-in bill amount of \$34 per month. Apply now and get enrolled within ONEday, even if you have a past due balance. To apply, all households must meet the income requirements. Apply today at lifeline.detroitmi.gov or call 313-435-2055.

Spring is arriving! Clean in front of your property to reduce flooding!

DWSD encourages residents to keep catch basins in front of businesses and residential properties clean from mud and debris to reduce street flooding. Use rakes, brooms, and shovels to clean up leaves, branches, dirt, mud, trash and other debris in front of your property, and help your neighbors too, especially senior citizens. Blocked basins can lead to street flooding – let's work together to avoid it.

Easy ways to pay



Auto Pay



Login to Enroll

Phone



Same day
313-267-8000

Online



[www.detroitmi.gov/
paymywaterbill](http://www.detroitmi.gov/paymywaterbill)

Mail



PO Box 554899
Detroit, MI 48255-4899

Bill Payment Kiosk



More than 50 locations
visit.locations.dvdatkiosknetwork.com

Complaints/Disputes and Past Due

It is the customer's responsibility to inform the utility of any billing dispute. A monthly-billed customer may dispute a bill not later than twenty-eight (28) days after the billing date. After the period expires, the customer forfeits the right to dispute the bill. All amounts not in dispute are due and payable.

PAST DUE - The past due amount includes a 5% payment penalty. This bill is a lien against the property served. For more information you may visit us online at www.detroitmi.gov/DWSD