



June 30, 2026

Carvette Alexander
15445 Artesian St
Detroit MI 48223-2268

Regarding:	Account Number:	300-2889.300
	Premise Address:	15445 Artesian St
	Disputed Bill:	December 20, 2024 to May 21, 2026

Dear Mr. / Mrs. Alexander:

Pursuant to your request, Detroit Water and Sewerage Department (“DWSD”) has reviewed the above-referenced account for accuracy.

Please note: Based on our investigation, your account was issued a true-up bill for 476 units of water and 25 units of sewer to account for previously unbilled water consumption from November 1, 2024, through May 14, 2026, while water service was active and the property was occupied. The true-up bill resulted from an actual meter reading obtained by our technician during the meter appointment conducted on May 14, 2026. To provide you with the benefit of the previous year's lower utility rates, the charges were recalculated and redistributed across the billing periods in which estimated readings were billed, covering November 1, 2024, through May 14, 2026. Additionally, a total of \$341.27 in late fee penalties was removed from your account.

If you discover a leak in your plumbing fixtures and had/have it repaired, please review DWSD’s Irregular Usage Due to Leak policy and you may be eligible to receive a partial credit against your sewer charges. The policy may be found at <https://detroitmi.gov/departments/water-and-sewerage-department/dwsd-customer-service/customer-policies>. Note that you must apply for the leak credit within 28 days of receiving a high bill or receipt of this letter, whichever is later.

Additionally, if you believe there is a defect in DWSD’s metering technology, please review DWSD’s Meter Accuracy Dispute policy and if your meter is found to be defective, you may be eligible for an adjustment on your bill. The policy may be found at <https://detroitmi.gov/departments/water-and-sewerage-department/dwsd-customer-service/customer-policies>. You must dispute your bill based on a meter defect within 28 days of receiving a high bill or receipt of this letter, whichever is later.

If there are any questions regarding this matter, or if you wish to request a copy of your Daily Consumption Report or either policy, please contact Customer Service at (313) 267-8000.

Respectfully,

Customer Service