



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

TO: Jennifer Leonard
CC: Honorable Board of Water Commissioners
FROM: Matthew Phillips, Chief Customer Service Officer
DATE: 08/23/2022
RE: BOWC Public Comment for 10302 Morley Street

Please find this correspondence as a follow-up to the comments you provided on July 14, 2022, to the Detroit Water and Sewerage Department (DWSD) during the Board of Water Commissioners meeting regarding your waterline connection to the City of Detroit water main.

Our Customer Service, Permit and Executive teams contacted you several times about your DWSD account and we determined the following:

- DWSD last recorded water usage at the property was in 2011.
- Our records indicate DWSD did not remove the water service line from your property.
- We made several visits to the property to recondition your stop box and finally replace it with a new valve.
- After the recondition and repairs were made, operating the stop box to the on position resulted in no water flow.
- We have determined you have a lead water service line installed at your property. We will add you to the lead service line replacement program. As funding and dates become available we will reach out to you to schedule a water service line replacement.

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