



DETROIT  
**Water & Sewerage  
Department**

Water Board Building  
735 Randolph Street  
Detroit, MI 48226

Customer Service  
Phone: 313-267-8000  
[www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

February 16, 2026

Ms. Samantha Brozio  
824 Philip St  
Detroit, MI 48215-2936

Re: 824 Philip St (650-2275.301)

Dear Ms. Brozio,

Please find this correspondence as a follow-up to the communication you provided on February 9, 2025, to the Detroit Water and Sewerage Department (DWSD) and the Board of Water Commissioners (BOWC) regarding the high balance on the account. We would like to thank you for your patience while we took the time to carefully review your account and the concerns you shared regarding your recent bill.

At the time the property was purchased, a real estate closing bill was not requested. Because of this, once actual meter readings later became available, your account had to be reviewed to replace previously estimated usage with the actual water usage recorded by the meter over several billing periods.

During Billing's review of your account, we discovered certain bill adjustments had not been fully applied when the final adjustment was calculated. This means that some water usage was unintentionally included in the calculation, which resulted in an overbilling on your account.

As soon as this was identified, our Billing department recalculated the adjustment and initiated a correction to remove the overbilled amount. This adjustment has now been applied to your account. Your updated balance is \$4,394.15.

We understand that this is still a significant balance. To assist you, you may either pay the balance in full or enter into an installment agreement. With EasyPay, a minimum down payment of \$10.00 is required, and the remaining balance will be divided into 36 monthly payments.

Please know that we are here to support you. If you have any questions or would like assistance with setting up the payment arrangements, do not hesitate to contact us at 313-267-8000 and we will be happy to assist you.

Thank you for being a valued DWSD customer.

Respectfully,

*Kimberly Crowell*

Customer Service Manager  
CC: Board of Water Commissioners