



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

April 28, 2026

Ms. Kyla McDonald
PO Box 36907
Grosse Pointe Farms, MI 48236

Re: 11455 Kenmoor St

Dear Ms. McDonald,

Please find this correspondence as a follow-up to the communication you provided on April 15, 2026, 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 the account.

On April 17, 2026, a DWSD Field Service Technician (FST) visited the property to investigate the status of the meter. The technician confirmed that the meter is functioning properly; however, the meter interface unit located outside the home required replacement and was replaced during the visit. The FST also obtained an actual meter reading of 0687.80. Based on this verified reading, the account was overbilled by 125 CCF and qualifies for an adjustment.

A refund of \$1,447.70 will be issued to the title company, ATA National Title Group, LLC. This adjustment is the result of previously estimated usage that has now been corrected based on an actual meter reading. Please allow 2-4 weeks for processing. If you have any questions or require further assistance, please contact us at 313-267-8000.

Thank you for being a valued DWSD customer.

Respectfully,

Kimberly Crowell

Customer Service Manager
CC: Board of Water Commissioners