



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)

TO: George Cotton

CC: Honorable Board of Water Commissioners

FROM: Matthew Phillips, Chief Customer Service Officer

DATE: 5/19/2022

RE: BOWC Public Comment for 12094 Outer Drive

Please find this correspondence as a follow-up to the comments you provided on May 18, 2022, to the Detroit Water and Sewerage Department (DWSD) during the Board of Water Commissioners meeting regarding your water usage during the months of May 2021 and August 2021. After speaking with you on May 19, 2022, about your DWSD account 840-2344-302, we have agreed to have your water meter replaced and the current meter tested at our facility. We will share the results of the meter test with you when the process is complete. We will also review the hourly usage of your water during the period in question to determine the cause of the unusual high-water usage. I will be in contact with you the results of your meter test and any findings of your water usage in the next 30 days.

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