



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

April 22, 2025

Mr. John D Laslau
4600 St Lawrence St
Detroit, MI 48210-2128

RE: 4600 St. Lawrence

Dear Mr. Laslau,

Please find this correspondence as a follow-up to the comments you provided on April 16, 2025, to the Detroit Water and Sewerage Department (DWSD) during the Board of Water Commissioners (BOWC) meeting.

You recently expressed concern about a possible duplicate charge for September 2024, citing two payments of \$36.00 that appeared on your bank statement. As a valued participant in our Lifeline program, we recognize the importance of accurate billing, especially when managing a fixed income.

After carefully reviewing your account and the bank statement you provided, we confirmed that both payments of \$36.00 were processed on August 9, 2024. No additional payments were recorded in the month of September. During our discussion, it became clear that the confusion arose from a misreading of the bank statement, where the 8th month (August) was mistaken for the 9th month (September). As a result, you inadvertently submitted an early payment, which was applied to your September bill.

We're pleased we could resolve this matter together and appreciate your understanding that there was no duplicate charge or billing error on DWSD's part. You've shared your intention to bring your account current, and we thank you for your continued commitment to managing your water service account responsibly.

Should you have any additional questions or require further assistance, please do not hesitate to contact Customer Service at 313-267-8000.

Thank you for being a valued DWSD customer.

Respectfully,

Constance Sloan

Customer Service Training Specialist
CC: Board of Water Commissioners