



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

April 8, 2025

Ms. Kathy Floyd
9315 Peter Hunt St
Detroit, MI 48213-2713

Re: 9315 Peter Hunt St

Dear Ms. Floyd,

Please find this correspondence as a follow-up to the communication you provided on March 19, 2025, to the Detroit Water and Sewerage Department (DWSD) and the Board of Water Commissioners (BOWC) regarding your water services being disconnected.

According to our records, only drainage charges have been billed to the account from February 27, 2014, through April 2, 2025. A service disconnect notice was issued due to an outstanding balance on the account. In response, you contacted DWSD on January 27, 2025, to enroll in the Easy Pay installment plan. At that time, you were informed that a new water meter would need to be installed on the property as part of the installment agreement terms and conditions. An appointment for meter installation was scheduled for February 25, 2025; however, you later contacted DWSD to cancel this appointment.

On March 19, 2025, a Field Service Technician (FST) visited the property and found that the site was not prepared for a new meter installation. Instructions were left at the property advising you to contact a licensed plumber to complete the necessary setup before DWSD could proceed with installing the new meter.

You notified DWSD on April 1, 2025, that the required plumbing work had been completed. As a result, the damaged meter was removed, and a new meter was installed on April 2, 2025, and the water service was successfully restored.

If you have any questions or need further assistance, please do not hesitate to contact us.

Thank you for being a valued DWSD customer.

Respectfully,

Kimberly Crowell

Customer Service Manager
CC: Board of Water Commissioners