



Water Board Building
735 Randolph Street
Detroit, MI 48226

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

December 26, 2025

Ms. Diana Wilson
19409 Cascade Dr
Brownstown, MI 48193-8569

Re: 6551-53 Grand River Ave

Dear Ms. Wilson,

Please find this correspondence as a follow-up to the communication you provided on December 17, 2025, to the Detroit Water and Sewerage Department (DWSD) and the Board of Water Commissioners (BOWC) regarding the high balance on the referenced account.

DWSD's attached Interval Consumption Report, which details daily water usage for the account, reflects a sustained pattern of elevated consumption between January 1, 2025, and March 4, 2025. This increased usage may have resulted from a running toilet, open faucet or spigot, or another internal plumbing issue. Regardless of the cause, the usage was recorded as actual (not estimated) and is therefore considered valid.

Due to high usage billed between January 1, 2025, to March 4, 2025, a leak adjustment was applied to the two affected invoices. This adjustment reduced fifty percent of the sewer charges on both invoices, totaling \$795.85. In addition, a late fee in the amount of \$79.70 was removed. The total adjustment applied to the account is \$875.55, resulting in a current account balance of \$1,497.63. With your consent, the account has been successfully enrolled in the EasyPay installment payment arrangement.

On April 8, 2025, a representative from DWSD Meter Operations visited the property. During this visit, Meter Serial Number 20798912 was removed and replaced with Meter Serial Number 230393861. The removed meter was subsequently tested and found to be 99.31% accurate (test results attached) with a removal reading of 575.

On July 9, 2025, a follow-up site visit was conducted by DWSD Meter Operations. During that visit, Meter Interface Unit (MIU) 0150247919 was rewired, and the meter reading was verified at 0080, which aligns with the reading reflected in DWSD's billing system.

On October 17, 2025, DWSD's Recovery Protection Unit (RPU) confirmed that the property has only one water service line. It was verified that this property is not connected to the water services located at 6555 Grand River. Each address is served by its own dedicated water meter and service line.

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

Attachments: Daily Consumption Report
Meter Test Results



Detroit Water and Sewerage Department

735 Randolph • Detroit, MI 48226

Retail AMR Historian - Daily Consumption By Account (History)

Report Run for date between: 01/01/2025 12:00:00 AM,03/05/2025 12:00:00 AM

Time run: 12/26/2025 5:08:13 PM

1 CCF = Approximately 748 Gallons

Total Consumption (CCF) = **270** Total Consumption (Gallons): **202,019**

Year: 2025 Month: January MIU: 0150247919 Account: 4301166301 Meter#: 20798912 Street Address: 6551-53 GRAND RIVER AVE

| Reading Date | Billable Meter Reading | Raw Meter Reading | Consumption (gallons) |
|--------------------|------------------------|-------------------|-----------------------|
| 1/1/2025 | 305 | 30552 | 45 |
| 1/2/2025 | 305 | 30559 | 52 |
| 1/3/2025 | 305 | 30562 | 22 |
| 1/4/2025 | 305 | 30565 | 22 |
| 1/5/2025 | 305 | 30572 | 52 |
| 1/6/2025 | 305 | 30579 | 52 |
| 1/7/2025 | 305 | 30583 | 30 |
| 1/8/2025 | 305 | 30591 | 60 |
| 1/9/2025 | 305 | 30599 | 60 |
| 1/10/2025 | 306 | 30603 | 30 |
| 1/11/2025 | 306 | 30609 | 45 |
| 1/12/2025 | 306 | 30610 | 7 |
| 1/13/2025 | 306 | 30610 | 0 |
| 1/14/2025 | 306 | 30611 | 7 |
| 1/15/2025 | 306 | 30612 | 7 |
| 1/16/2025 | 306 | 30612 | 0 |
| 1/18/2025 | 306 | 30619 | 52 |
| 1/19/2025 | 306 | 30623 | 30 |
| 1/20/2025 | 306 | 30628 | 37 |
| 1/21/2025 | 306 | 30636 | 60 |
| 1/22/2025 | 306 | 30638 | 15 |
| 1/23/2025 | 306 | 30644 | 45 |
| 1/24/2025 | 306 | 30644 | 0 |
| 1/25/2025 | 306 | 30644 | 0 |
| 1/26/2025 | 306 | 30644 | 0 |
| 1/27/2025 | 306 | 30644 | 0 |
| 1/28/2025 | 306 | 30644 | 0 |
| 1/28/2025 | 316 | 31616 | 7,271 |
| 1/30/2025 | 350 | 35024 | 25,494 |
| 1/31/2025 | 376 | 37604 | 19,300 |
| Grand Total | | | 52,797 |

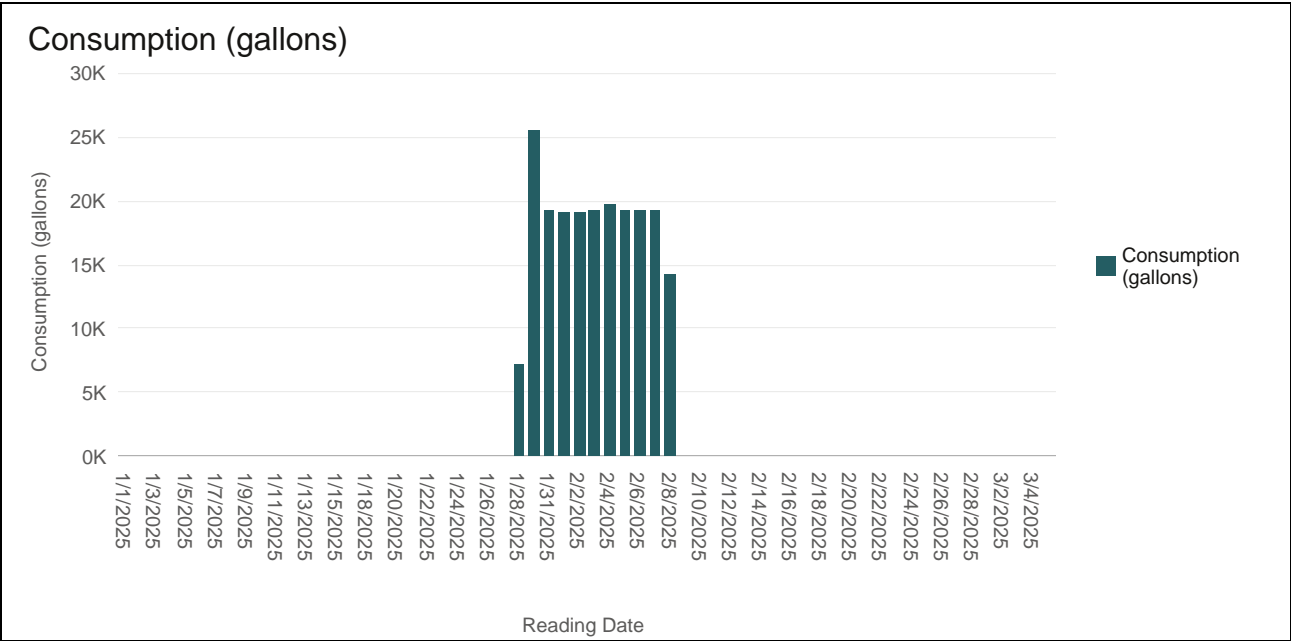
Year: 2025 Month: January MIU: 0150247919 Account: 4301166301 Meter#: 20798912 Street Address: 6551-53 GRAND RIVER AVE

2025 February 0150247919 4301166301 20798912 6551-53 GRAND RIVER AVE

| Reading Date | Billable Meter Reading | Raw Meter Reading | Consumption (gallons) |
|--------------------|------------------------|-------------------|-----------------------|
| 2/1/2025 | 401 | 40160 | 19,120 |
| 2/2/2025 | 427 | 42712 | 19,090 |
| 2/3/2025 | 452 | 45289 | 19,277 |
| 2/4/2025 | 479 | 47931 | 19,764 |
| 2/5/2025 | 504 | 50499 | 19,210 |
| 2/6/2025 | 530 | 53069 | 19,225 |
| 2/7/2025 | 556 | 55634 | 19,188 |
| 2/8/2025 | 575 | 57551 | 14,340 |
| 2/9/2025 | 575 | 57551 | 0 |
| 2/10/2025 | 575 | 57551 | 0 |
| 2/11/2025 | 575 | 57551 | 0 |
| 2/12/2025 | 575 | 57551 | 0 |
| 2/13/2025 | 575 | 57551 | 0 |
| 2/14/2025 | 575 | 57551 | 0 |
| 2/15/2025 | 575 | 57551 | 0 |
| 2/16/2025 | 575 | 57551 | 0 |
| 2/17/2025 | 575 | 57551 | 0 |
| 2/18/2025 | 575 | 57551 | 0 |
| 2/19/2025 | 575 | 57551 | 0 |
| 2/20/2025 | 575 | 57552 | 7 |
| 2/21/2025 | 575 | 57552 | 0 |
| 2/22/2025 | 575 | 57552 | 0 |
| 2/23/2025 | 575 | 57552 | 0 |
| 2/24/2025 | 575 | 57552 | 0 |
| 2/25/2025 | 575 | 57552 | 0 |
| 2/26/2025 | 575 | 57552 | 0 |
| 2/27/2025 | 575 | 57552 | 0 |
| 2/28/2025 | 575 | 57552 | 0 |
| Grand Total | | | 149,221 |

Year Month: MIU: Account: Meter#: Street Address:
 2025 March 0150247919 4301166301 20798912 6551-53 GRAND RIVER AVE

| Reading Date | Billable Meter Reading | Raw Meter Reading | Consumption (gallons) |
|--------------------|------------------------|-------------------|-----------------------|
| 3/1/2025 | 575 | 57552 | 0 |
| 3/2/2025 | 575 | 57552 | 0 |
| 3/3/2025 | 575 | 57552 | 0 |
| 3/4/2025 | 575 | 57552 | 0 |
| 3/5/2025 | 575 | 57552 | 0 |
| Grand Total | | | 0 |



Water Meter Testing History Maintenance

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Application 3 - WATER

Device Number 20798912



Sequen

Device Code # 0



Test Date

4/15/2025



Face

Meter Test Initial Values

Face Sequence # 1

Test Time

Test Kind

Test Reading 575

Reading 2 0

Test Code 0 - Normal

Work Order/Meter Data

Work Order Year 2025

Work Order Number 298742

Active Code 10

MTR SCRAPPED

Meter Set Date 1/28/2013

Maintenance Date

LOAD AS FOUND Before

| | | | | |
|--------------|--------|---|--------|--|
| Efficiency 1 | | % | G.P.M. | |
| Efficiency 2 | | % | G.P.M. | |
| Efficiency 3 | | % | G.P.M. | |
| Efficiency 4 | | % | G.P.M. | |
| Efficiency 5 | 99.15 | % | G.P.M. | |
| Efficiency 6 | 101.09 | % | G.P.M. | |
| Efficiency 7 | 97.70 | % | G.P.M. | |
| Efficiency 8 | | % | G.P.M. | |
| Average | 99.31 | % | | |

LOAD AS LEFT After

| | | | |
|--------------|--|---|-----|
| Efficiency 1 | | % | G.F |
| Efficiency 2 | | % | G.F |
| Efficiency 3 | | % | G.F |
| Efficiency 4 | | % | G.F |
| Efficiency 5 | | % | G.F |
| Efficiency 6 | | % | G.F |
| Efficiency 7 | | % | G.F |
| Efficiency 8 | | % | G.F |
| Average | | % | |

Meter Test Summary Comments

Test Comments

Meter Test Information

Meter Test Information