



**Detroit Water and Sewerage Department**

735 Randolph Street, Detroit, MI 48226

313-267-8000 • [detroitmi.gov/DWSD](http://detroitmi.gov/DWSD)

July 2, 2024

Mr. Richard Clay, President  
National Federation of the Blind Detroit Chapter  
14841 Prevost  
Detroit, MI 48227

Re: Accommodations for the Visually Impaired

Dear Mr. Clay,

Please find this correspondence as a follow-up to the public comment you provided on June 18, 2024, to the Detroit Water and Sewerage Department (DWSD) and the Board of Water Commissioners (BOWC) regarding suggested accommodations for the visually impaired to pay their water bill and conduct other services.

Director Gary Brown has given the project to a team of employees who will follow up on your concerns and provide regular updates. The project will be led by me, DWSD's Director of Diversity, Opportunity & Inclusion and include members of the customer service, IT, and public affairs groups. The team has already met internally and have reached out to DivDat and our invoice vendor to determine next steps.

I look forward to our meeting on **Wednesday, July 10 from 1 p.m. to 2 p.m.** Login information for the virtual zoom meeting will be emailed to you.

Thank you for reaching out. We are committed to providing the best service to all our customers. With your partnership, I know we can achieve this goal for our visually impaired community.

Thank you for being a valued DWSD customer.

Respectfully,

A handwritten signature in black ink that reads "Tiffany M. Jones". The signature is stylized with a large, flowing "T" and "J".

Tiffany M. Jones  
Diversity, Opportunity & Inclusion Director  
CC: Board of Water Commissioners