



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

Ms. Leticia Rangel
1946 Vinewood St
Detroit, MI 48216 - 1449

Ms. Rangel,

Please find this correspondence as a follow-up to the comments you provided on January 18, 2023, to the Detroit Water and Sewerage Department (DWSD) during the Board of Water Commissioners meeting regarding your high bill dispute.

Our Customer Service and Executive teams contacted you several times about your DWSD account and we determined the following:

- DWSD last recorded high water usage at the property between 09/07/2022 to 11/07/2022.
- DWSD reviewed your concern of high usage along with the pictures and receipt dated 10/23/2022 that you provided to show there was a leak at the outside spigot, which was repaired by you.
- On 01/25/2023, DWSD visited the property and found a valve leak that had not been repaired. The Field Service Technician (FST) left a diagram advising of the leak.
- On 02/06/2023, another field visit was completed. The FST replaced an aging meter with a new meter and checked for leaks. No leaks were found on this visit.
- Your account was referred for a Leak Credit Adjustment however it was found that your account would not have benefited from the Leak Credit Adjustment. The account already received a larger credit by way of the sewer cap at 12 units and the smaller discount on the water side for up to 6 units with the Block Rates.
- As a courtesy, late fees in the amount of \$23.82 were removed along with \$40.00 field visit fee for a total adjustment of \$63.82. A payment arrangement was offered with up to 12 months to pay off the balance. However, the down payment has not been paid.

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,

Constance Sloan

Constance Sloan
Customer Service Team Leader