



DETROIT  
**Water & Sewerage  
Department**

Water Board Building  
735 Randolph Street  
Detroit, MI 48226

Customer Service  
Phone: 313-267-8000  
[www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

TO: Lucinda Darrah  
CC: Honorable Board of Water Commissioners  
FROM: Matthew Phillips, Chief Customer Service Officer  
DATE: 7/20/2022  
RE: BOWC Public Comment for 492 Peterboro

Please find this correspondence as a follow-up to the comments you provided on July 14, 2022, to the Detroit Water and Sewerage Department (DWSD) during the Board of Water Commissioners meeting regarding your monthly bill, vacant property with water leaking underground and basement flooding.

Our Customer Service team contacted you on July 20, 2022, about your DWSD account and we thoroughly reviewed your account and the usage over the past 90 days. We determined and committed to the following:

- Your account has not been billed for water usage in over 2 years. Your water service is currently turned off at your request.
- Your current balance due is \$1.35.
- A DWSD Field Service Technician visited your property and the adjoining property on July 20, 2022, and confirmed the properties water was off and no signs of leaking or standing water was visible.
- Our discussion revealed that your sump pump basin/pit has several inches of water, which is normal, your basement is dry and no current signs of standing water.

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,

Chief Customer Service Officer