



July 22, 2016

Dear Resident of the Jefferson Chalmers and Cornerstone Village Neighborhoods

As Director of the Detroit Water and Sewerage Department, the safety and well-being of our customers is of the utmost importance. We value our customers and we're committed to providing excellence in customer care every day.

On July 8, 2016, Detroit experienced a severe rainstorm. Three inches of rain fell in a very short period of time overwhelming the system. We worked directly with the Great Lakes Water Authority (GLWA), Detroit Public Works, Detroit General Services and the Oakland County Water Resources Commission to quickly respond to the rainstorm's aftermath by cleaning streets and clearing catch basins of debris. However, many area streets and basements in the Jefferson Chalmers and Cornerstone Village neighborhoods experienced heavy flooding. During the town hall meeting at East Lake Baptist Church held earlier this week, I heard your concerns. As promised, we are in the process of commissioning an independent investigation and study to determine how the flooding occurred and what measures can be employed going forward to address the problem.

While we wait for the study and results which will take approximately six weeks, we are implementing a process to assist homeowners who are experiencing difficulty in cleaning and sanitizing their basements in the area. On Saturday, July 23, City of Detroit employees from the DWSD, Detroit Health Department, Department of Public Works and the Department of Neighborhoods will canvass homes in the Jefferson Chalmers and Cornerstone Village neighborhoods to distribute information on basement sanitation for homeowners who experienced sewage backups from the July 8 rainstorm. Information will be left with homeowners which includes help for residents who require assistance in sanitizing their basement. By calling 211, residents in need can obtain assistance cleaning and sanitizing basement areas.

The City seeks to ensure there are no public health risk in basements areas as a result of the July 8 rainstorm. Next week, inspectors will visit homes in the area followed by city inspectors, and licensed remediation contractors based on information received during the canvassing and through the 211 calls.

In addition, crews from DWSD and Detroit Public Works will be cleaning streets and sidewalks to clear debris from catch basins. Cost for basement cleaning and sanitation will be covered by DWSD. Please note that the City will not replace items lost from the rainstorm. Homeowners will be required to sign a waiver prior to the work being done.

Residents who have cleaned and sanitized their basements as a result of the July 8 rainstorm are encouraged to save receipts and file a damage claim with DWSD. A claim form can be downloaded from the City's website at www.detroitmi.gov/dwsd. Residents will have 45 days from the date the sewage backup was discovered, according to state law, to submit a claim. DWSD will respond to the resident's claim within 90 days.

I understand your concerns and appreciate your patience. If you require assistance, I again encourage you to call the 211 number to ensure your basement area is clean and sanitized.

Gary Brown, Director,
Detroit Water and Sewerage Department