



Detroit Water & Sewerage Department (DWSD) Policy No. 2016-309

ADJUSTMENTS AND CREDITS TO DRAINAGE CHARGES

BILLED TO CUSTOMER ACCOUNTS

Purpose: The purpose of this policy is to establish the parameters and procedures under which DWSD will apply an adjustment or credit to an account on the basis of the drainage charge for the account.

Background: In October 2016 DWSD is implementing a drainage charge program that will transition the basis of drainage charge billings for all parcels in the City of Detroit to the parcel's impervious acreage. This billing enhancement, enabled by billing data and technology improvements, may result in new charges for parcels previously not billed or a decrease or increase to the monthly drainage charge that was applied to a parcel prior to October 2016.

Policy: It is the policy of the Detroit Water and Sewerage Department that:

- (a) If the impervious acreage based drainage charge applied to a parcel causes an increase in the monthly drainage charge for that parcel, DWSD will waive its right to back-bill the parcel for the difference.
- (b) If the impervious acreage based drainage charge applied to a parcel causes a prospective decrease in the monthly drainage charge for that parcel, DWSD will not back-credit the parcel for the difference. Prior drainage charges are valid and collectible; prospective charges reflect billing data and system enhancements.
- (c) If it is discovered that there is a billing error associated with the parcel that is not attributable to the impervious acreage based drainage charge, DWSD will back-bill or back-credit the parcel for the difference for a maximum period of one (1) year prior to when the error is discovered or when DWSD receives notification of the error.

Issued by the Director

Gary A. Brown

Adopted by the Board of Water Commissioners on: 9/7/16