

# Press Release

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**FOR IMMEDIATE RELEASE**

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**Media Contact:  
George Ellenwood, (313) 964-9460**

## **DWSD PREPARES TO START MONTHLY BILLING FOR CITY OF DETROIT RESIDENTIAL CUSTOMERS**

### **New billing makes it easier for customers to budget, detect leaks**

The Detroit Water and Sewerage Department (DWSD) will implement monthly billing in February for its residential customers living in the city of Detroit, DWSD Director Victor M. Mercado said today.

Approximately 260,000 residential accounts will be phased-in to monthly billing gradually, according to DWSD billing districts. Mercado said that monthly bills are easier for customers to work into their budgets.

"Monthly billing," said Mercado, "is customer-friendly. Not only will the amount of each bill be more consistent; bills will be smaller and easier to manage." Moreover, with monthly billing, DWSD should be able to act more quickly to resolve billing questions. Under the old quarterly billing system, factors affecting a bill could have occurred months before the customer received it.

Mercado noted that many questions about a higher-than-expected amount on a bill are traced to plumbing problems that occur from water leaks. With monthly billing, such leaks will be identified sooner.

Although residential accounts are making the switch in 2006, commercial and industrial accounts are already billed monthly. Residential monthly billing is part of a department-wide new billing system that began in 2003. Along with the monthly billing, DWSD will offer the option of budget billing, using a predictable payment amount each month. The amount will be based on yearlong consumption, averaged out over 12 months.

Any residential customer is eligible for budget billing, provided their account is current.

(MORE)

In conjunction with the move to residential monthly billing, DWSD will enhance customer service by opening the West Side Customer Service Center at 15600 Grand River (near Greenfield) six days a week. Effective in January, the center will be open Saturdays from 8:30 a.m. to 4:30 p.m. The payment center at DWSD's Main Office Building at 735 Randolph is currently open on Saturdays, also from 8:30 a.m. to 4:30 p.m.

Customers with questions about billing can also call DWSD Customer Service at (313) 964-9090.

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