

April 14, 2016

Mr. Gerald Carson
17645 Grandville Ave.
Detroit, MI 48219-3518

Regarding: **Account Number:** **250-4399.300**
 Premise Address: **17645 Grandville Ave.**

Dear Mr. Carson,

Pursuant to your request, records have been reviewed for the referenced account. Based on the investigation, the following results have occurred:

- ☐ **The disputed bill is over 28 days past, and cannot be disputed, per department policy.**
- ☐ **The account is correct as billed, and no adjustment is warranted.**
- ☐ Usage has been adjusted to give the benefit of past, lower billing rates over a specific period.
- ☐ The account has not billed for water usage although the water service has been on.
- ☐ Late payment fees have been cancelled.
- ☐ Refund request must accompany proof of payment showing front and back of cancelled check.
- ☐ **Other: The disputed bill, from February 2015, resulted from an actual read of the meter during repair of the Meter Interface Unit's (MIU) wiring. This account did not bill to actual reads from August 2014 to January 2015; it billed to estimated reads. Once the MIU was repaired, the unbilled usage posted to your account. This account is correct as billed.**

Currently, the account has a balance of \$2,130.32. Payment Agreements can only be made at the Eastside Customer Care Center. You will need to provide a valid picture I.D., and pay 50% of the balance as a down payment.

If there are any questions regarding this matter, please contact me at (313) 964-9187.

Respectfully,

Dorian Wilson

Dorian Wilson
Customer Service Specialist II
Customer Care Division