

From: Marc-Antonie Cooper
To: Marian King-Bell
CC: Shirletta Flake
Date: 2/27/2018 4:15 PM
Subject: Re: 17645 Grandville
Attachments: 17645 Grandville.pdf

Marian,

TIME FOR YOUR REVIEW:

04/14/2016 - Sent dispute response letter and informed him the bill is correct. Customer has massive leaks at property and No Adjustments were warranted.
08/30/2016 - He was turned off for non-payment
08/30/2016 - Entered a Payment Plan
10/18/2016 - Payment Plan was Broken By the Customer
11/16/2016 - Customer called call center about past due notices.
11/16/2016 - Customer went to WSCS to inquire about another payment plan customer informed 30% needed.
11/17/2016 - Customer Called Call Center inquire about another payment plan customer informed via telephone 30% needed
11/18/2016 - Customer turned off for Non-Payment
11/21/2016 - Customer called call center inquire about PPA told needed 30% down.
11/21/2016 - Customer visit WSCS to inquire about PPA was told that they needed 30% down/ explained 21 Day medical to customer
11/21/2016 - Customer enters another PPA and is referred to WRAP.
12/01/2016 - Customer Calls Center to inquire about WRAP - state he has interview scheduled already.
12/05/2016 - WRAP Interview
12/16/2016 - Customer Recieves letter from Wayne County for delinquent taxes - call DWSD to inquire about the tax lien customer had leaks which is why the bill is so high.
12/19/2016 - Customer Interview for WRAP accepted account is held in abeyance.
01/26/2017 - Customer is enrolled in WRAP.
03/14/2017 - Mr. Carson came into MOB was assisted by the Customer Service Administration Office regarding outstanding tax lien. Mr. Carson was informed then that the tax lien was correct and that the high balance was due to all the leaks at property - No adjustment was warranted.
05/11/2017 - DWSD Meter Ops received a Tamper Alarm on the meter at this property. No Reads are being transmitted by MIU which indicates a possible cut cable.
05/11/2017 - DWSD Meter Ops visits property - can not complete no one home.
05/15/2017 - No Read - Customer did not contact Us
06/14/2017 - No Read - Customer did not contact Us
07/19/2017 - No Read - Customer did not contact us
07/20/2017 - DWSD Meter Ops visits location again and no one answered door left tag at door to contact regarding MIU and Meter.
08/18/2017 - No Read - Customer still has not contacted us.
08/24/2017 - NON Compliant Shut off
09/15/2017 - NON Compliant Shut Off
09/18/2017 - Water turned off due to non compliance and customer irate.
10/21/2017 - No Read for this meter - attempted to contact customer
10/27/2017 - Mr. Carson visited the West Side Service Center and spoke with management. He was again was informed that his bill was correct and that his tax lien was verified and correct and that this matter was resolved in 2016. He again begin to swear that he will loose his house and left.
11/17/2017 - No Read for this meter - attempted to contact customer
12/07/2017 - Mr. Carson calls and states he wants to discuss 2012 high bill, not meter. Stated he is about to loose his house.
12/18/2017 - No Read - Attempted to contact Customer.
01/17/2018 - No Read - Attempted to contact customer.
02/16/2018 - Mr. Carson called the call center and was again told this matter was correct by the supervisor.

Regards,

Dr. Marc-Antonie Cooper, ELC, CCMP

Chief Customer Service Officer

Detroit Water and Sewerage Department • 735 Randolph St. • Detroit, MI 48226

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E: cooperm@detroitmi.gov

Customer Care: 313-267-8000

DWSD takes **P.R.I.D.E.** Every Customer, Every Time!

Michael E. Duggan, Mayor

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