



Water Board Building  
735 Randolph, Suite 806  
Customer Service Division  
Detroit, MI 48226  
[www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

April 30, 2018

Ms. Michele Grier  
237 Chalmers St.  
Detroit, MI 48215-3159

Re: **Account Number: 830-3367.300**  
**Service Address: 5521 Radnor St.**

Dear Ms. Grier,

The Detroit Water and Sewerage Department (DWSD) thank you for allowing us the opportunity to review your concerns regarding the above referenced address.

After careful review of your account and payment history, DWSD has taken the prerogative to approve a one-time adjustment for sewerage based on the type of leak discovered and the expediency in its repair.

The total credit to be applied to your account is **\$228.80**.

Thank you again for allowing the Detroit Water and Sewerage Department to review this matter. Ms. Grier, we do appreciate having you as our customer.

If you have any further questions, you may contact me at (313) 964-9137.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dr. Marc-Antonie Cooper".

Dr. Marc-Antonie Cooper, ELC, CCMP  
Chief Customer Service Officer (CCSO)



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April 30, 2018

Ms. Michele Grier  
237 Chalmers St.  
Detroit, MI 48215-3159

Re: **Account Number: 650-1719.300**  
**Service Address: 237 Chalmers St**

Dear Ms. Grier,

The Detroit Water and Sewerage Department (DWSD) thank you for allowing us the opportunity to review your concerns, regarding the above referenced address.

Effective April 2016, the department changed its policy, requiring a \$150 deposit for all new service accounts. The deposit covers two months of the average DWSD customer's bill. We do not pull consumer credit reports to determine the amount of the required deposit.

This policy was amended on March 2018 to include, after a year of on-time payments and at the customer's request, deposits are returnable.

If you have any further question we encourage you to visit our website at <http://www.detroitmi.gov/How-Do-I-Find/Custom-Policies>. You may also reach us at 313-267-8000, or by visiting one of our three (3) Customer Care Centers.

Thank you again for allowing the Detroit Water and Sewerage Department to review your concerns. Ms. Grier, we do appreciate having you as a valuable customer.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dr. Marc-Antonie Cooper".

Dr. Marc-Antonie Cooper, ELC, CCMP  
Chief Customer Service Officer (CCSO)



Water & Sewerage  
Department

## DWSD COMMENT CARD

Name Michele Grier Phone \_\_\_\_\_

Organization (if applicable) \_\_\_\_\_ Title \_\_\_\_\_

Address 5521 Radnor St., No. 2

Email msgrier247@gmail.com DWSD Account # (if applicable) 650-1719.300

WRITE YOUR COMMENT OR QUESTION HERE: Level of Customer Service  
when asking questions on deposits and

Deposit Police

Additional comments or questions? Email [dwsd-publicaffairs@detroitmi.gov](mailto:dwsd-publicaffairs@detroitmi.gov) or call 313.965.9781.

Date 4/18/18 Event/Meeting Attachment FOR OFFICE USE ONLY: Followed-Up By \_\_\_\_\_

~~Other concern~~  
~~(high water bill)~~

March 6, 2018

Detroit Water and Sewerage Department  
Attn: The Board of Water Commissioners  
PO Box 32711  
Detroit, MI 48232-0711

Dear Commissioners:

I am writing this letter to gain better clarification and understanding of two unique circumstances I am experiencing as a new Detroit Water & Sewerage customer. I have asked questions and expressed these concerns with DWSD staff, and although I did receive a response, the responses did not adequately, in my opinion. Since my current, individual circumstances have impacted my financial budget significantly, I am determined to seek answers that may help DWSD staff answer these questions intelligently in the future. I am requesting a review of my circumstances, in hopes that your decision will reduce the financial impact and assist someone in the future with similar questions.

**Account No. 830 3367 300.** On January 14, 2018, I discovered my home had experienced major water damage from a water break in the copper pipes located in the attic. This resulted in partial ceiling collapse and approximately 2" water in the main area, before the water drained out through the floor. It is my suspicion the majority of water leakage drained from the house and settled in the lot next door. The bulk of my bill is for Sewer Charges, however the water from the leak did not go down ANY drains. I am asking you to consider some type of "leak adjustment credit" on customer accounts. It seems unfair and financially severe for customers to be charged for services that did not occur because of accidents that resulted in significant loss.

**Account No. 650 1719 300.** On September 6, 2017, I became a new Detroit Water & Sewerage customer, and was hit with the "mandatory deposit" to turn on service. I am calling this deposit mandatory because, I was not given an option to have my credit run and possibly have the deposit waived, I was not given a valid, justifiable explanation on the return of the deposit in writing. I was not given informative customer care about my questions. In the end, the DWSD staff

suggested I write a letter to Water Chief, Mr. Gary Brown with my concerns and thoughts.

I do believe customers should have the right to question what is not clear. The answer because "everyone" pays a deposit after April 1, 2017 is ridiculous. I do believe "mandatory deposits" required from utility customers could be questionable collection of funds. I do believe holding a person's utility deposit until they sell their property (the only option available) needs to be closely reevaluated. What if they never sell and die? For the utility company to take this direction and treat customers like criminals first, is not good customer care.

This means I could have "bad credit" and be grandfathered in, and not required to pay the "mandatory deposit." Or I could have "good credit" but because my account is opened after the "policy effective date" I am required to pay the "mandatory deposit." My situation puts me on both sides because I am possibly grandfathered in on Account no. 7300. I sincerely would like to point out that a customer's credit score should be another option that impacts why deposits are required or waived.

Since I do not have any plans to sell my house, I do not want to wait until I die to collect my deposit. That sounds ridiculous and I am asking you to consider the return of the deposit before I am not able to request. I have NEVER been required to pay a deposit to any of the 6 water utility companies I have accounts with but if they had asked for deposits, and responded the way DWSD has, I would be writing the same letter to them.

I encourage you to review my 2 accounts and check my credit score, then based on what you find, please consider returning my deposit in a time frame that you chose. The one-time "adjustment leak credit" would help me out tremendously. That is all I want to say. Thank you for your time.

Sincerely,

Michele Grier  
925.642.1178