



Water Board Building
735 Randolph, Suite 806
Customer Service Division
Detroit, MI 48226
www.detroitmi.gov/dwsd

April 30, 2018

Ms. Abena Hogan
9270 Ward St.
Detroit, MI 48228-2647

Dear Ms. Hogan:

Regarding: Account Number: 570-3356.300
Service Address: 9270 Ward St.

Thank you for allowing our office to review your concern. At the Detroit Water and Sewerage Department (DWSD), we take pride in ensuring our customer satisfaction.

On April 23, 2018, **Sensus-SR2 5/8" Meter 78588235** was checked for any visible meter leaks and/or meter concerns. According to the meter investigation, the meter was properly functioning with a meter read of "404".

In regards to billing period **February 08, 2018 to March 10, 2018**, the usage was based on actual reads. For your review, I have enclosed the **Retail AMR Historian Interval Data** report. This report verifies hourly water usage, which indicates continuously water usage from **April 14th – April 23rd**. Per the meter investigation and information reviewed by DWSD, the billed amount is correct and no adjustment is warranted at this time.

If you are not satisfied with the results of the investigation, you may request an Administrative hearing. Please visit a Customer Care Office **within 10 days** of this letter to complete the hearing request form.

Effective April 2016, we implemented a new policy regarding all DWSD accounts. All account holders are now required to have their name, valid government identification, and social security number on all active accounts. In review of your account, this information has not been updated. Therefore, you will need to provide the above mentioned items upon your visit to one of our Customer Care Offices.

Thank you again for being a valued customer of the Detroit Water and Sewerage Department. If you have any further concerns, you may contact me at (313) 964-9137.

Sincerely,



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

Enclosure



Retail AMR Historian Interval Data By Account

Report Run for Account Number: 5703356300. February 14, 2018 12 AM To February 24, 2018 11 PM (US Eastern Date/Time)
9270 WARD ST
Meter#: 78588235

Line#	MIU#	Port	Date	Consumption			Missing?	Negative	TIME	MIU Reprogrammed in Interval	Estimated
				cubic feet	gallons	Minutes		Usage Flag			
1	80918640		14	0	0	60			12am		
2			14	0	0	60			01am		
3			14	0	0	60			02am		
4			14	0	0	60			03am		
5			14	0	0	60			04am		
6			14	0	0	60			05am		
7			14	1	7	60			06am		
8			14	1	7	60			07am		
9			14	0	0	60			08am		
10			14	0	0	60			09am		
11			14	0	0	60			10am		
12			14	0	0	60			11am		
13			14	0	0	60			12pm		
14			14	9	67	60			01pm		
15			14	43	322	60			02pm		
16			14	44	329	60			03pm		
17			14	43	322	60			04pm		
18			14	41	307	60			05pm		
19			14	43	322	60			06pm		
20			14	43	322	60			07pm		
21			14	41	307	60			08pm		
22			14	42	314	60			09pm		
23			14	42	314	60			10pm		
24			14	42	314	60			11pm		
25			15	43	322	60			12am		
26			15	41	307	60			01am		
27			15	41	307	60			02am		



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9270 WARD ST

Meter#: 78588235

Line#	MIU#	Port	Date	Consumption		Minutes	Missing?	Negative	TIME	MIU Reprogrammed	Estimated
				cubic fee	gallons			Usage Flag			
55	80918640		16	41	307	60			06am		
56			16	42	314	60			07am		
57			16	42	314	60			08am		
58			16	43	322	60			09am		
59			16	43	322	60			10am		
60			16	43	322	60			11am		
61			16	41	307	60			12pm		
62			16	40	299	60			01pm		
63			16	42	314	60			02pm		
64			16	42	314	60			03pm		
65			16	43	322	60			04pm		
66			16	42	314	60			05pm		
67			16	40	299	60			06pm		
68			16	41	307	60			07pm		
69			16	42	314	60			08pm		
70			16	44	329	60			09pm		
71			16	44	329	60			10pm		
72			16	43	322	60			11pm		
73			17	43	322	60			12am		
74			17	43	322	60			01am		
75			17	42	314	60			02am		
76			17	43	322	60			03am		
77			17	43	322	60			04am		
78			17	43	322	60			05am		
79			17	43	322	60			06am		
80			17	42	314	60			07am		
81			17	41	307	60			08am		



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				cubic fee	gallons			Usage Flag			
109	80918640	18		43	322	60			12pm		
110		18		43	322	60			01pm		
111		18		43	322	60			02pm		
112		18		44	329	60			03pm		
113		18		44	329	60			04pm		
114		18		44	329	60			05pm		
115		18		44	329	60			06pm		
116		18		42	314	60			07pm		
117		18		42	314	60			08pm		
118		18		42	314	60			09pm		
119		18		42	314	60			10pm		
120		18		44	329	60			11pm		
121		19		44	329	60			12am		
122		19		42	314	60			01am		
123		19		42	314	60			02am		
124		19		43	322	60			03am		
125		19		42	314	60			04am		
126		19		43	322	60			05am		
127		19		41	307	60			06am		
128		19		41	307	60			07am		
129		19		42	314	60			08am		
130		19		41	307	60			09am		
131		19		41	307	60			10am		
132		19		42	314	60			11am		
133		19		42	314	60			12pm		
134		19		43	322	60			01pm		
135		19		44	329	60			02pm		



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Meter#: 78588235

Line#	MIU#	Port	Date	Consumption			Missing?	Negative	TIME	MIU Reprogrammed in Interval	Estimated
				cubic feet	gallons	Minutes		Usage Flag			
163	80918640		20	43	322	60			06pm		
164			20	42	314	60			07pm		
165			20	41	307	60			08pm		
166			20	41	307	60			09pm		
167			20	44	329	60			10pm		
168			20	43	322	60			11pm		
169			21	43	322	60			12am		
170			21	41	307	60			01am		
171			21	41	307	60			02am		
172			21	41	307	60			03am		
173			21	43	322	60			04am		
174			21	42	314	60			05am		
175			21	41	307	60			06am		
176			21	40	299	60			07am		
177			21	43	322	60			08am		
178			21	41	307	60			09am		
179			21	42	314	60			10am		
180			21	43	322	60			11am		
181			21	42	314	60			12pm		
182			21	43	322	60			01pm		
183			21	42	314	60			02pm		
184			21	43	322	60			03pm		
185			21	42	314	60			04pm		
186			21	41	307	60			05pm		
187			21	42	314	60			06pm		
188			21	43	322	60			07pm		
189			21	43	322	60			08pm		



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Line#	MIU#	Port	Date	Consumption			Missing?	Negative	TIME	MIU Reprogrammed in Interval	Estimated
				cubic feet	gallons	Minutes		Usage Flag			
217	80918640	23		45	337	60			12am		
218		23		43	322	60			01am		
219		23		43	322	60			02am		
220		23		44	329	60			03am		
221		23		43	322	60			04am		
222		23		43	322	60			05am		
223		23		42	314	60			06am		
224		23		43	322	60			07am		
225		23		43	322	60			08am		
226		23		43	322	60			09am		
227		23		44	329	60			10am		
228		23		44	329	60			11am		
229		23		45	337	60			12pm		
230		23		44	329	60			01pm		
231		23		43	322	60			02pm		
232		23		43	322	60			03pm		
233		23		43	322	60			04pm		
234		23		43	322	60			05pm		
235		23		43	322	60			06pm		
236		23		45	337	60			07pm		
237		23		42	314	60			08pm		
238		23		45	337	60			09pm		
239		23		45	337	60			10pm		
240		23		43	322	60			11pm		
241		24		3	22	60			12am		
242		24		0	0	60			01am		
243		24		0	0	60			02am		



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Interval Data

