



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

June 27, 2018

Ms. Diane King  
17601 Kentucky St.  
Detroit, MI 48221-2408

Re: **Account Number: 180-3663.300**  
**Service Address: 17601 Kentucky St.**

Dear Ms. King,

We would like to extend our appreciation for your recent visit at our Board of Water Commissioner (BOWC) meeting. At the Detroit Water and Sewerage Department (DWSD), we take pride in ensuring our customers satisfaction.

Ms. King, you listed several concerns which you requested to be addressed at our recent meeting. Please find below explanations to your listed concerns.

Concern 1: Our bills are issued on a monthly basis of 28 - 31 days per billing cycle. Therefore, your account should never reflect two payments for the same billing period. If you experience double billing in the same billing period, please notify us immediately at 313.267.8000.

Concern 2: In regards to your concerns of communities outside of the Detroit area. These communities receive their water through wholesale distribution. Therefore, each community set their own policies and procedures of how their services are distributed. However, like most water utility organizations around the country, rates are determined by establishing a rate which accommodates funding of their community operating and capital needs. With that being said, smaller communities require less funding and larger communities require additional funding.

Thank you again for allowing the Detroit Water and Sewerage Department to review your concerns. Ms. King, we do appreciate having you as a valuable customer. If you have any additional questions/concerns, please feel free to contact our office at 313-964-9137.

Sincerely,

*Customer Service Administration*

Customer Service Administration