



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

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June 27, 2018

Mary Ellen Howard  
Sisters of Mercy  
1099 Van Dyke #304  
Detroit, Michigan 48214

Dear Ms. Howard:

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.

Under great consideration following an evaluation, the department decided to no longer offer Saturday hours due to fallen traffic.

As a result, our Customer Service Division has made several improvements to enhance our customer's experience. Our customers now have the ability to pay their bills and monitor their account at their convenience right at home or at a kiosk at several pharmacies, grocery stores and community centers. They can restart service on the web portal, or avoid a water service interruption by making the required payment on the portal or at a local kiosk.

Our Customer Service Division is continuously striving to make sure, our customers have an extraordinary customer service experience with the Detroit Water and Sewerage Department. For your convenience, I am also including information on the current locations of kiosk through the Detroit Metropolitan area.

Thank you again for being a valued partner of the Detroit Water and Sewerage Department. If you have any questions or concerns regarding the enclosed information, do not hesitate to contact us at (313) 267-8000.

Sincerely,

*Customer Service Administration*

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