



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. Stephanie Collins  
15296 Fairmount Dr.  
Detroit, MI 48205-1321

Dear Ms. Collins:

**Regarding: Account Number: 770-2767.300**  
**Service Address: 15296 Fairmount Dr.**

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.

Please accept this letter as an explanation of the usage consumption for the referenced account. We have completed a review of the account for **15296 Fairmount Dr.** and it is our determination, that the bill is not registering abnormal usage based upon the previous billing history.

Ms. Collins, 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. Water usage charges will vary per account holder. An easy way to understand your water use, is to look at how much water you use daily. Once you have evaluated your daily usage consumption, determine if these numbers fall within your daily use expectancy. If they do not, you may want to look into having a licensed plumber come to your home for an water assessment of the dwelling.

Thank you again for allowing the Detroit Water and Sewerage Department to review your concerns. We greatly 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*

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