



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

Mr. Ronnie Mixon  
10204 Traverse  
Detroit, MI 48213-1140

**Re: Account Number: 690-3242.300**  
**Service Address: 10204 Traverse, Detroit, Michigan**

Dear Mr. Mixon:

Thank you for visiting our recent Board of Water Commissioners meeting. At the Detroit Water and Sewerage Department (DWSD), we take pride in ensuring customer satisfaction.

This letter serves as the explanation for the usage consumption at the service address listed above. After careful review of the account, it is our determination that the bill is correct and remains the property owner's responsibility for the following reasons.

First, our billing records indicate that you are the party responsible for the referenced account. Billing statements were sent to 10204 Traverse, Detroit, Michigan for water and sewerage services used at the property. Section 7-71202 of the Detroit City Charter requires the City of Detroit to "supply water, drainage, and sewerage services within and outside of the City" and to periodically establish equitable rates to be paid ... [by] the **owner or occupant** of each house or building using water and sewerage services." [emphasis added] Because there were water and sewerage service provided to the property, you are the owner of the property, and you are the individual responsible for the referenced account in our records, DWSD is legally obligated to collect payment directly from you for the use and consumption at the property.

Additionally, under the *Municipal Water Lien Act* (MCL 123.161, *et seq*) and Chapter 56 *Utilities* of the Detroit City Code, DWSD has an automatic lien on the property upon the provision of water and sewerage services to the property. Further, water and sewerage services may be discontinued for nonpayment of charges and/or civil collection action may be filed. Under the *General Property Tax Act* (MCL 211.1, *et seq*), DWSD may enforce its lien by transferring the delinquent amount to the City's tax roll and pursue foreclosure.

We regret to hear of the unfortunate incident involving an unauthorized individual residing in the property associated with the referenced account; however, unless otherwise agreed



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though a landlord-tenant agreement, the property owner is responsible for any and all charges accrued on the account.

DWSD has several payment options available. You may make a payment using any of the following methods:

- Autopay by enrolling at [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill);
- Phone by calling 313-267-8000;
- Online by visiting [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill);
- Via United States Mail by mailing a check or money order to **P.O. Box 32711, Detroit, MI 48232**;
- In person at our customer service centers located at **735 Randolph; 15600 Grand River Avenue; or 13303 E. McNichols**; or
- At one of our **Bill Payment Kiosks**. To find a kiosk near you, visit [www.detroit.gov/DWSDkiosk](http://www.detroit.gov/DWSDkiosk)

Please note that it is your responsibility to notify DWSD of any billing dispute. You may dispute a bill no later than twenty-eight (28) days after the billing date. After the period expires, you forfeit your right to dispute the bill. All amounts not in dispute are due and payable.

Additionally, if you are in need of assistance with paying your bill, you may visit our website: [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill); or visit any of our three customer service centers to establish a payment plan. You may also contact our community partner, Wayne Metropolitan Community Action Agency at 313-386-WRAP (9727) or visit their website at [www.waynemetro.org/wrap](http://www.waynemetro.org/wrap) to determine if you are eligible to participate in our Water Residential Assistance Program (WRAP).

We hope that this letter addresses your concerns, if you have any additional questions or concerns, please feel free to contact our office at 313-964-9137.

Sincerely,

*Customer Service Administration*

Customer Service Administration