



Water Board Building
735 Randolph Street
Detroit, MI 48226

Customer Care: 313-267-8000
Emergencies: 313-267-7401
detroitmi.gov/dwsd

July 3, 2018

Joseph Romano
4475 Kensington Ave
Detroit, MI 48224

Re: Public Comment – Billing of New to World (NTW) Accounts

Dear Mr. Romano,

Please accept this letter as a follow-up to your concern addressed to the City of Detroit Water and Sewerage Department (DWSD) at our Board of Water Commissioners meeting on June 20, 2018. In your comment, you expressed concern regarding billing to your new to world (NTW) account.

Previously the account did not bill for drainage and began to bill in October 2016 as a Residential New to World (NTW) account. You were billed at the rate of \$750.00 with an automatic 25% green credit applied due to your classification. The automatic green credit will be applied to the current drainage rate each fiscal year. Concerning the \$125.00 rate that was launched in October 2016, this rate applies to those properties that were classified as non-residential and not previously billed on an acreage rate. If you feel you are being billed incorrectly due to your property being misclassified, you may contact the assessor's office to change your property classification.

If you should have further questions, please call our Customer Care Center at 313-267-8000 option 6.

Respectfully,

Lisa Wallick

Lisa Wallick, P.E.
Stormwater Management Group Program Manager

cc: Honorable Board of Water Commissioners