



Water Board Building
735 Randolph, Suite 806
Customer Service Division
Detroit, MI 48226
www.detroitmi.gov/dwsd

July 27, 2018

Ms. Margaret Keesee
5038 Lemay St.
Detroit, Michigan 48213-3423

Dear Ms. Keesee,

Regarding: Account Number: 660-2140.300
Service Address: 5038 Lemay St.

Thank you for allowing our office to review your concerns. At the Detroit Water and Sewerage Department (DWSD), we take pride in ensuring our customers satisfaction. We acknowledge your concerns and will thoroughly take them under consideration.

We assure you that your complaint and feedback has given us the opportunity to address your concerns and will also help to further improve our service delivery.

In regards to the fees returned to the above referenced account on **4/30/2018**. Our Finance department received a rejected error message for the payment initiated on **4/10/2018**. The error code indicated, the initiated information did not correspond with your banking institution. This resulted in our company being rejected the **\$65.00** payment, which was credited to your account. As a result, a returned payment fee of **\$40.00** was also applied for the rejected payment.

After carefully reviewing your payment history, the **\$40.00** fee was removed. As of **July 27, 2018** the account has a ledger balance of **\$94.88**.

Thank you for being a valued customer 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.

With appreciation,

Customer Service Administration

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