



Central Services Facility
6425 Huber Ave.
Detroit, MI 48211

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

August 15, 2018

Homeowner/Resident
13566 Rutland
Detroit, Michigan 48227

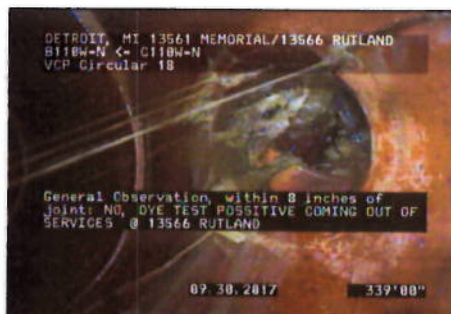
Dear Homeowner/Resident;

RE: Cave-in Complaint in the Rear of 13566 Rutland Detroit, MI 48227

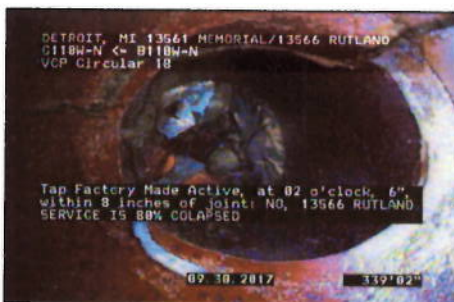
The customer at **13566 Rutland** complained to the Detroit Water and Sewerage Department (DWSD) about a cave-in the back of the property at **13566 Rutland**. DWSD conducted a thorough investigation to establish the facts regarding the customer's complaint. The complaint suggests that the cave-in in the backyard at **13566 Rutland**



Dye test at the new service connection for 13566 Rutland



Dye test at the old service connection for 13566 Rutland



The old service connection for 13566 Rutland 80%

was caused by failure or malfunction in assets owned and/or maintained by the Department. DWSD's investigation included Closed Circuit TV (CCTV) Inspection of the 18-inch public sewer and manholes in the alleyway in the rear of the property at

13566 Rutland. The investigation also included a Dye Test at the location of the cave-in and the result is explained below. The CCTV inspection of the 18-inch public sewer and manholes in the rear of the property at **13566 Rutland** involved televising the public sewer and all private sewer service connections along the public sewer from the manhole in the middle of the alleyway between Memorial and Rutland, north of Davison, to a manhole in the T-Alley south of Schoolcraft. The CCTV investigation found that there are two private services from the lot occupied by the property at **13566 Rutland**. **One of the private services looks**

new and the other is old and 80% collapsed.

The investigation also included Dye Test at the location of the cave-in directly behind **13566 Rutland** to help determine the cause of the cave-in. In this particular case, the dye test was positive through both private service connections from **13566 Rutland**. The positive dye test suggests that the two private sewer services from **13566 Rutland** have failed with direct opening to the cave-in and are allowing water flow and soil migration from the cave-in through the private sewer service connections to the 18-inch public sewer. However, no blockage or



Central Services Facility
6425 Huber Ave.
Detroit, MI 48211

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

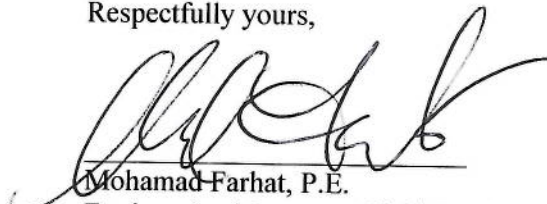
failure was found on the 18-inch public sewer. The 18-inch public sewer has since been lined to prevent the public sewer from collapsing due to the cave-in caused by the failure of the service described above.

The failed/collapsed private sewer lead from **13566 Rutland** is the cause of the cave-in in the rear of the property at **13566 Rutland**. Please be advised that customers are responsible for the upkeep of their sewer service connections from the domicile up to the point of connection with the public sewer. If the failed service from the property at **13566 Rutland** has been abandoned and replaced by the new service to the property, then the abandon sewer service line should be properly killed/removed and the resultant cave-in restored by the owner of the property at **13566 Rutland**. If this repair is not done, the cave-in will continue to expand in the alleyway and encroach on private properties of neighbors and may also cause the new sewer service line to **13566 Rutland** to also fail/collapse.

Before excavating to repair or properly abandon the failed sewer service line/connection, obtain Right-of-Way and DWSD permits, and contact Miss Dig. DWSD permit can be obtained at the Water Board Building located at 735 Randolph Suite 104, Detroit, Michigan 48226.

I hope that the information provided above will be helpful in resolving this situation. If you have any further questions, please feel free to call Mr. Pei Boayue at 313-267-1255.

Respectfully yours,



Mohamad Farhat, P.E.
Engineering Manager - Field Services

cc: DPW/File /DWS-900_ER-110W-N



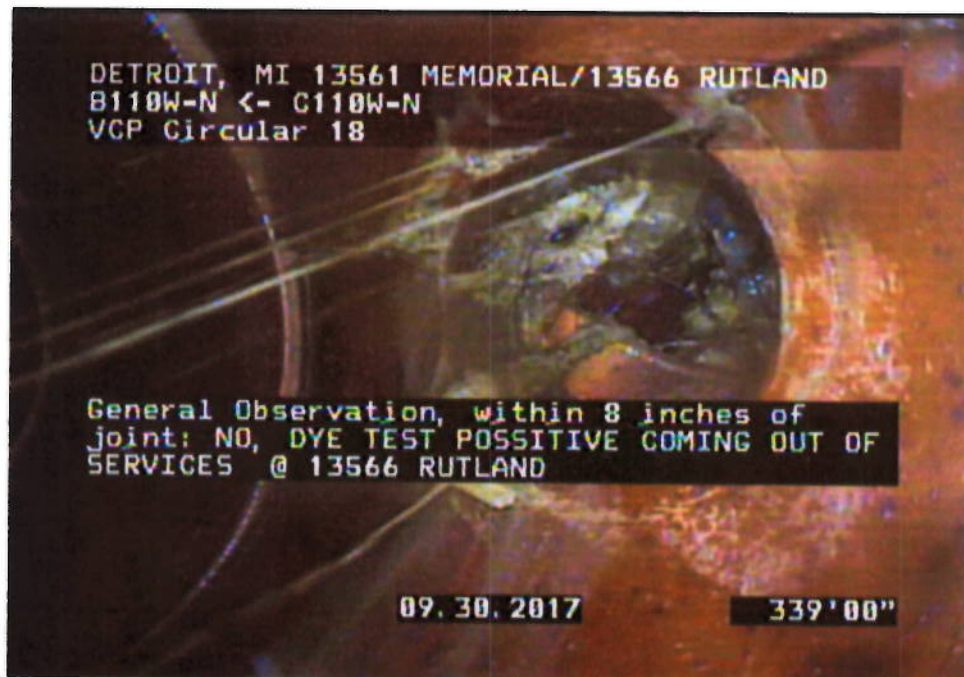
DETROIT
**Water & Sewerage
Department**

Central Services Facility
6425 Huber Ave.
Detroit, MI 48211

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



Dye test positive at service connection for 13566 Rutland (new service)



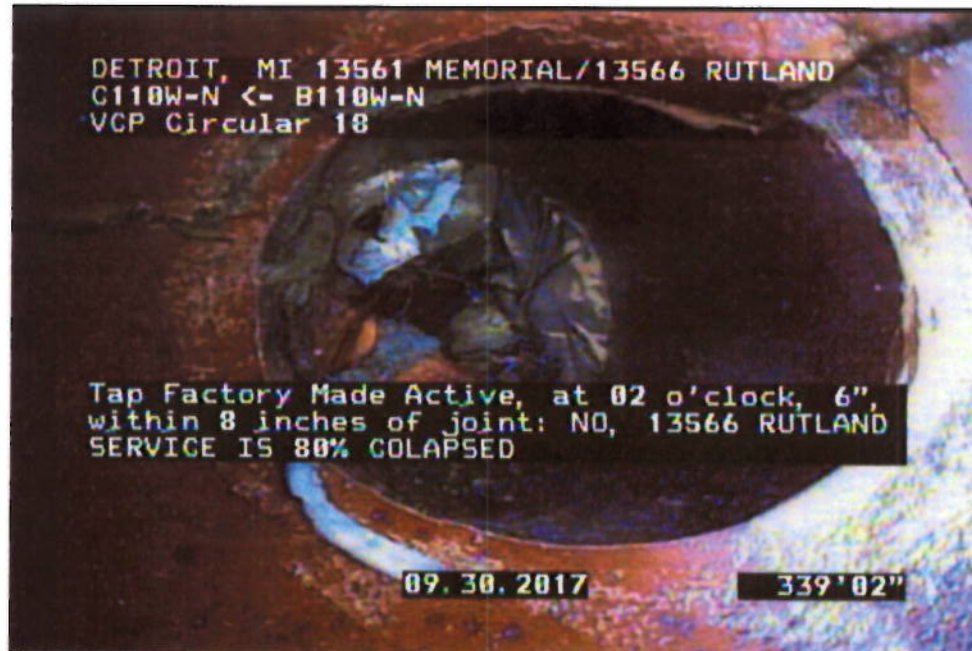
Dye test positive at service connection for 13566 Rutland (old service)



DETROIT
**Water & Sewerage
Department**

Central Services Facility
6425 Huber Ave.
Detroit, MI 48211

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



Service connection for 13566 Rutland (old service)