



Water Board Building  
735 Randolph Street  
Detroit, MI 48226

Customer Service  
Phone: 313-267-8000  
[www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

January 10, 2019

Ms. Carol Calhoun  
4690 Balfour  
Detroit, MI 48224

RE: **Carol Calhoun, 4690 Balfour**

The Detroit Water and Sewerage Department (DWSD) would like to thank you for submitting a comment card to voice your concerns about your water account. We appreciate your feedback and look forward to assisting you with resolving any concerns that you may have.

DWSD bills monthly according to the water consumption of each customer. Monthly bill totals include water service charges, sewerage service charges, water usage, sewerage disposal, and drainage. The water rate beginning July 1, 2018 is \$2.47 per CCF of water used and the sewerage rate is \$5.48 per CCF of water used. Drainage charges are based on the impervious acreage at an individual property, the current impervious acreage at your property is 0.06 which is billed at \$598 per acre. The water service charge, based on your meter, is \$10.95 per month, and your sewerage service charge is \$6.28 per month.

Based on your account information, you are currently enrolled in a payment plan agreement as a result of the completion of your WRAP enrollment. According to our records, you were enrolled in WRAP July 2016 and reenrolled January 2018. Customers can only be enrolled in the WRAP program for a two year period of time. For further information about WRAP enrollment, contact Wrap directly at (313) 386-9727.

The payment plan agreement is a great method of assistance to ensure that your past due balance is satisfied and your account remains in good standing. At this time, you are enrolled in an agreement for 24 months, which will require that you pay an additional \$63.74 in addition to current monthly charges each month.

Your feedback is greatly appreciated, thank you for being a valued DWSD customer.

Respectfully,

*Julianne Gabon*

Julianne Gabon  
Chief Customer Service Officer

Cc: Board of Water Commissioners