



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

Customer Service
Phone: 313-267-8000
www.detroitmi.gov/dwsd

TO: Aaron McIver

CC: Honorable Board of Water Commissioners

FROM: Julianne Gabon, Chief Customer Service Officer

DATE: 3/04/2019

RE: **Aaron McIver, 19929 Warrington**

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

After reviewing your account we found that the high bill in July was due to both increased usage as well as an increase in your drainage charge. During the service period of 6/25-7/26 there was an increase of water usage from your average usage. Over the last year of service your average water usage is four units of water, during this month you used eight. There are many reasons that water usage can increase including, watering lawns/gardens, increased showers due to warm weather, increased water consumption, more people visiting the home, plumbing leaks etc. Increased water usage during the summer months is a trend that we see for many customers due to the aforementioned reasons.

To address the second reason your bill saw an increase, all bills that were mailed during the month of August 2018 reflected the new rate for the drainage charge that went into effect July 1st, 2018. Beginning July 1st, 2018 drainage started charging based on the hard surface at a property. Hard surface includes items such as cement, compacted dirt, roofing, decking, etc. At service address 19929 Warrington, DWSD calculated .07 acres of hard surface. The current rate for drainage is \$598 per acre of hard surface, this equals out to a charge of \$41.86 for .07 acres. You are currently receiving a green credit of \$12.01 making your drainage charge \$29.85 each month. This resulted in an increase of \$9.22 from previous bills.

If you still have questions or would like to have a deeper analysis of your account please do not hesitate to contact our Customer Service Department at 313-267-8000.

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

Respectfully,

Julianne Gabon

Julianne Gabon
Chief Customer Service Officer