



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

TO: Catina Willis

CC: Honorable Board of Water Commissioners

FROM: Julianne Gabon, Chief Customer Service Officer

DATE: 3/04/2019

RE: **Catina Willis, 9130 Middlebelt Rd Livonia, MI 48150**

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

DWSD recently implemented a new policy that allows third parties the ability to call in and gain access to certain account information without verification. This information includes; the net balance due, past due, water status (on/off), and six months of usage history. The information listed does not constitute a final reading and should not be used as one, final readings and balances must be requested. To request a final closing balance and reading we do require verification of the account. To gain access to this information the caller must be able to confirm the owner on the account as well as the last four digits of their social security. If you do not have access to this information you must provide proof of ownership, this can be sent to closings@detroitmi.gov with your request for a final real estate closing.

We request a 30 day period of time to complete a final reading because many times DWSD needs to go out into the field to conduct the final read. The 30 day timeframe allows DWSD to schedule and complete a final read, update the billing system, generate a bill, and then send it to the requester. Whenever possible, we attempt to provide a final water bill prior to 30 days as we understand the nature of the real estate business.

We hope that this information helps you in obtaining the information you need. As we continue to improve our processes we appreciate your feedback, should you have any further questions or concerns please do not hesitate to reach out to one of our Customer Service Specialist at 313-267-8000.

Thank you for being a valued DWSD customer.

Respectfully,

Julianne Gabon

Julianne Gabon
Chief Customer Service Officer