



DETROIT  
**Water & Sewerage  
Department**

Water Board Building  
735 Randolph Street  
Detroit, MI 48226

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

TO: Creighton Rippy

CC: Honorable Board of Water Commissioners

FROM: Julianne Gabon, Chief Customer Service Officer

DATE: 3/04/2019

RE: **Creighton Rippy, 20030 John R**

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 was due to an adjustment made on your account on 01/23/19. The adjustment was made due to a tax write off completed on 10/14/2016 in the amount of \$4,394.74. The original adjustment in 2016 was made due to a delinquent balance that was transferred to property taxes. When this adjustment was made in 2016 it was placed on the wrong property taxes, DWSD subsequently corrected this by adjusting the total amount owed back to the water account in 2019. The current balance owed of \$6,975.94 is due to the delinquent balance of \$2,581.20 in unpaid bills since the tax write off and the \$4,394.74 tax write off. The current balance is an accurate reflection of delinquent balances accrued on the account due to unpaid water bills and is owed. As a courtesy DWSD will be adjusting all of the late fees since the tax write off in the amount of \$376.70, this will result in a total balance owed of \$6,599.24.

If you are unable to make this payment in full, you are eligible for a payment plan arrangement at 10% down. You would be responsible for making a down payment of \$660. You would then be required to make payments of \$247.47 in addition to your monthly payment each month for 24 months. As advised during your phone conversation, you will have until March 22<sup>nd</sup> to come in and establish a payment plan arrangement prior to a shut off notice being issued.

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

Respectfully,

*Julianne Gabon*

Julianne Gabon  
Chief Customer Service Officer