



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: Renee Palmer  
CC: Honorable Board of Water Commissioners  
FROM: Julianne Gabon, Chief Customer Service Officer  
DATE: 3/04/2019  
RE: **Renee Palmer, 19172 Grand River Ave**

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](mailto:closings@detroitmi.gov) with your request for a final real estate closing.

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