



Water Board Building
735 Randolph Street
Detroit, MI 48226

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

May 3, 2019

Theresa Wilson
1729 Calvert
Detroit, MI 48224

Re: 1729 Calvert

Dear Ms. Wilson:

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.

On 4/17/19, you contacted DWSD to request a dispute on your account due to high water usage. DWSD conducted a meter investigation on 4/24/19 that led to the installation of new metering equipment. The Field Service Technician reported that the premise is a double dwelling unit with four toilets and the toilet located on the first floor in the basement will run if turned on. DWSD mailed a letter to you on 4/24/19, along with the Daily Consumption report detailing the day to day water usage at the premise. The excessive usage occurred from February 19, 2019 to March 05, 2019. This may have resulted from a running toilet, open faucet/spigot, or some other plumbing issue.

Beginning July 1, 2018, drainage started charging based on the hard surface at a property. Hard surfaces includes items such as cement, compacted dirt, roofing, decking, etc. At service address 1729 Calvert, DWSD calculated .06 acres of hard surface. The current rate for drainage is \$598 per acre of hard surface, this equals out to a charge of \$35.88 for .06 acres. You are currently receiving a green credit of \$10.30 making your drainage charge \$25.58 each month.

We hope that this information provides you with clarity on how your bill is calculated, 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,

Kimberly Crowell

Kimberly Crowell
Customer Service Manager

CC: Honorable Board of Water Commissioners