



Water Board Building
735 Randolph Street
Detroit, MI 48226

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

May 3, 2019

Valeria Berry
P.O. Box 14741
Detroit, MI 48214

RE: Assistance Programs

Dear Ms. Berry:

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.

DWSD currently has the 10/30/50 payment plan program for all customers. The payment plan agreement is a great method of assistance to ensure that your past due balance is satisfied and your account remains in good standing. DWSD also directs customers to outside agencies that will assist with water bills. DWSD is in partnership with Wayne Metro who are the administrators of the Water Residential Assistance Program (WRAP). For further information about WRAP enrollment, contact WRAP directly at 313-386-9727. This program has been widely reported by all metro Detroit area news outlets.

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