



Water Board Building
735 Randolph Street
Detroit, MI 48226

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

May 3, 2019

Sarah Feldman
3815 Grayton St
Detroit, MI 48224

Re: 3815 Grayton St.

Dear Ms. Feldman:

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 operates three customer service centers, all of which operate under the same procedures and guidelines. The criteria for water disconnections is the same citywide as the guidelines for the restoration of service. DWSD strives to ensure that its customers are given accurate information whenever there is a service interruption to the customer for restoration and service. We also direct customers to any outside agencies that may be able to assist customers with their water bills to have the service restored. DWSD also has a very generous payment plan arrangement for customers who are unable to pay the full balance of their outstanding water bill.

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,

Kimberly Crowell

Kimberly Crowell
Customer Service Manager

CC: Honorable Board of Water Commissioners