

Water Company

RECEIVED
DIRECTOR
19 MAY 14 PM 2:36

To: John Henry Davis

To: Gary Brown

Artelle Gandy

05/06/2019

I have two complaints: The first one I overpaid the water board \$238.95 on 05/01/2019. I paid you your \$75.25 and I made a human error and also paid you my DTE payment. I called and was told they could not refund me my money. I then went to the office I was told it could take up to 8 weeks. I was also told I needed to go home and print the payment from my computer. Now your looking at my payment to you, on DTE's computer and I need to go home and get a receipt from my computer to give to you. In this day and age I don't understand why even if they could not give me my money, and I stress my money back they should have been able to forward it on. If I don't pay you your money you will turn my water off (although the water belongs to God). I worked for Blue Cross Blue Shield and we wrote up overpayments, underpayments etc. right on the phone. I even asked on the phone could I least have some assistance helping with DTE that I had made the mistake. No. I just wanted DTE to know I attempted to pay my bill but I just made a mistake and I would be late at trying to get another \$238.95. the water board could not assist me with that either. We called them third party calls even though we could not get in the middle of the two parties conversation we could assist on the clients behalf. The Water Department could do it too they just don't want to do it. In this day and age, and with the technology we have, you could help the customer in a number of ways. I would like my money back as soon as possible.

My second complaint: My son moved about the second week December. He is not hear to shower, to run water, to cook his food, to wash dishes, to wash his clothes, to flush the toilet and my water bill is still what it is. Please, because you can you take advantage of your customers just because you can I think is a shame. And you have all these advertisements about you customer service. I wish

someone would respond to my letter if that is possible. I can be reached at 3138627961.

Peace and Blessings

Artelle Gandy