



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

TO: Honorable Board of Water Commissioners

FROM: Kimberly Crowell, Customer Service Manager

DATE: 6/13/2019

RE: **Artelle Gandy, 16559 Cherrylawn**

The Detroit Water and Sewerage Department conducted an account analysis of 16559 Cherrylawn and found the following details.

On May 8, 2019, Ms. Gandy visited the Westside Customer Care Center and submitted documentation to request a refund for an overpayment on her residential water account. On May 13, 2019, the refund packet was received by Customer Service Administration for review and approval. On May 16, 2019, the packet was forwarded to DWSD Treasury for processing. On June 3, 2019, Treasury mailed the refund check to Ms. Gandy. On June 7, 2019, Ms. Gandy called DWSD and stated that she was in receipt of her refund check.

Ms. Gandy also expressed concern regarding her water usage. Ms. Gandy stated that her son was no longer in the residence but her water consumption appeared to be the same each month. While reviewing the account, it was noted that Ms. Gandy's consumption has decreased in usage from prior billing cycles. In talking with Ms. Gandy, she stated that she noticed the decrease in her bill and she was pleased with the last bill that she had received.

Respectfully,

Kimberly Crowell

Kimberly Crowell
Customer Service Manager