



DETROIT

**Water & Sewerage  
Department**

Water Board Building  
735 Randolph Street  
Detroit, MI 48226

Customer Service  
Phone: 313-267-8000  
[www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

July 9, 2019

Mr. Clarence R. Clavon  
5831 Oakman Blvd.  
Detroit, MI 48204

Dear Mr. Clavon:

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.

The Great Lakes Water Authority (GLWA) sells water to the suburban communities at a wholesale rate whereas Detroit residents are billed at a retail rate. In turn, the suburban communities set the water rate for their customers based on their water and sewer needs. DWSD bills its customers monthly to make it easier for them to budget for their water consumption. DWSD set rates to ensure the transmission of safe and healthy water.

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