



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

July 9, 2019

Ms. Belinda Walls
8541 Bryden
Detroit, MI 48204

RE: **8541 Bryden
Detroit, MI 48204**

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 bills accounts monthly according to the cycle schedule. There may be an instance when the due date of an account shifts but generally the bills will be due within the same five day period each month. Our current billing system does not have the capability to change or select due dates for individual accounts.

There are various payment options that can be utilized to avoid long lines. Payments can be made in person by visiting one of our Customer Care Centers (735 Randolph, 15600 Grand River and 13303 E. McNichols), mail (P.O. Box 554899, Detroit MI 48255-4899), Online (www.detroitmi.gov/paymywaterbill), telephone (by calling 313-267-8000), or by visiting a bill payment kiosk (to find a kiosk near you, please visit www.detroitmi.gov/DWSDkiosk).

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