



Water Board Building
735 Randolph Street
Detroit, MI 48226

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

July 10, 2019

Mr. James Williams
5685 Stratford St.
West Bloomfield, MI 48322-1542

RE: **2630 Richton St
Detroit, MI 48206**

Dear Mr. Williams:

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.

On June 27, 2019, a meeting was held at the Detroit Water & Sewerage Department located at 735 Randolph at 1:30 pm regarding your concerns. In attendance were yourself, Debra Pospiech, Kimberly Crowell and Constance Sloan. During the course of the meeting, you were advised to submit tenant occupancy records for 2017, 2018 and up to the sale of the property on April 9, 2019. Once the records have been compiled, you were advised to contact me so a follow up meeting can be scheduled.

On July 3, 2019, a follow up meeting was held at the same location stated above. After reviewing your tenancy records, it was agreed upon and decided by Debra Pospiech that the back billed unmetered water usage that was charged to the account was based off of the new owner's usage and the account should be adjusted based off your tenant's prior usage. Therefore, the account will be referred back to our Billing section to reanalyze and a new bill will be generated within two weeks.

Should you have any further questions or concerns, please contact me at 313-964-9343.

Thank you for being a valued DWSD customer.

Respectfully,

Kimberly Crowell

Kimberly Crowell
Customer Service Manager

Cc: Honorable Board of Water Commissioners