

Policy Title:		Application for Service	
	OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER	Category	Customer Service
		Administrative Policy #	500-CS-Application for Service
		Revision #	N/A
		Review Frequency	As Needed – no less frequently than triennially
Administrative Division	Customer Service	Reviewed By	Chief Administrative Officer, General Counsel, Chief Customer Service Officer
BOWC Approval	3/15/2019	Last Reviewed/Update Date	3/15/19
Implementation Date	3/15/2019	Resolution #	19-0076

1. OBJECTIVES

- 1.1. This document provides policies and procedures that ensure persons lawfully occupying a property have access to water and sewerage service and specify the conditions upon which service will be supplied.
- 1.2. The policies and procedures will provide internal controls and processes that will allow for effective customer onboarding and mitigate risks associated with applications of service.
- 1.3. The policies and procedures in this document will create transparency and communicate a uniform process that that will act as a mechanism to control the application intake process and establish accountability of DWSD employees.

2. PURPOSE

- 2.1. To provide and meet all service delivery needs, DWSD has established these policies and procedures to ensure and document accurate customer information for the collection of fees, communication, properly activating service, tracking, and maintaining records. This policy will set forth DWSD's policy and conditions under which the tenants may establish service in their name.
- 2.2. Tenants occupying properties that fall into foreclosure for nonpayment of property taxes and/or water and sewerage charges and/or are subsequently auctioned or transferred to another person under the Property Tax Act may have the owner's authorization to continue residing on the property. This policy will address tenants' rights to establish service under these circumstances.

3. DEFINITIONS

“Applicant” means an Owner, Landlord or Tenant that establishes an account for DWSD services.

“DWSD” refers to Detroit Water and Sewerage Department.

“EnQuesta” refers to the customer information system utilized by DWSD.

“Landlord” means an Owner that enters into an agreement to rent a specific property to a Tenant or any third party property managers or representatives to whom Owner has delegated the authority to enter into agreements on Owner's behalf with others.

“Owner” means the person that holds legal title to a property.

“Parcel” means a plot of land identified by the City of Detroit Assessor with a unique identification number or "parcel number."

“Person” means an individual, business, partnership or corporate entity, or a governmental agency.

“Property” means a parcel or group of parcels treated as one unit for purposes of obtaining water and sewerage service.

“Sewerage” means a combination of the water-carried wastes from residences, business buildings, institutions, and industrial establishments, together with such ground, surface, and storm waters as may be present.

“Sharepoint” is a collaboration platform that is utilized by DWSD as document management and storage system.

“Tenant” means a person who is not the legal title holder to a property but has the owner's actual or constructive authorization to occupy the property.

4. SCOPE

- 4.1. This policy applies to all Persons seeking water and sewerage services from DWSD, and addresses who may establish service and the information and actions required to do so.
- 4.2. This policy does not apply to multi-unit rental properties that have only one meter to service all units because a tenant may not establish service in his/her/its name only for a single unit. DWSD may make an exception on a case-by-case basis, for example:
 - (a) A tenant in a "two-flat" or "duplex" building agrees to be responsible for water and sewerage charges for both units and has written authorization from Owner or Landlord to do so.
 - (b) The owner or tenant in a multi-unit rental property agrees to pay for a separate meter to be installed for tenant's unit.

5. RESPONSIBILITIES

5.1. Owner, Landlord or Tenant

- 5.1.1. Responsible for abiding by the DWSD Water and Sewerage Service Terms and Conditions agreement (Exhibit B).
- 5.1.2. New owners of an auctioned property are required to establish a new account in his/her/its name

5.2. DWSD

- 5.2.1. Responsible for administration and oversight of this policy and will accept information from the following entities to administer this policy:

a) City of Detroit Housing & Revitalization Department ("HRD")

- 5.2.1.a.1. List of all persons currently occupying homes in HRD's inventory.
- 5.2.1.a.2. Notarized letter confirming tenant has authorization to occupy a HRD property.
- 5.2.1.a.3. Letter or email stating when tenant no longer has authorization to occupy a HRD property.

b) Land Bank

- 5.2.1.b.1. List of all persons occupying homes in Land Bank's inventory.
- 5.2.1.b.2. Notarized letter confirming tenant is authorized to occupy a Land Bank property.
- 5.2.1.b.3. Letter or email stating when tenant no longer has authorization to occupy a Land Bank property.

6. POLICY

6.1. Application of Service

- 6.1.1. All new customers establishing service with the Detroit Water and Sewerage Department must provide a completed Application of Service (Exhibit A). Application must include:

- a) Last, First Name
- b) Valid driver's license/State/City identification number
- c) Social Security Number (SSN) or Employer Identification Number (EIN)
NOTE: Only the last 4 digits of the SSN are recorded on the application, but the applicant must provide the full SSN verbally in the application process to be recorded in the system.
- d) Date of birth
- e) Mailing address
- f) Email
- g) Phone number
- h) Property address for service
- i) Service start date
- j) Signed service terms and conditions agreement

6.2. Proof of Ownership and Authorization to Occupy Property

- 6.2.1. All applicants must provide supporting documents that prove ownership, authorization to occupy the property or authorization to conduct business on behalf

of the property owner. Acceptable documents that provide proof of ownership and authorization to occupy property are listed below.

6.2.2. Acceptable forms of proof of ownership of property:

- a) Notarized registered deed
- b) Notarized land contract
- c) Documentation regarding auctioned/transferred property

6.2.3. Acceptable forms proof of authorization to occupy property (one of the following – a, b, or c) is required:

- a) Lease agreement stating tenant is responsible for water payment or affidavit of lessee responsibility, in a format prescribed by Board of Water Commissioners.
- b) Letter with official letterhead from Detroit Land Bank or Detroit Housing & Revitalization Department Documentation regarding auctioned/transferred property.
- c) Proof of authorization to occupy Property, including three (3) of the following: receipts for payment of rent and/or driver's license, state or city I.D. card, utility bills, tax returns, paychecks, government assistance checks and/or Social Security checks indicating the same address as Property for which Tenant seeks to establish water service.

6.2.4. Management companies conducting business on behalf of property owners must provide proof of authorization to conduct business with regard to the property for which applicant seeks water service. The following must be provided to prove authorization to conduct business on behalf of the owner:

- a) Name of the Management Company
- b) EIN of the Management Company
- c) Registered Deed or Stamped Property Transfer affidavit of owner
- d) Signed notarized Management Agreement between owner and management company or a notarized letter of authorization

6.2.5. In the circumstance that the primary account holder is deceased or legally incapacitated, services can be terminated or changed to reflect another occupant with presentation of a death certificate and proof of ownership/occupancy as noted under 6.2.3.

6.3. Identity Verification

6.3.1. All new applicants establishing service with the Detroit Water and Sewerage Department must provide documentation to verify identity.

6.3.2. Acceptable forms of identification for Residential/Tenant applicants include:

- a) A valid State issued driver's license or State issued identification card or City identification card, or
- b) A valid federally issued passport or Military identification; and
- c) Social Security Number
- d) The following forms are acceptable forms of identification for non-US citizens:
 - 6.3.2.d.1. A valid State issued driver's license or State issued identification card or City identification card or Passport; and
 - 6.3.2.d.2. Individual Taxpayer Identification Number (ITIN); or
 - 6.3.2.d.3. A valid visa, green card, or permanent residency card; or
 - 6.3.2.d.4. Employment Authorization document card (EAD) or Work permit; or
 - 6.3.2.d.5. Any IRS documents (if applicable)

6.3.3. Non-Residential applicants must provide all documents listed below:

- a) Proof of Designation as Registered Agent or Notarized Letter demonstrating individual's authorization to Act on Behalf of the Entity
- b) FEIN for the non-residential entity
- c) Identification, including either form identified under 6.3.2.a or 6.3.2.b (to establish that this is in fact the person authorized under (a))

6.3.4. Customers that have recently changed names or are in the process of changing names due to various conditions must provide supporting documentation. This documentation may include:

- a) Marriage license
- b) Official legal decree documentation for divorce or adoption
- c) Court order for name change

6.4. **Deposits**

- 6.4.1. Detroit Water and Sewerage Department requires a deposit for new service. Amounts are accepted in cash, credit, debit, personal check, and cashier's check. Deposit amounts may be subject to change due to applicant's utility credit history.
- 6.4.2. Deposit requirements may be waived at the discretion of the Chief Customer Service Officer.

6.5. **Applicants with a Prior Balance**

- 6.5.1. If an applicant has a prior balance at the location in question or any other location, the individual may pay the balance in full or transfer the balance to their new account and enter into a payment plan.

6.6. Automatic Meter Reading Technology (AMR)

- 6.6.1. All properties are required to have Automatic Meter Reading Technology (AMR) installed as part of establishing water service with the DWSD. Properties must allow DWSD to install AMR technology if property does not have one. Property owner is responsible for making necessary plumbing repairs to support installation of AMR meters.
- 6.6.2. Customers that refuse or restrict DWSD from installing AMR technology will have their water service discontinued and deemed non-compliant with DWSD terms of service (Exhibit B).

6.7. Landlord Duties Where Tenant is Responsible for Payment of DWSD Services.

- 6.7.1. Where tenant is responsible for payment of DWSD services, the Tenant is required to apply for service in his/her/its name.
- 6.7.2. If Tenant is responsible for payment of DWSD charges, Landlord or Tenant must provide a landlord-tenant lease (MCL 123.165; Detroit City Code Sec. 56-2-42):
 - a) In order to avoid a lien attaching to property for Tenant's non-payment of DWSD services, Landlord is responsible for ensuring a fully executed copy of a lease stating Tenant is responsible for paying water, sewerage and drainage charges or an affidavit of lessee responsibility, in a format prescribed by the Board of Water Commissioners, signed by Landlord and Tenant is on file with DWSD and ensure tenant comes to a DWSD service center to establish service.
 - b) Landlord or Tenant shall notify DWSD when lease has terminated. If no notification, the ability to lien property resumes from date lease terminated, as best as can be ascertained.

6.8. Tenant's Rights When Owner/Landlord Has Delinquent Balance.

- 6.8.1. A Tenant who seeks to establish DWSD service in his/her/its name at a property with a pre-existing delinquent balance owed by Owner/Landlord is not required to pay the Owner/Landlord's delinquent balance in order to establish service.

6.9. Tenant Establishing Service After Auction or Transfer of Property (MCL 211.78m).

- 6.9.1. Upon auction of the leased premises under Sec. 78m of the General Property Tax Act or transfer to the City Land Bank or Housing & Revitalization Department under Sec. 78m(12) of the Act, DWSD's policy is to protect pre-existing Tenant from interruption of service.
- 6.9.2. Tenant's Rights: DWSD will allow tenant to establish DWSD service in their name under the conditions set forth within this policy after auction or transfer to City.

6.10. Rejection of Application of Service

- 6.10.1. Detroit Water and Sewerage Department may reject an application of service:
 - a) If application of service is incomplete.

- b) If applicant's identity cannot be verified.
- c) If applicant is unable to provide proof of property ownership or authorization to occupy.
- d) If applicant has a prior balance and has not made payment in full or established a payment plan.

6.11. DWSD Records

6.11.1. DWSD will maintain records in accordance with the Records Retention Policy.

6.12. Reasonable and Necessary Accommodations

6.12.1. Management may take reasonable and necessary actions to accomplish the intent of this policy.

7. PROCEDURES

7.1. Residential/Tenant/Commercial Property Owners Establishing DWSD Service.

- 7.1.1. Receptionist reviews application for completeness. If the application is complete, the Receptionist adds the customer to the Qless system to be seen by a Customer Service Specialist (CSS). If all required documents are not provided the Receptionist provides applicant a required document check list.
- 7.1.2. CSS verifies proof of ownership and/or authorization to occupy property. Acceptable documents for proof of ownership and authorization to occupy property can be found in Section 6.2 of this document.
- 7.1.3. Upon verification of the customer's identity and/or authorization to occupy the property, the CSS assesses application for completeness and authenticity of documents. If the application is incomplete, the CSS requests additional information from the customer.
- 7.1.4. Once documents are verified, the CSS checks if the address is in the system.
 - a) If the address is not in the system, the CSS forwards the applicant to the appropriate department with the City or County government.
- 7.1.5. The CSS enters work order to create the account.
 - a) If the account is in the property owner's name, the CSS enters a WO to "bump-up" the account to the new tenant's name.
- 7.1.6. The CSS determines if applicant has previously established an account with DWSD by searching the system with the applicant's last four digits of his/her SSN and name.
 - a) If the applicant has previously established an account, the CSS verifies the applicant's DWSD account standing for an existing account.
 - b) If the applicant's existing account has an outstanding balance and the applicant is able to pay the balance in full, the CSS directs the applicant to the teller to make a deposit on the new account and pay the outstanding balance on any existing accounts.

- c) If the applicant is unable to make a full payment on the outstanding balances, the CSS transfers the balance to the new account, establishes a payment plan, and directs the applicant to teller to make a deposit on the account and payment based upon the established payment plan.
 - d) Once the previous balances are addressed, the CSS scans and loads the application and supporting documents into SharePoint and completes the account creation.
- 7.1.7. If the applicant does not have an existing account, the CSS enters information from the application into EnQuesta.
- 7.1.8. CSS determines if meter is reading properly.
 - a) If the meter is reading improperly, the CSS creates a work order in EnQuesta for a meter investigation.
 - b) If the meter is reading properly, the CSS continues to complete the work order.
- 7.1.9. Customer makes payment for the deposit and any outstanding charges, fees, or other necessary payments.
- 7.1.10. The CSS scans and loads the application and supporting documents into SharePoint.

EXHIBIT A Application for Service



Water and Sewerage Application for Service

Applicant Information				
Business Name/DBA:				
First Name:	Middle Initial:	Last Name:		
Driver's License/ State ID Number:		Expiration (MM/YYYY):	Date of Birth (MM/DD/YYYY):	
Mailing Address if different from Water Service Address:				
City:	State:	Zip Code:	Phone Number:	
Alternate Phone Number:	Best time to contact applicant:		Email:	
Co-Applicant First Name:	Middle Initial:	Co- Applicant Last Name:		
Social Security Number (last four):				
Property Information				
Address to Start Water Service:				
City:	State:	Zip Code:	Will you own or rent the property: <input type="radio"/> Rent <input type="radio"/> Own	
Closing Date (MM/DD/YYYY):	Start Service Date (MM/DD/YYYY):		Type of Property: <input type="radio"/> Residential <input type="radio"/> Commercial <input type="radio"/> Two Family Flat <input type="radio"/> Duplex	

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Exhibit B: Sewerage Service Terms of Service

Water and Sewerage Service Terms and Conditions

By signing this document you represent you are authorized to request water and sewerage service at the property address below. Your signature and acceptance of water and sewerage services means you agree to the following terms and conditions of the Detroit Water & Sewerage Department (DWSD) for the duration of service:

I will pay all applicable rates and charges for water, sewerage and drainage charges as established from time to time by the Board of Water Commissioners, and that said charges shall be a lien against the property and become effective immediately upon service to the property unless proper proof of tenant's responsibility to pay is on file with DWSD.

I understand and agree that payment of rates and charges must be paid by the due date shown on the bill. In the event of late payment, penalties will be imposed.

I understand that if my account becomes delinquent, DWSD may interrupt service until the account is paid in full or I enter into an approved payment plan and reconnection charge may be imposed. DWSD may transfer its lien to the property tax roll for collection of the delinquent balance as provided by law. DWSD may also elect to sue for collection of delinquent amounts owed.

I understand service activation will require a deposit. If account is not delinquent, deposits will be returned after one year of service upon request.

I agree to provide valid identification and a Social Security or Tax Identification number. Non-U.S. Citizens must provide photo identification.

I agree to notify DWSD when moving from (vacating) a property.

I understand that water service will not be turned on until an Automatic Meter Reading (AMR) meter is installed and that the property owner, landlord or tenant is responsible for making necessary plumbing repairs to support installation of AMR.

I will not allow any person other than an authorized representative of DWSD to connect or reconnect service.

I will not allow any person other than an authorized representative of the DWSD to operate or cause to be operated any valve in or connected with a water main, water service, or fire hydrant, or tamper with or otherwise interfere with any water meter, detector check valve, or other part of the water system.

If DWSD detects a device, scheme, or tampering that avoids or attempts to avoid full payment for water service, I may be subject to fines, service interruption and/or immediate removal of utility equipment and service from the premises or legal action.

I agree to keep the area around DWSD's meter clean and free of hazardous materials and I agree to provide safe access to DWSD employees to enter the premises at any reasonable time to read, install, remove, exchange, maintain, test or upgrade the water meter.

I understand that service connections from the street main to the first valve (curbstop) on the water service line shall be under the sole control of DWSD and that the property owner is responsible for the service line from the curbstop to the property.

Signature _____

Property Address _____

Date _____

DWSD's Terms of Service are based on Michigan Act 178 of 1939, *Municipal Water Liens* (MCL 123.161, et. seq.), Chapter 56, *Utilities*, of the Detroit City Code and Michigan Act 206 of 1893, *The General Property Tax Act* (MCL 211.1, et. seq.)

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