



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)

TO: Lateisha Jones

CC: Honorable Board of Water Commissioners

FROM: Julianne Gabon, Chief Customer Service Officer

DATE: 9/11/2019

RE: **Lateisha Jones, 8259 Piedmont St**

The Detroit Water and Sewerage Department (DWSD) would like to thank you for submitting a comment card to voice your concerns. We appreciate your feedback and look forward to assisting you with resolving any concerns that you may have.

After careful review of your account it was determined that your water could be restored with a payment of \$80. You are responsible for all current bills from your August 19<sup>th</sup> bill going forward. Please make arrangements to pay your August bill in the amount of \$112.49 to avoid service interruption. Please remember that you are required to make all payments in full and on time to remain the WRAP program. Failure to do so can result in removal from the program as well as a loss of any credits provided by the WRAP program. For additional details on the WRAP program please reach out to them directly.

Your feedback is greatly appreciated, thank you for being a valued DWSD customer.

Respectfully,

*Julianne Gabon*

Julianne Gabon  
Chief Customer Service Officer