



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

TO: Bonnie Wittaker
CC: Honorable Board of Water Commissioners
FROM: Julianne Gabon, Chief Customer Service Officer
DATE: 9/11/2019
RE: **Bonnie Wittaker, 20425 Charleston 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.

DWSD is currently in the process of improving our services, including the ability to adjust billing cycles and due dates. Currently, due to system limitations we are unable to adjust billing cycles and due dates. DWSD is upgrading this system with the intent of allowing for additional functionality, including the ability to adjust billing cycles and due dates. This upgrade will be completed over a two year period.

DWSD does not currently choose holidays as due dates, most recently a due date of September 2nd was input in error. Customers with this billing cycle have not, and will not receiving a late fee for this bill. DWSD strives to ensure this does not happen in the future. Upon review of your account it was found that a late fee was assessed to your August bill due to late payment of your July bill. Your July bill had a due date of August 1st, but payment was made on August 12th resulting in a late fee to be assessed.

At DWSD we understand how important our customer's time is, and we know the inconvenience long waits cause. We are currently working on many enhancements to improve both service as well as wait time. We appreciate our customer's patience as we work towards short and long term solutions to our service.

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

Respectfully,

Julianne Gabon

Julianne Gabon
Chief Customer Service Officer