



## CUSTOMER SERVICE PLEDGE

The Detroit Water & Sewerage Department is working hard for you, our valued customer. Our job is to provide clean, safe drinking water, transport wastewater, and manage the flow of stormwater and snowmelt. Every day, we strive to provide improved customer service in all areas of our operations. We pledge to use our best efforts to provide the following service levels:

### Applying for Service

- 1.) You may apply for service if you are an owner, landlord, property manager, tenant, possess a letter from Detroit Land Bank or Detroit Housing Revitalization Department authorizing you to live in the home *or* if you have 3 items of proof you are authorized to reside in the home.<sup>1</sup> You must apply for service in person, show identification and pay a deposit.
- 2.) If you are a tenant and owe for services on another DWSD account, we will transfer the debt to your new account and require you to pay in full or enter into a payment plan with a minimum 50% deposit of amount owed. Tenants do not have to pay debt of owner or prior tenant.
- 3.) We will accept a passport, driver's license or state or City identification card in the event you do not have a Social Security number.
- 4.) Your deposit will be credited to your account upon request if your account is current after one year (does not apply to non-owner accounts).

### Customer Service

- 1.) We will do our best to respond to all of your concerns on the first call or visit in a respectful manner.
- 2.) We will provide an interpreter if you speak another language.
- 3.) You may bring a third party with you to help you apply for service or meet with Customer Service Specialists for any reason.
- 4.) We will notify you in advance when our meter readers or field crews must access your home and we will arrive on the date and time scheduled, unless an emergency situation arises.
- 5.) We will notify you in advance when we are coming to your neighborhood to do major projects and/or to replace lead service lines.
- 6.) We pledge to restore property disturbed by our service and construction equipment within 30 days of completing our work, weather permitting.

### Your Bill

- 1.) We will send you a timely and accurate bill for water consumption and sewer usage based upon actual meter readings when we have access to the meter and based on a reasonable estimate when actual meter readings are not available.
- 2.) We will bill for the accurate amount of impervious acres (hard surface) on your property that contribute stormwater and snowmelt to the sewer system, based on Assessor's Office data.
- 3.) Your bill will have a clear and complete explanation of all items on your bill.
- 4.) We will provide information in advance of the annual public hearing regarding rate increases that explains the reasons for and impacts of the proposed increases.
- 5.) We will correct errors on your bill in a timely manner.
- 6.) We will send you an advisory letter if your account shows unusually high water usage.

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<sup>1</sup> We will consider a letter from United Community Housing Coalition, receipts for rent payments, driver's license, state or city i.d., utility bills, tax returns, paychecks, government assistance checks and/or Social Security checks indicating same address where you want to have service.

- 7.) Our bill will provide information connecting you to resources for bill payment assistance and other local, state and federal support services.
- 8.) You may designate another person to receive all information regarding your service including notices regarding past due bills and service interruption.
- 9.) You can pay your bill any time day or night using our mobile-friendly web portal, Pay-By-Phone system or one of our kiosks at over 30 locations.

#### Billing Disputes

- 1.) We will make forms publicly available so you may dispute the accuracy of your bill. You may file your dispute up to 28 days following your receipt of the disputed bill.
- 2.) You have the opportunity to appear at an informal hearing before a dispute review panel, with an attorney if you so choose.
- 3.) We will not interrupt service for non-payment of the disputed portion of your bill while your dispute is in process. Payment of the undisputed portion of your bill will stall any further collections actions.
- 4.) We will partially credit sewerage charges for estimated water lost due to a leak on your property if you timely apply for a credit and prove you had a leak and that it was repaired.
- 5.) Property owners may avoid having water bills become a lien on their property by alerting DWSD that a tenant is responsible for payment of the water bills.
- 6.) You may request a site assessment of your impervious acreage at any time if you believe your drainage charge is too high or changed.

#### Payment Assistance/Avoiding Service Interruption

- 1.) We will provide information on water bills, our website and through Customer Service to connect you with resources for bill payment assistance and other local, state and federal support services.
- 2.) Any customer, regardless of income, may apply for the 10-30-50 Payment Plan.
- 3.) We will send you at least two “red” (past due) bills to alert you of past due amounts before your account is placed on the list for potential service interruption.
- 4.) We will hand deliver a door hanger at your home notifying you 7-10 days prior to service interruption and provide information regarding resources for bill payment assistance and other support services. We will also provide information after service interruption. If you make full payment or enter into a payment plan up to 24 hours of your scheduled service interruption, we will cancel the interruption work order.
- 5.) We will not interrupt service for non-payment when the weather service issues an excessive heat warning or a freeze warning.
- 6.) We will restore your service within 24-48 hours after you make the required payment when your services have been interrupted for non-payment.
- 7.) If you are dealing with medical emergencies and have a note from your doctor, you may be granted 28 days beyond the original due date to pay your DWSD bill.
- 8.) You are eligible to apply for Water Residential Assistance Payment (WRAP) even if your water service was interrupted.
- 9.) Senior citizens eligible for WRAP can receive a \$25 credit beyond the two-year program.
- 10.) If you applied for Michigan State Emergency Relief funds, we will not interrupt your service for non-payment during the application process.

#### Lead Service Lines

- 1.) We will notify you if your property has a lead service line and provide information about Michigan’s “Lead and Copper Rule” and how to protect your family.
- 2.) We will notify you if your home tests positive for lead levels above the action level and we will provide filters for drinking water.
- 3.) Upon request, we will provide information how to obtain sampling kits to test the water on your property for lead.