



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: Carol Trowell

CC: Honorable Board of Water Commissioners

FROM: Julianne Gabon, Chief Customer Service Officer

DATE: 9/27/2019

RE: **CarolTrowell@gmail.com**

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.

We understand that our recent policy and process changes have impacted your ability to secure final water reads and we apologize for that. DWSD made changes to our policy and process to ensure we are providing the most accurate and secure information to our customers. At DWSD we take security very seriously and strive to ensure our customer's information is kept private.

As a means to improve the final water read process we have created multiple avenues to request a final water read including; online, in person, email at [closing@detroitmi.gov](mailto:closing@detroitmi.gov), and over the phone at (313) 267-8000.

You can access our website for additional information and to submit a real estate closing request at: <https://detroitmi.gov/departments/water-and-sewerage-department/resources/submit-dwsd-real-estate-closing-bill>

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

Respectfully,

*Julianne Gabon*

Julianne Gabon  
Chief Customer Service Officer