



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

TO: Honorable Board of Water Commissioners

FROM: Kimberly Crowell, Customer Service Manager

DATE: 10/9//2019

RE: **Nancy Williams, 16840 Five Pointe St.**

The Detroit Water and Sewerage Department conducted an account analysis of 16840 Five Pointe St. and found the following details:

On July 11, 2019, Ms. Williams was placed on the Water Residential Assistance Program (WRAP) appointment list with an outstanding balance of \$1,233.18. At that time, Ms. Williams had a current bill due in the amount of \$103.95 which was not paid. As part of the WRAP hold, customers are required to pay the most recent bill and all bills forward while waiting for an appointment to determine enrollment. Ms. Williams water was ordered shut on September 11, 2019. To avoid service interruption, an amount of \$224.96 needed to be paid. On September 6, 2019, Ms. Williams paid \$115.00, leaving an amount due of \$109.96. On September 13, 2019, a late penalty fee was placed on the account in the amount of \$5.79, changing the amount due to \$114.96. On September 23, 2019, Ms. Williams account billed again and now has a current bill due in the amount of \$115.81. On October 2, 2019, Ms. Williams visited the Westside Customer Care Center and entered into a 21-day medical extension payment plan agreement. Ms. Williams's payment plan agreement is set to expire on October 23, 2019 if the amount of \$230.00 is not paid.

While on the WRAP appointment pending list, as long as Ms. Williams continues to pay her current bills by the due date, her water services will not be interrupted.

Thank you for being a valued DWSD customer.

Respectfully,

Kimberly Crowell

Kimberly Crowell
Customer Service Manager