



Water Board Building
735 Randolph Street
Detroit, MI 48226

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

October 25, 2019

Ms. Deborah Parks
9351 Schaefer Hwy
Detroit, MI. 48228

Regarding: Account Number: 570-3614.300
Service Address: 9351 Schaefer Hwy

Dear Ms. Parks:

Please accept this letter in response to your Board of Water Commissioners complaint received by the Detroit Water and Sewerage Department (DWSD) Wednesday September 18, 2019 regarding the service interruption executed at the referenced address.

The Policy of the Detroit Water and Sewerage Department as it pertains to delinquent accounts is as follows: DWSD may discontinue service if a bill is not paid within ten (10) days of the date specified as Notice Date on the Water Shut Service Interruption Final Notice based on the balance criteria set forth by DWSD. The Department focuses on the more egregiously delinquent customers first. In addition, DWSD will provide additional notice via a Door Hanger within 7 to 10 days of the scheduled service interruption date as a final courtesy to customers.

Our records show although delinquent, and eligible for service interruption dating back to May 2018, the water service was not actually shut until October 23, 2018. Our records show DWSD shut the water service at the curb stop for non-payment of the balance owing of \$ 673.72. From the service interruption date of October 23, 2018 through April 4, 2019, no water consumption registered through the meter for billing, confirming our records which indicated the water service was shut. The meter reading remained the same from Nov 2, 2018 to March 6, 2019. As a result, DWSD was not prompted to re-visit the property to shut the water for nonpayment.

On March 8, 2019, DWSD visited the property for the purpose of restoring the water service and verifying the installation and functionality of the water meter. At that time, DWSD found that the water service had already been restored by someone other than an authorized DWSD representative; no work orders were previously entered requesting restoration of the water service as a result of payment. As the water consumption continued, and the balance increased, the account was identified as delinquent via our service interruption process and scheduled again for interruption. You are correct in your letter where you stated a door hanger was placed on the property with the schedule interruption date of Wednesday July 17, 2019. That is the date the service should have been interrupted.

Due to a dispatching error on the Departments part, the work order request was completed earlier than the scheduled date on Tuesday July 9, 2019. For this error, I offer an apology on behalf of DWSD, and have waived the service interruption fee and restoration fees that were assessed totaling \$80.00 in response to your request for financial leniency. Waiving of the additional fees is the only form of leniency we can offer in accordance to our Collection Rules and Procedures. The adjusted balance now owing is \$583.08.

Our records also show the account currently has a valid payment plan agreement in place and should protect the account from further collection activity with compliance. I offer my apology again on behalf of the Department, and hope this letter has addressed all your concerns regarding the billings on the account and our interruption process. If you have any further questions, you may contact my office directly at (313) 964-9176.

Respectfully,

Theresa Redden-Flennoy

Theresa Redden-Flennoy
Collections Manager

cc: Board of Water Commissioners