



Water Board Building
735 Randolph Street
Detroit, MI 48226

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

February 12, 2020

Ms. Maggie Hinton
7700 Puritan Street
Detroit, MI 48238-1232

RE: **7700 Puritan Street
Detroit, MI 48238-1232**

The Detroit Water and Sewerage Department (DWSD) would like to thank you for submitting a comment card to voice your concerns about your water account. We appreciate your feedback and look forward to assisting you with resolving any concerns that you may have.

At the Board of Water Commissioners meeting on January 15, 2020 you requested your water bill to be reduced due to your 501c3 non-profit status. The Detroit Water and Sewerage Department has a standard water rate for all accounts. At this time, we cannot offer a discount for your 501c3 status. The Detroit Water and Sewerage Department offers Payment Plan Agreements to assist with your balance on your water bill. Please reach out to one of our Service Centers or contact us at 313-267-8000 to set up payment arrangements. We are truly sorry to hear your property was involved in a fire and has become inoperable. We hope you reach out to the many community resources to assist with the balance on your water bill.

There are various payment options that can be utilized to avoid long lines. Payments can be made in person by visiting one of our Customer Care Centers (735 Randolph, 15600 Grand River and 13303 E. McNichols), mail (P.O. Box 554899, Detroit MI 48255-4899), Online (www.detroitmi.gov/paymywaterbill), telephone (by calling 313-267-8000), or by visiting a bill payment kiosk (to find a kiosk near you, please visit www.detroitmi.gov/DWSDkiosk).

Should you have any further questions or concerns please do not hesitate to reach out to one of our Customer Service Specialist at 313-267-8000.

Thank you for being a valued DWSD customer.

Respectfully,

Matthew Phillips

Matthew Phillips
Chief Customer Service Officer

Cc: Honorable Board of Water Commissioners