



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

February 12, 2020

Ms. Jerina Cleveland
19432 Rutherford
Detroit, MI 48235-2349

RE: 19432 Rutherford

Dear Ms. Cleveland:

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.

On January 31, 2020, you visited our Westside Customer Care Center to request a hearing for the bill you received on September 16, 2019 in the amount of \$2,292.12. During that visit, a hearing request form was submitted to our Hearing Section for processing. You will be contacted by our Hearing Coordinator when a hearing date has been established. Please be mindful that anytime an account has an active billing dispute, all charges that are not included in the dispute must be paid in order to avoid service interruption.

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

Respectfully,

Kimberly Crowell

Kimberly Crowell
Customer Service Manager

Cc: Honorable Board of Water Commissioners