



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

Bernadette Williams
19470 Five Points St
Detroit, MI 48240-1311

RE: 19470 Five Points St (280-2425.300)

Dear Ms. Williams:

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.

After reviewing the account, there was only one instance of a late penalty fee in the amount of \$2.68 applied to the account on 12/18/2019. As a courtesy, the late fee was removed from the account on 1/15/2020. Unfortunately, DWSD is unable to research information on customer's accounts without the customer initiating contact. Therefore, anyone that has a concern concerning their water account would need to contact DWSD individually.

Thank you for being a valued DWSD customer.

Respectfully,

Kimberly Crowell

Kimberly Crowell
Customer Service Manager

Cc: Honorable Board of Water Commissioners