



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

August 19, 2020

Shiela Summers
5251 15th Street
Detroit, MI 48208

RE: 5251 15th Street (400-3960.300)

Dear Ms. Summers:

The Detroit Water and Sewerage Department (DWSD) would like to thank you for voicing your concerns about your water account. We appreciate your feedback and have taken measures to improve our process preventing the concerns you experienced from happening in the future.

I would like to personally apologize for the communication issues you experienced in conducting business with the Customer Service department. I have already shared your experience with my team and we have learned valuable lessons we will all carry forward. If you should have any further concerns do not hesitate to directly reach out to my office.

Based on an evaluation, we have made the following adjustments to your account:

- We provided a total credit of \$100.53 to your account.
 - Credit of \$40 for non-sufficient funds.
 - Credit of \$55.35 in previously paid water and sewerage charges for April 2020.
 - Credit of \$5.18 for late fees.

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

Respectfully,

Matthew Phillips

Matthew Phillips
Chief Customer Service Officer
313-964-9020

Cc: Honorable Board of Water Commissioners