



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

TO: Bernice Toles

CC: Honorable Board of Water Commissioners

FROM: Matthew Phillips, Chief Customer Service Officer

DATE: 3/3/2021

RE: 15334 Hubbell St

The Detroit Water and Sewerage Department (DWSD) would like to thank you for your comments during the Board of Water Commissioners meeting. We appreciate your feedback, time and effort sharing your insightful comments. We have every desire to address your needs.

After reviewing your account, we did not find any discrepancies with your current charges. As it relates to drainage charges. The Detroit Water and Sewerage Department (DWSD) uses the best data available to regularly update its records. In December, our records were updated to reflect 2019 aerial flyover imagery data and matched with 2019 City Assessor data.

Drainage is the collection and treatment of wet weather such as rainfall and snowmelt. Hard surfaces such as roofs and driveways are “impervious” surfaces because they prevent or limit rain or snow from soaking into the ground. These surfaces cause runoff which becomes contaminated with dirt and debris, flows into the City’s combined sewer system, where it is mixed with raw sewage and must be treated before entering the Detroit and Rouge Rivers. The drainage charge helps recover the cost for the collection and treatment of storm water, which can total \$150 million+ per year.

Like many older cities in the United States, Detroit has a combined sewer system, where rainfall and snowmelt runoff into the same pipe as raw sewage. This combined sewage must be treated to meet Federal and State environmental regulations. To keep the Detroit and Rouge Rivers clean, DWSD has invested \$1.5 billion in wet weather treatment facilities to manage storm water runoff. Even if it doesn’t rain or snow every day, DWSD bills for drainage based on annual wet weather treatment costs.

If you have questions about your parcel(s), contact the City Assessor. To dispute the IA and resulting drainage charge, please complete the DWSD Drainage Charge Adjustment Application available at detroitmi.gov/drainage. Email the completed form to: drainage@detroitmi.gov. If you have further questions, contact the Drainage Customer Care Team at 313-267-8000 (option 6) or visit detroitmi.gov/drainage.

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

Respectfully,

Matthew Phillips, Chief Customer Service Officer