



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

TO: Honorable Board of Water Commissioners

FROM: Matthew Phillips, Chief Customer Service Officer

DATE: 3/1/2021

RE: Tracy Stevenson, 440-0073.301

The Detroit Water and Sewerage Department had a conversation with Tracy Stevenson on February 17, 2021. The following is the outcome.

Ms. Stevenson was concerned with the cost of her drainage charges and why DWSD charges late fees during the pandemic. We explained how drainage fees are calculated and she receives a green credit monthly. She requested, when safe (pandemic), to have a more in depth discussion on how drainage charges are established. We agreed at her convenience we will take the time to discuss.

Respectfully,

Matthew Phillips
Chief Customer Service Officer