



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

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

TO: Alarice Navarro

CC: Honorable Board of Water Commissioners

FROM: Matthew Phillips, Chief Customer Service Officer

DATE: 08/19/2022

RE: BOWC Public Comment for 18600 Woodward Avenue and 8542 Ironwood

Please find this correspondence as a follow-up to the comments you provided on August 17, 2022, to the Detroit Water and Sewerage Department (DWSD) during the Board of Water Commissioners meeting regarding your drainage charges at 18600 Woodward and ensuring your property was transferred to the new owner at 8542 Ironwood.

Our Customer Service team responded to you upon your visit on the morning of August 17, 2022. As a result of our investigation, we determined the following:

- A computation error was made in determining your drainage charge for July 2022. As a result of our investigation the charge of \$1961.68 was corrected and the corrected charges results in a \$55.04 balance. We apologize for the error.
- The property at 8542 Ironwood will be transferred based on the date of sale. Any remaining balance credit or debit will be your responsibility prior to the date of sale.
- If a deposit was made at the time, you opened your account, you may request a refund of the deposit minus any debits. You can request a refund at CSPORTAL.DETROITMI.GOV

Should you have any further questions or concerns, please do not hesitate to reach out to my office directly.

Thank you for being a valued DWSD customer.

Respectfully,

Chief Customer Service Officer