

# **IVR...intelligent voice automation**

## **A new way to service you!**

**DWSD is enhancing the customer experience and reducing costs with voice automation. Now when you call (313) 267-8000, our all-new IVR voice menu will provide our customers with simple, personalized options.**



**Detroit Water and Sewerage Department's new  
"smarter" phone service is here!**

- ✓ **More self service!**
- ✓ **Free pay by phone!**
- ✓ **Less hold time!**
- ✓ **Automated call back feature!**
- ✓ **24/7 account information!**

You can pay your bill [free online](http://www.DWSD.org) at [www.DWSD.org](http://www.DWSD.org)

