

CITY OF DETROIT

News Release

Water and Sewerage Department

Dave Bing, Mayor

FOR IMMEDIATE RELEASE

Date: Friday, September 6, 2013

**Media Contact:
Mary Alfonso, (313) 964-9477**

NEW KIOSK MAKES PAYMENTS A BREEZE

The Detroit Water and Sewerage Department's first automated payment kiosk is up and running at the Customer Service Center on the first floor of the Water Board Building at 735 Randolph in downtown Detroit.

Fast and efficient with an easy-to-read, menu-driven screen, the kiosk enables commercial and residential customers to pay their bills and complete transactions in less than two minutes. First-time users will be assisted by trained customer service representatives.

Not only does the kiosk eliminate long waits in line, it also allows customers to receive real-time payment confirmation. That means payments are posted to customers' accounts electronically and immediately. There is no transaction fee for customers who use the kiosk.

The kiosk is part of a family of new innovations that enable DWSD to provide enhanced service and greater efficiency to its valued customers. More kiosks at other locations are planned in the future.

The payment kiosk accepts cash and checks, as well as MasterCard, Visa, Discover, and Diner's Club credit/debit cards. When cash is used, the kiosk does not make change.

###