



Press Release

City of Detroit • Mike Duggan, Mayor

FOR IMMEDIATE RELEASE

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CONTACT:

John Roach, Communications Director
313.244.7857 (cell)
roachj@detroitmi.gov

MAYOR AND DWSD TO RELEASE FULL PLAN ON WATER SHUTOFFS THURSDAY

- DWSD Extends Moratorium on Residential Shutoffs until August 25

Teams from the office of Mayor Mike Duggan and the Detroit Water and Sewer Department continued to work through the weekend on a plan to redesign the handling of the collection of overdue water bills in the city and announced they would release that new plan this Thursday.

In the meantime, DWSD Director Sue McCormick announced: “In order to give us time to complete and implement the new plan with the Mayor, DWSD is extending the moratorium on residential customers through Monday, August 25th. Shutoffs will continue on commercial customers with significant arrearages.”

Mayor Duggan pointed to the success of DWSD’s Water Affordability Fair Saturday as an example of the kind of strategy that is needed. “More than 400 Detroiters came out to DWSD’s east side office when we opened it on Saturday. Our customers paid their bills, entered into payment plans, and learned about resources to help them conserve water and lower their costs.”

“If we make it more convenient for Detroiters to make payment arrangements and we do a better job of communicating the available help for those truly in need, I’m convinced the great majority of Detroiters will step up and take care of their bills,” Duggan said. “Our customers now have one last opportunity until August 25th to make the appropriate arrangements.”

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Even ahead of Thursday's announcement on the full plan, Director McCormick announced DWSD would immediately extend the hours of its Customer Service Centers. All DWSD Customer Service Centers are now open from 8:00 AM to 6:00 PM (extended from 8:30 am- 5:00 pm) and all centers have new Saturday hours from 8:00 AM to 3:00 PM. Previously, only the downtown center was open on Saturdays from 8:30 AM until 5:00 PM.

The DWSD Customer Care Call Center is now open from 8:00 AM to 7:00 PM weekdays (extended from 8:30 am - 5:00 pm) and also has added the same Saturday hours as the walk-in centers of 8:00 AM - 3:00 PM. The Call Center number is: (313) 267-8000

Customers can visit any one the DWSD Customer Service Centers:

Downtown

735 Randolph St., First Floor

Eastside

13303 E. McNichols

Westside

15600 Grand River