



FREQUENTLY ASKED QUESTIONS REGARDING REAL ESTATE CLOSING METER READING BILLS

- 1. Why should I schedule a real estate closing meter reading appointment?**
To accurately determine the balance due. DWSD reads and tests the water meter for accuracy and issues a final real estate closing bill for the referenced address.
- 2. How do I schedule a real estate closing meter reading appointment?**
By visiting any of the Detroit Water and Sewerage Customer Service Offices, by calling the real estate closing customer service number at **(313) 267-8009** or by emailing closings@dwsd.org.
Office locations: 735 Randolph, at Bates
13303 E. McNichols Road, at Alcoy
15600 W. Grand River, at Winthrop
- 3. What time will the appointment take place?**
The real estate closing appointments are scheduled Monday through Friday between 9:00 a.m. and 4:00 p.m.
- 4. When should I schedule the real estate closing appointment?**
The real estate closing meter reading should be scheduled at least 30 days prior to the closing date.
- 5. Is there a fee for the real estate closing?**
Yes, there is a \$30 fee assessed for the final real estate closing bill for those customers who do not have the new automated metering technology, and for any customer whose new meter is not functioning properly due to tampering. You can either pay the fee at the time you schedule the appointment or add the fee to your final bill.

Email any other questions to closings@dwsd.org or call DWSD real estate closings at **(313) 267-8009**.