

**How do I establish water service in my name?**

**Tenant:** You must visit one of our Customer Service Centers in person, with the following documentation:

- Copy of current lease agreement with landlord's information
- Valid photo identification
- Social Security card or official government documentation containing Social Security number

**Landlord:** You must complete an Affidavit of Lessee Responsibility Form and provide proof of property ownership.

*Note: Tenant is required to visit one of our Customer Service Centers and present valid ID and Social Security card for verification purposes.*

**How do I get service out of my name?**

**Tenant:** The tenant must visit one of our Customer Service Centers in person with the following documentation:

- Valid photo identification
- Forwarding address

*Note: If you are unable to physically visit one of our Customer Service Centers, you must provide a signed and notarized letter indicating that you are allowing a representative to conduct business on your behalf. The letter must accompany a copy of your identification. Your representative must visit one of our centers in person with the aforementioned documentation, along with their valid photo identification.*

**Landlord:** The landlord must complete a Notification of Vacating of Premise within 20 days of the tenant vacating the premise.

*Note: If the notification is not submitted within 20 days of the tenant vacating, the account will revert back to the landlord, and the tenant's balance will be a lien against the property.*

**The paperwork I submitted has not been processed yet. Why?**

There may be a delay in processing paperwork due to the significant increase in rental properties within the city.

**Why does my ID have to match the service address?**

DWSD requirements are that tenants can only have service registered in their name for a property address where they currently reside. Therefore, proof of residency in this form is required.



## ***Landlord / Tenant commonly asked questions***

### **Why can't water service be set up or canceled in my name over the phone or on your website?**

In an effort to prevent fraudulent activity and protect your identity, DWSD requires the request to only be made in person.

### **Can the property owner request that water be shut off for non-payment due to a delinquent balance on their tenant's account?**

Yes. If the landlord contacts DWSD requesting the water be turned off for non-payment, the account will be flagged for shutoff through the normal collections process. However, the tenant's balance must be delinquent according to DWSD collection policies.

*Note: DWSD does not get involved in landlord/tenant disputes.*

### **Why does the new tenant have to pay to have water services restored if the landlord/tenant paperwork was submitted, but has yet to be processed?**

The tenant is still obligated to pay for any water bills during their stay at the property.

### **Why does the bill revert into the landlord's name after the tenant fails to pay the balance?**

DWSD has elected to take this course of action if the landlord/tenant agreement is not honored. The tenant has options available to resolve the balance and have the bill put back into their name.

### **Is there a deposit required to establish water service in the tenant's name?**

Yes. As of March 1, 2012, an initial deposit of \$112.00 is required before service can be established in the tenant's name.

*Note: The deposit amount will increase each time the tenant defaults on their landlord/tenant agreement with DWSD.*

**Landlord tenant agreement forms are available online at [dwsd.org](http://dwsd.org)  
in the customer service, residential customers section.**

**Call 313.267.8007 if you have questions regarding Landlord Tenant matters.**

**Documentation and completed forms are processed at customer service centers located at:**

#### **Downtown Customer Service Center**

735 Randolph (enter off Bates Street)  
8:30 a.m.-5:00 p.m.  
Monday-Saturday

#### **Eastside Customer Service Center**

13303 E. McNichols  
8:30 a.m.-5:00 p.m.  
Monday-Friday

#### **Westside Customer Service Center**

15600 Grand River  
8:30 a.m.-5:00 p.m.  
Monday-Friday