

Press Release



FOR IMMEDIATE RELEASE

Date: Friday, December 28, 2007

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DWSD DOWNTOWN CUSTOMER SERVICE CENTER REOPENS AFTER EXTENSIVE RENOVATION, RESTORATION

The Detroit Water and Sewerage Department (DWSD) announced today that the newly-renovated Customer Service Center on the first floor of the historic Water Board Building in downtown Detroit at 735 Randolph Street reopens for business on Wednesday, January 2, 2008. Regular business hours are Monday-Saturday, 8:30 a.m.- 4:30 p.m. (However, the office is closed on Saturday between noon and 1 p.m.)

Upgraded customer amenities include improved lighting and seating, as well as a new door with ramps at the Bates Street entry that allows wheelchair access and brings the facility into compliance with the Americans With Disabilities Act (ADA). New staff workstations provide for customer privacy.

Workers undertook the restoration of historically significant artifacts in the space, consistent with the historic designation bestowed on the Water Board Building in 2002 by the Detroit Historic Designation Advisory Board, and Historic District Commission.

All three DWSD Customer Service Centers handle payments, billing and account inquiries, water shut-offs and reactivations, meter reading inquiries, and service-related investigations.

In addition, customers may contact the Customer Call Center at (313) 267-8000 Monday-Friday from 8 a.m. to 5 p.m., and Saturday from 8:30 a.m. to 4:30 p.m.

DWSD supplies high-quality drinking water to 4.3 million people who live and work in Detroit and 125 other communities in southeast Michigan. The Department provides wastewater services to three million people who live and work in Detroit and 76 other southeast Michigan communities.

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