

CITY OF DETROIT

News Release

Water and Sewerage Department

Dave Bing, Mayor

FOR IMMEDIATE RELEASE

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DWSD introduces online payment and account access

Beginning on Tuesday, November 16, Detroit Water and Sewerage Department (DWSD) customers will be able to go to www.DWSD.org, log on to their personal accounts to access important information (like consumption and payment history) and pay bills using a credit or debit card, or an electronic check at no additional charge. DWSD is absorbing the small per-transaction fee charged by credit card issuers to make it easier for customers to take advantage of this online convenience.

When logging on to their DWSD online accounts for the first time, customers will be able to create a **Standard Account**, which will allow them to set up one-time bill payments, check account balance and due date, see consumption and payment history, and view valuable related information and documents. Customers with valid identification and proof of property ownership can create a **Premium Account** that will allow them to enjoy all the benefits of a standard account, in addition to being able to create a user profile, set up recurring bill payments, receive an electronic bill in addition to a hard copy, and make online requests for services such as service transfers, disconnections, and meter reading requests. There is no charge for either the standard or premium account. Landlords who create a **Landlord Account** (also at no charge) will be able to make one-time payments on individual accounts and view important information and related documents. Additional features and services will be incorporated into Landlord Accounts in the very near future.

For more information about online bill payment and customized customer accounts, go to “My Account” at www.DWSD.org beginning November 16, 2010, or call (313) 267-8000.

DWSD supplies high-quality drinking water to 4.3 million people who live and work in Detroit and 126 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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