

Effective March 1, 2012 please be advised that changes have been made to the Detroit Water and Sewerage Department's (DWS&D) Landlord Tenant Agreement (LTA) process.

A LTA is an agreement that transfers the responsibility of the DWS&D water and sewer bill payment from the landlord to the tenant.

Procedure to establish an agreement:

To establish a LTA, the tenant must come in to a DWS&D Customer Service Center with valid picture identification. The identification must contain the service address. Tenants must show a valid lease agreement, and pay a deposit in cash or certified funds.

Deposit(s) based on 2011-2012 rates subject to change with implementation of new rates.

Initial Deposit	1st Default	2nd Default	3rd Default
\$112.00	\$150.00	\$225.00	\$300.00

Additional Tenant Information:

- Tenants must pay their water and sewer bills on time and in full. If the tenant is unable to pay, satisfactory payment arrangements must be made with the department.
- If a tenant fails to maintain their account in good status, the LTA may go into default and the service may revert into the Landlord's name. Once reverted, all bills from that point will become a lien against the property served.
- The tenant will be held responsible for all charges during the time the service was in their name. Any deposit held will be applied to the outstanding balance.
- If the tenant defaults on the agreement, they will be required to come into a DWS&D office with valid identification and bring their account current or make satisfactory payment arrangements. An additional deposit will be required.
- Tenants are required to have the new metering technology installed at their residence. Information generated from the DWS&D system can help manage water bills by identifying potential water wastage. **Call Customer Service at (313) 267-8000** to schedule an appointment for this **free equipment installation**.



Effective March 1, 2012 please be advised that changes have been made to the Detroit Water and Sewerage Department's (DWSD) Landlord Tenant Agreement (LTA) process.

A LTA is an agreement that transfers the responsibility of the DWSD water and sewer bill payment from the landlord to the tenant.

Procedure to establish an agreement:

To establish a LTA, the tenant must come in to a DWSD Customer Service Center with valid picture identification. The identification must contain the service address. Tenants must show a valid lease agreement, and pay a deposit in cash or certified funds.

Deposit(s) based on 2011-2012 rates subject to change with implementation of new rates.

Initial Deposit	1st Default	2nd Default	3rd Default
\$112.00	\$150.00	\$225.00	\$300.00

Additional Landlord Information:

- Landlords may request to receive duplicate water bills in the mail.
- Copies of tenants' delinquent notices will be mailed to landlords.
- Landlords will be mailed notification of the department's intent to default an LTA.
- Service may revert into the landlord's name if the tenant fails to respond to the department's request for payment.
- The lien may be re-established against the property as of the tenant's default date.
- Delinquent balances that are not subject to the LTA provisions will be referred to the City of Detroit Treasurer for collection from the property owner.
- Landlords are required to have the new metering technology installed at the residence. If a house does not currently have the automated system, **call Customer Service at (313) 267-8000** to schedule an appointment for this **free equipment installation**. Information generated from the DWSD system can help manage water bills by identifying potential water wastage.
- Landlords and property management companies with more than three requests for service may call the DWSD Landlord Tenant Unit for appointments at (313) 267-8007.
- Landlords can monitor account(s) status by using the department's online services at www.dwsd.org. Documentation necessary to establish a LTA may be submitted via e-mail to landlordtenant@dwsd.org.

