


Detroit Water and Sewerage Department (DWSD)

My Account – Log In Instructions

How Do I Log In?

From an Internet browser, go the DWSD web-site at www.dwsd.org and click on the **My Account button**.

 **Detroit Water and Sewerage Department**

Home
My Account **NEW!**
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Welcome to the DWSD Web Site

Click on the links at left or below for more information or contact the department at the following address and phone numbers:

**735 Randolph Street
Detroit, Michigan 48226**

**Customer Service:
(313) 267-8000**

**24 Hour Emergency Number:
(313) 267-7401**

LATEST SITE UPDATES:

This site contains PDF files. [Click here to obtain the free Acrobat Reader.](#)

Please direct your comments or questions regarding this site to the Public Affairs Division at (313) 964-9460 or [e-mail us](mailto:publicaffairs@dwsd.org).
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Type your account number and click continue.

The screenshot shows a Windows Internet Explorer browser window. The address bar contains the URL: <https://billpay.dwsd.org/iwr/user/login.seam?cid=151>. The page title is "Detroit Water and Sewerage Dept. - WebConnect".

The main content area features the Detroit Water and Sewerage Department logo on the left and the text "Detroit Water and Sewerage Department" in the center. To the right, there is a box labeled "ONLINE SERVICES" with a link for "DWS Home".

Below the header, a loading spinner is present. The text reads: "Please sign in to your account". A welcome message follows: "Welcome to Detroit Water and Sewerage WebConnect! View your payment history, billing history, or find your current balance due, whenever it's convenient for you!". A red instruction says "Please log in first".

The login form includes a label "Account Number" followed by a text input field and a blue "Continue" button.

At the bottom of the page, there is a circular security seal that says "INSTANT SSL DV SECURED HISTORY" and "SECURED BY COMODO". Below the seal, it reads "InstantSSL DV" and "DV SSL Certificate Seal".

The Windows taskbar at the bottom shows the system tray with the time "4:40 PM" and date "8/23/2010".

After a few moments, DWSD **My Account** displays your Account Summary page.

Detroit Water and Sewerage Department ONLINE SERVICES
DWSD Home

You are viewing account information for 735 RANDOLPH | [Log Out](#)

Account Summary

Welcome to WebConnect - online access to your Detroit Water and Sewerage account information.

Account Number	99-9999.300			
Service Address	735 RANDOLPH DETROIT, MI 48226-2830			
Current Amount Due	\$0.00 Hide Details			
Service	Current Charges	Past Due	Penalty	Account Balance
WATER	\$0.00	\$0.00	\$0.00	\$0.00
SEWER	\$0.00	\$0.00	\$0.00	\$0.00
Total Charges	\$0.00	\$0.00	\$0.00	\$0.00
Last Billed Amount	\$43.37			
Due Date	August 19, 2010			
Last Payment	\$43.37 paid August 11, 2010 Payment Details			
Next Bill	To be billed on August 24, 2010			

The Account Summary page shows customers their current charges, past due amounts, associated penalties (if any) and account balance.

When done viewing your account information be sure to click on the log out button.

For assistance with **My Account** contact DWSD at (313) 267-8008 or email us at mydwsd@dwsd.org.

