

Manage your water/sewer account online at DWSD.org

We know your time is valuable and it's not always convenient to visit our customer service centers or call our representatives. That's why our website now offers a number of ways for you to access and manage your water and wastewater account.

Those with computer access can now go online at DWSD.org to access important account information. Those with Premium Account Service can do even more (and all customers can enroll into the Premium Account Service option with proper identification). Here are a few of the online services available to you:

"Standard" Account Service

With this access you can:

- Set up one-time bill payments
- Check your account balance and due date
- View consumption, billing and payment history



"Premium" Account Service

With Premium Service you can enjoy all the benefits of Standard Service and can also:

- Set up and change your user profile
- **Sign up one-time or recurring online bill payment**
- Request services (such as meter readings, and final meter readings before real estate closings)
- Request a field investigation associated with your water/sewer bill
- Request a payment extension or an installment plan
- Submit a bill dispute
- Request a budget plan (see article on this page)
- Request a document
- Request water usage
- Enroll to receive an electronic bill in addition to a hard copy

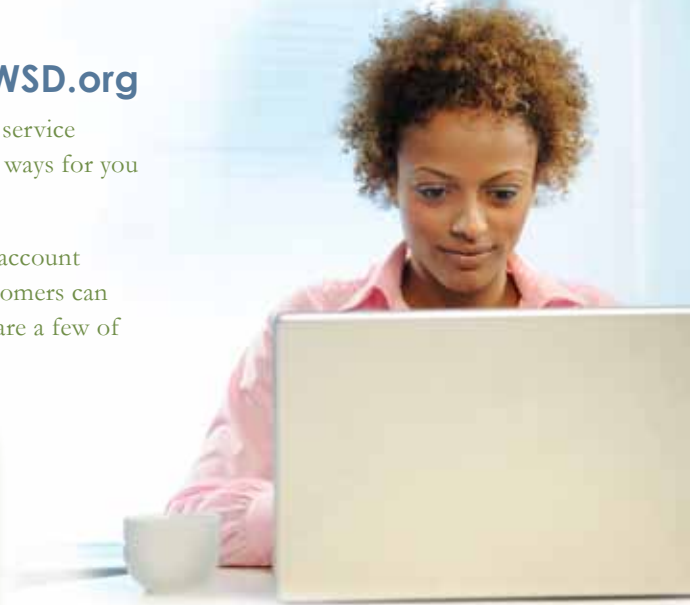
All customers can enroll into the Premium Service option with a valid identification and proof of property ownership.

About the only thing a customer will not be able to do online is create a new account because of the need to verify identity, and property information.

Continually improving your service

Our online account management services are all part of DWSD's ongoing effort to continually improve customer service. We value our customers and understand that the process of bill payment can be improved. It is our commitment to continually explore and implement new technologies and practices that will serve you better.

More information is available by calling
(313) 267-8000.



Are you having difficulty keeping current on your water bill?



DWSD's new Budget Payment Plan can help.

In today's economy, we're all working hard to manage our expenses. With a budget payment plan, you'll know exactly what you owe each and every month with no guessing involved. Under this plan, which is similar to budget plans offered by DTE Energy, participating DWSD customers will receive a flat monthly bill based on their actual usage. The budget plan doesn't eliminate the need to pay your bill but it does eliminate the guesswork each month.

Customers with "premium" access can go online today to set up a budget plan. (All customers can enroll into the Premium Service option with a valid identification and proof of property ownership.) You can also call our customer service line at (313) 267-8000 or come into one of our three customer service centers to set up your plan!

Eligible customers must have DWSD's new Automated Meter Reading (AMR) technology installed and cannot have an outstanding balance that is more than 60 days past due. If you do not currently have the AMR technology, please contact Customer Service at 313-267-8000 to schedule an appointment for this free installation.

There are additional assistance programs available for customers experiencing difficulty in paying their bills. For more information, visit one of our Customer Service Centers or call (313) 267-8000.

