

Alex Green IV
Alex Green III & Associates
26711 Southfield Rd. Ste. 101
Lathrup Village, MI 48076-4544

METROPLEX MI 480

27 NOV 2018 PM 6 L



Freman Hendrix
City of Detroit Board Chairman/
Representative
Great Lakes Water Authority
735 Randolph St.
Detroit, MI 48226

48226-283001



SECOND REQUEST

Note: Please be advised that this is the second time that I've sent the letter below. The first time, this letter was sent via Certified Mail Return Receipt Requested and was signed for by someone with the last name "Wally" on or about October 31, 2018. It is now November 25, 2018 and I have yet to receive response other than the Return Receipt (of which a copy is attached) and, consequently, this urgent problem has not been investigated or resolved and continues to worsen. I have cc'ed other individuals who may or may not have the power to ensure a response but who, nonetheless, should be aware and should care about DWSD's demonstrated lack of responsiveness and continuously poor customer service.

October 25, 2018

Gary Brown, Director/CEO
Detroit Water and Sewerage Department (DWSD)
735 Randolph
Detroit, MI 48226

Re: 18625 W. McNichols Rd. Stormwater Drainage Fee (Acct.# 250-1326.301)

Mr. Brown:

I received a water bill for the premises at 18625 W. McNichols Rd. on or about October 19, 2018 with a due date of November 6, 2018. The building was under a lease contract from September 2017 to September 2018. On April 12, 2018, Lorena A. Walker, the tenant, paid \$188.00 of which \$150.00 was the required DWSD tenant deposit and \$38.00 was for water service.

The tenancy ended on or about August 31, 2018 and I assume that the tenant Ms. Walker or someone on her behalf submitted a Tenant Vacating Premises document. The bill shows a 0.00 balance carried forward with the last payment made on July 13, 2018.

The first bill that I received; however, is in the amount of \$425.66. While the building is vacant, the Water Usage of 19 CCF is plausible; the Water Service Charge is standard. And, perhaps, the amount of water usage should mirror the Sewerage Disposal as it does here: 19 CCF. The Sewerage Service Charge is also fixed or standard.

It's the Drainage Charge that's problematic and appears exorbitant or disproportionate. Notwithstanding the fact that I have argued for years (with no satisfactory or sensible response from DWSD) that it appears that the wrong parcel is billed for stormwater drainage as, according to DWSD officials, the Drainage Charge is

billed to the parent parcel and this is a sub-parcel; I was also informed that the DWSD only bills "active" water accounts.

This is also nonsensical because the essence of the Drainage Charge is that it does not require active water service or the existence of a water meter. I have given up on receiving a logical and reasoned response as to why 18625 W. McNichols Rd. as opposed to 18621 W. McNichols Rd. is billed for drainage because the DWSD is a moving target and seems to invent impromptu creative yet contradictory and non-sequitur responses and rationale for its policies and practices whenever they are questioned.

Be that as it may, the \$260.93 charge for drainage is inexplicable. The impervious acreage of this parcel is measured at 0.11 acres and, according to the DWSD bill, is \$598.00 per impervious acre. This would mean that a bill for one month should be approximately, \$65.78. So, why would the first bill I receive be for \$260.93?

I am tired and infuriated by the extortionate costs and fees that DWSD levies to support the unsustainable practice of treating both stormwater/rainwater and sanitary drain waste in the same manner at the wastewater treatment plant. However, this frustration is intensified when bills do not reflect usage or are billed incorrectly.

I have attached the most recent water bill that I received; the first that I've received in months. I would like an explanation of how, when, and why the drainage fee is billed as such as well as an investigation and review of my DWSD account. This letter is intended to serve as notice of a billing dispute and is within the twenty-eight (28) window after the billing date within which to dispute the bill according to DWSD's rules and regulations.

Further, I request that that the DWSD turn off the water from the street stop as soon as possible as I have no present use for water service at the vacant premises.

If you have any further questions or concerns, I may be reached at the following:

Alex Green III & Associates
26711 Southfield Rd. Ste. 101
Lathrup Village, MI 48076-4544
Tel: (248) 424-9688
Cell: (248) 250-1296
E-mail: alex.green.iv@gmail.com

Thank you for your prompt attention to this matter.

Cordially,

A handwritten signature in blue ink, appearing to read "Alex Green IV".

Alex Green IV

Encl.

Cc: Freman Hendrix
City of Detroit Board Chairman/
Representative
Great Lakes Water Authority
735 Randolph St.
Detroit, MI 48226

Sue McCormick
Chief Executive Officer
Great Lakes Water Authority
735 Randolph St.
Detroit, MI 48226

Bruce Simpson, City Ombudsman
Office of the Ombudsman
Coleman A. Young Municipal Center
2 Woodward Ave. Rm. 114
Detroit, MI 48226-3413



WATER AND SEWERAGE DEPARTMENT

24 hour Emergency Number: (313)-267-7401

Total Amount due by 12/10/18

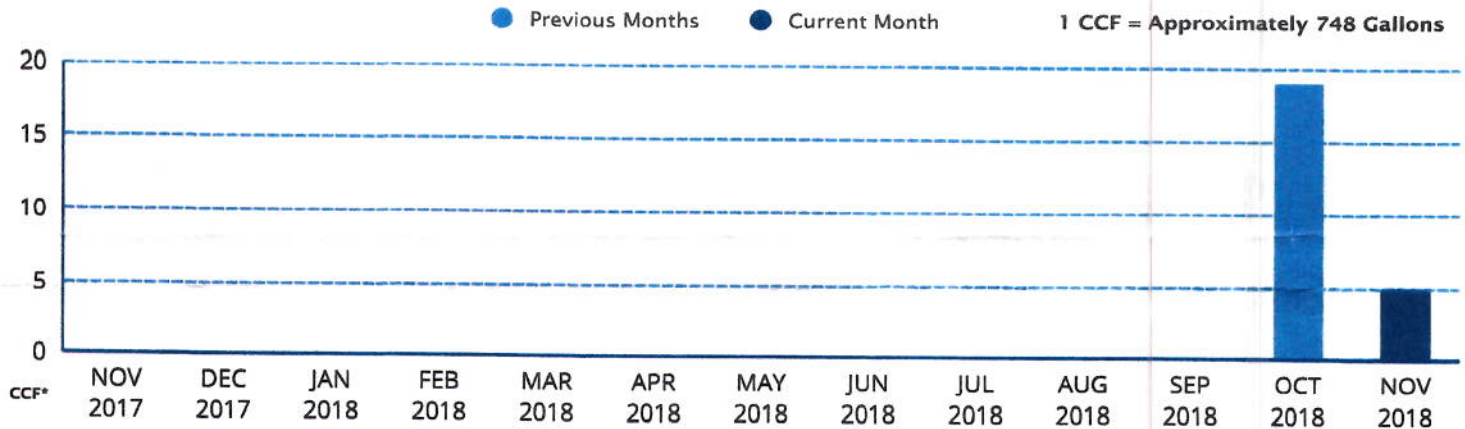
\$544.80



You have a past due balance of \$425.66

Account Name ALEX GREEN III & ASSOCIATES, LLC
Account Number 250-1326.301

Usage History



My Water Usage This Month

3,740 Gallons



Ending Read 492 Actual
Beginning Read 487 Actual
Usage 5 CCF

My Water Usage Same Month Last Year

0 Gallons



Important Account Information

Your bill is past due and subject to shut-off if not paid immediately. To avoid shut-off, please pay the total amount due or make a payment arrangement.

Additional bill information on back

Did you know? The average person uses the amounts of water shown below for everyday activities. Use less, save more!

- **Brushing teeth** - 3 gallons per day
- **Dishwasher** - 15 gallons per load
- **Washing Machine** - 45 gallons per load
- **Toilet** - 25 gallons per day per person
- **Shower** - 40 gallons per 10 minutes
- **Bath** - 20 gallons

Fold, detach and mail this portion with your check or money order made payable to Board of Water Commissioners.



City of Detroit
Water and Sewerage Department
735 Randolph Street Detroit, MI 48226

PAST DUE NOTICE

Bill Date 11/19/18
Account Number 250-1326.301
Service Address 18625 W MCNICHOLS RD

Total Amount Due
by 12/10/18

\$544.80

If paid after 12/10/18

\$550.75

Amount Enclosed

\$

Pay by mail, by phone or online at www.detroitmi.gov/paymywaterbill
See reverse side for more information on bill payment

Please include your account number on your form of payment.

SEND REMITTANCE TO:



DETROIT WATER AND SEWERAGE DEPARTMENT
PO BOX 32711
DETROIT MI 48232-0711



749 1 AV 0.378 0103668-DETS112736-ST.1GRP_0-000749
ALEX GREEN III & ASSOCIATES, LLC
OR CURRENT RESIDENT
26711 SOUTHFIELD RD STE 101
LATHRUP VILLAGE MI 48076-4544

T:4



2501326301 0000054480 3

Account Information

Account Name ALEX GREEN III &
Account 250-1326.301
Service Address 18625 W MCNICHOLS RD
Customer Class CITY RESIDENTIAL
Service Dates 10/03/18 - 11/04/18
Bill Date 11/19/18

Meter Information

Meter Number 19857753
Meter Size 5/8"
Meter Svc Chrg \$7.30
Begin Read Date 10/03/18
Beginning Read 487
End Read Date 11/04/18
Ending Read 492
Usage 5 CCF
Days Billed 32 Days

Drainage Information

Conversion - 1 acre equals 43,560 sq ft
Parcel Number 22013187-9
Total Acres 0.11
Impervious Acres 0.11

November Bill Details

Previous Balance \$425.66
Balance Forward  **\$425.66**

Current Water Charges

Water Usage 5 CCF @ \$2.471 \$12.36
Water Service Charge \$7.30 @ 1 month \$7.30
Water Subtotal **\$19.66**

Current Sewer Charges

Sewerage Disposal 5 CCF @ \$5.484 \$27.42
Sewerage Service Charge \$6.28 @ 1 month \$6.28
Drainage Charge 0.11 IA @ \$598.00 \$65.78
Sewer Subtotal **\$99.48**

Total Water & Sewer Charges **\$119.14**

Total Amount Due by 12/10/18

\$544.80

If you pay after the due date, a 5% penalty will be added to your next bill.

 **YOUR BILL IS PAST DUE AND SUBJECT TO SHUT-OFF IF NOT PAID IMMEDIATELY.**

Easy ways to pay

Electronic Check and Credit/Debit Cards accepted.
Credit/Debit Cards only accepted online at www.detroitmi.gov/paymywaterbill



Auto Pay



Login to Enroll

Phone



Same day
313-267-8000

Online



[www.detroitmi.gov/
paymywaterbill](http://www.detroitmi.gov/paymywaterbill)

Mail



PO Box 32711
Detroit, MI 48232

In Person



Customer Care Centers
735 Randolph | 15600 Grand River
13303 E. McNichols

Bill Payment Kiosk



At Customer Care Centers
To find a Kiosk near you visit
www.detroitmi.gov/DWSDkiosk

Complaints/Disputes and Past Due

It is the customer's responsibility to inform the utility of any billing dispute. A monthly-billed customer may dispute a bill not later than twenty-eight (28) days after the billing date. After the period expires, the customer forfeits the right to dispute the bill. All amounts not in dispute are due and payable.

PAST DUE - The past due amount includes a 5% payment penalty. This bill is a lien against the property served.

For more information you may visit us online at www.detroitmi.gov/DWSD



WATER AND SEWERAGE DEPARTMENT

24 hour Emergency Number: (313)-267-7401

Account Name ALEX GREEN III & ASSOCIATES, LLC
Account Number 250-1326.301

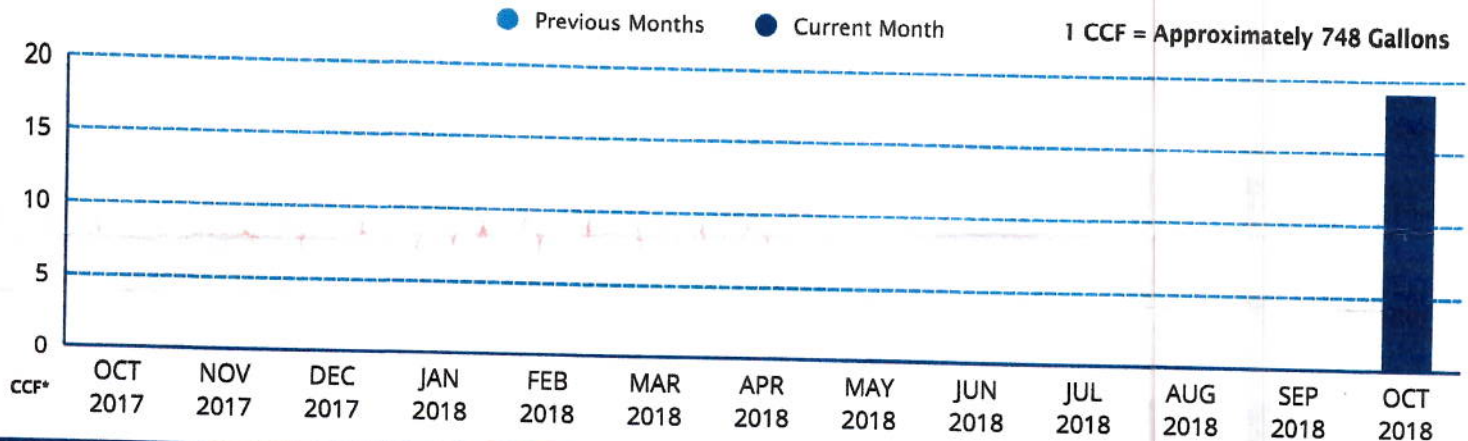
Total Amount due by 11/06/18

\$425.66



Thank you, we received your last payment of \$152.70 on 07/13/18

Usage History



My Water Usage This Month

14,212 Gallons



Ending Read 487 Actual
Beginning Read 468 Actual
Usage 19 CCF

My Water Usage Same Month Last Year

0 Gallons



Additional bill information on back

Did you know?

The average person uses the amounts of water shown below for everyday activities. Use less, save more!

- Brushing teeth - 3 gallons per day
- Dishwasher - 15 gallons per load
- Washing Machine - 45 gallons per load
- Toilet - 25 gallons per day per person
- Shower - 40 gallons per 10 minutes
- Bath - 20 gallons

Fold, detach and mail this portion with your check or money order made payable to Board of Water Commissioners.



City of Detroit
Water and Sewerage Department
735 Randolph Street Detroit, MI 48226

Bill Date 10/15/18
Account Number 250-1326.301
Service Address 18625 W MCNICHOLS RD

Total Amount Due by 11/06/18

\$425.66

If paid after 11/06/18

\$446.94

Amount Enclosed \$

\$

Please include your account number on your form of payment.

SEND REMITTANCE TO:



DETROIT WATER AND SEWERAGE DEPARTMENT
PO BOX 32711
DETROIT MI 48232-0711

Pay by mail, by phone or online at www.detroitmi.gov/paymywaterbill
See reverse side for more information on bill payment



746 1 AV 0.378 0101644-DETS110207-ST.1GRP_0-000746
ALEX GREEN III & ASSOCIATES, LLC
OR CURRENT RESIDENT
26711 SOUTHFIELD RD STE 101
LATHRUP VILLAGE MI 48076-4544

T-4



2501326301 0000042566 4

10000000

Account Information

Account Name ALEX GREEN III &
Account 250-1326.301
Service Address 18625 W MCNICHOLS RD
Customer Class CITY RESIDENTIAL
Service Dates 09/04/18 - 10/03/18
Bill Date 10/15/18

Meter Information

Meter Number 19857753
Meter Size 5/8"
Meter Svc Chrg \$7.30
Begin Read Date 09/04/18
Beginning Read 468
End Read Date 10/03/18
Ending Read 487
Usage 19 CCF
Days Billed 29 Days

Drainage Information

Conversion - 1 acre equals 43,560 sq ft
Parcel Number 22013187-9
Total Acres 0.11
Impervious Acres 0.11

October Bill Details

Previous Balance \$152.70
Payments Received - *Thank you!* -\$152.70
Balance Forward \$0.00

Current Water Charges

Water Usage 19 CCF @ \$2.471 \$46.95
Water Service Charge \$7.30 @ 1 month \$7.30
Water Subtotal \$54.25

Current Sewer Charges

Sewerage Disposal 19 CCF @ \$5.484 \$104.20
Sewerage Service Charge \$6.28 @ 1 month \$6.28
Drainage Charge 0.11 IA @ \$598.00 \$260.93
Sewer Subtotal \$371.41

Total Water & Sewer Charges \$425.66

Total Amount Due by 11/06/18

\$425.66

If you pay after the due date, a 5% penalty will be added to your next bill.
Payments after 07/13/18 are not included.

Message Board

Beginning November 1, the following groups will have NEW email addresses. They include:
Landlord or Tenant Questions: landlordtenant@detroitmi.gov
Real Estate Closings Questions: closings@detroitmi.gov
General Billing Questions: mydwsd@detroitmi.gov
The old emails will no longer work. Please update your records with the new addresses listed above.

Easy ways to pay

Electronic Check and Credit/Debit Cards accepted.
Credit/Debit Cards only accepted online at www.detroitmi.gov/paymywaterbill



Auto Pay



Login to Enroll

Phone



Same day
313-267-8000

Online



[www.detroitmi.gov/
paymywaterbill](http://www.detroitmi.gov/paymywaterbill)

Mail



PO Box 32711
Detroit, MI 48232

In Person



Customer Care Centers
735 Randolph | 15600 Grand River
13303 E. McNichols

Bill Payment Kiosk



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www.detroitmi.gov/DWSDkiosk

Complaints/Disputes and Past Due

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PAST DUE - The past due amount includes a 5% payment penalty. This bill is a lien against the property served.
For more information you may visit us online at www.detroitmi.gov/DWSD

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY																	
<ul style="list-style-type: none">■ Complete items 1, 2, and 3.■ Print your name and address on the reverse so that we can return the card to you.■ Attach this card to the back of the mailpiece, or on the front if space permits.		<p>A. Signature X <i>[Signature]</i> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p>																	
<p>1. Article Addressed to: <i>Gary Brown, Director/CEO Detroit Water and Sewerage Dept., 155 Randolph Detroit, MI 48226</i></p>		<p>B. Received by (Printed Name) _____ C. Date of Delivery <i>10/31/18</i></p>																	
<p>2. Article Number (Transfer from sender label) 7017 2680 0000 4847 6433</p>		<p>D. Is delivery address different from label? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO If YES, enter delivery address: _____</p> <p><i>[Postmark: OCT 31 2018]</i></p>																	
<p>9590 9402 3798 8032 3419 76</p>		<p>3. Service Type</p> <table border="0"><tr><td><input type="checkbox"/> Adult Signature</td><td><input type="checkbox"/> Priority Mail Express®</td></tr><tr><td><input type="checkbox"/> Adult Signature Restricted Delivery</td><td><input type="checkbox"/> Registered Mail™</td></tr><tr><td><input checked="" type="checkbox"/> Certified Mail®</td><td><input type="checkbox"/> Registered Mail Restricted Delivery</td></tr><tr><td><input type="checkbox"/> Certified Mail Restricted Delivery</td><td><input type="checkbox"/> Return Receipt for Merchandise</td></tr><tr><td><input type="checkbox"/> Collect on Delivery</td><td><input type="checkbox"/> Signature Confirmation™</td></tr><tr><td><input type="checkbox"/> Collect on Delivery Restricted Delivery</td><td><input type="checkbox"/> Signature Confirmation Restricted Delivery</td></tr><tr><td><input type="checkbox"/> Insured Mail</td><td></td></tr><tr><td><input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)</td><td></td></tr></table>		<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®	<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™	<input checked="" type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery	<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise	<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™	<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery	<input type="checkbox"/> Insured Mail		<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)	
<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®																		
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<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™																		
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery																		
<input type="checkbox"/> Insured Mail																			
<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)																			

PS Form 3811, July 2015 PSN 7530-02-000-9053

Domestic Return Receipt

USPS TRACKING#



9590 9402 3798 8032 3419 76



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

United States
Postal Service

• Sender: Please print your name, address, and ZIP+4® in this box•

Alex Green IV
Alex Green IV Associates
2674 Southfield Rd. Ste. 101
Lathrop Village, MI 48076-4574