



New Customer Care Policies

Effective April 4, 2016

The Detroit Water and Sewerage Department (DWSD) is introducing **NEW** Customer Care policies for establishing **NEW** service.

New Identification Requirements

Acceptable government-issued ID with social security number:

- Driver's License
- State-Issued ID
- Passport
- Military ID

New Verification Requirements

- If your name is not registered on the account, Proof of Ownership or VALID lease is required to establish or re-establish water service at the property
- Landlords can no longer establish service in a tenant's name

New Deposit Requirements

Customers establishing new service may pay by the following methods:

- Cash
- Money Order
- Cashier's Check
- Credit/Debit Card

Additional Information

- Detroit Water and Sewerage Website: www.detroitmi.gov/dwsd