



DEARBORN WATER FREQUENTLY ASKED QUESTIONS

CONTRACTORS

- **WHO DO I CONTACT FOR TAP AND METER INFORMATION?** To obtain pricing and fees, submit a tap or disconnection form, questions regarding scheduling or arrange for a meter and reading unit installation contact the Water Customer Service Office at 313.943.2306.
- **WHO DO I CONTACT FOR INFORMATION ON BACKFLOW INPECTIONS?** Contact the Backflow Division at 313.943.4468. To contact the Backflow Coordinator directly, call 313.943.2308.

NEW WATER CUSTOMERS

- **WHO DO I CONTACT WITH WATER BILLING QUESTIONS?** For information on quarterly charges, unpaid or overdue balances and other account information, contact the Water Division at 313.943.2307, 2290, or 2427.
- **WHO DO I CONTACT TO HAVE MY WATER METER READ (INCLUDING FINAL READS & VERIFICATIONS)?** Contact the Water Customer Service Office at 313.943.2307, 2290, and 2427. For Final Reads only call 313.943.2399.
- **IS THERE A CHARGE FOR A FINAL READ ON MY WATER METER?** Yes, the charge is **\$35.00**.
- **ARE OUTSIDE READING DEVICES MANDATORY?** Outside reading devices are mandatory. There is a charge of **\$100.00** for new construction to have them installed and for damaged units. Call the Water Customer Service Office, at 313.943.2307, 2290, or 2427 for more information.
- **WHO IS RESPONSIBLE FOR LEAKS IN MY METER, VALVES, AND SERVICE LINE?** Dearborn Water customers are responsible to repair any leaks in the water service from the property line into the home or business, and to keep the valves on both sides of the meter in good operating condition. The City of Dearborn will maintain the meter and meter connections; and service lines from the property line the water main, including the stop box and valve. In the case of a damaged, frozen, lost or stolen meter, the customer is responsible for the replacement cost of the meter.
- **IS THERE A CHARGE FOR SERVICE SHUT-OFF / TURN-ON CHARGES?** Yes, whenever the water is turned off to any premises for repairs or because of a violation of any ordinance, rule or regulation of the city, the sum of **\$50.00** will be applied to the water bill to cover the labor cost. Please contact the Water Customer Service Office at 313.943.2307. For after hours service call please contact 313.943.2100. There is a **\$100.00** charge (Monday thru Saturday) and **\$125.00** charge (Sundays/Holidays) for all residential and commercial off-duty / after hours service calls. This does not apply to calls reporting water main breaks, hydrant problems or other primary system problems.