



# DEARBORN WATER FREQUENTLY ASKED QUESTIONS

## **CONTRACTORS**

### ***WHO DO I CONTACT FOR NEW TAP AND METER INFORMATION?***

To submit a new tap or disconnection form, obtain pricing and fees, ask questions regarding scheduling, or arrange for the installation of a meter and reading device, contact the Water Customer Service Office at **313-943-2306**.

### ***WHO DO I CONTACT FOR INFORMATION ON BACKFLOW INSPECTIONS?***

Contact the Backflow Division at **313-943-4468**. To contact the Backflow Coordinator directly, call **313-943-2308**.

## **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 Customer Service Office at **313-943-2307**.

### ***WHO DO I CONTACT TO HAVE MY WATER METER READ (INCLUDING FINAL READS & VERIFICATIONS)?***

Contact the Water Customer Service Office at **313-943-2307**.

### ***IS THERE A CHARGE FOR A FINAL READ ON MY WATER METER?***

There is a charge of **\$35** for the final read which is added to the final bill.

### ***WHO IS RESPONSIBLE FOR LEAKS IN MY METER, VALVES, AND SERVICE LINE?***

Dearborn Water customers are responsible for repairing any leaks in the water service from the property line into the home or business and keeping the valves on both sides of the meter in good operating condition.

The City of Dearborn will maintain the meter and meter connections as well as the service lines from the property line to 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?***

There is a charge of **\$50** 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. This sum of \$50 will be applied to the water bill to cover the labor cost. Please contact the Water Customer Service Office at **313-943-2307**.

### ***WHO DO I CALL FOR AFTER-HOURS EMERGENCIES OR SERVICE CALLS?***

For after-hours service calls, please contact **313-943-2100**. There is a **\$100** charge (Monday through Saturday) and a **\$125** charge (Sundays and 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.