

Utility Assistance Phone Numbers

Detroit Water and Sewerage Department:

Location	Address	Phone Number	Comments
Customer Call Center	None	(313) 267-8000	Monday through Friday 8:30am-5:00pm
Downtown Customer Service Center(Water Board Building)	735 Randolph Street Detroit, MI 48226(First floor enter off Bates Street)		Monday through Saturday 8:30am-5pm, (closed on Sat from 12-12:30pm)
Eastside Customer Service Center	13303 E. McNichols (1 ½ block west of Gratiot)		Mon-Fri 8:30-5pm
Westside Customer Service Center	15600 Grand River (1 block west of greenfield)		Mon-Fri 8:30am-5pm
Location	Address	Phone Number	Comments:
Board of Water Commissioners (City of Detroit)	P.O. Box 32711 Detroit, MI 48232-0711	(313) 267-8000 for billing questions	Make checks or money orders payable to the Board of Water Commissioners

Other Service for DWSD:

Services	Phone Number	Comments:
Emergency Service	(313) 267-7401 (available 24 hours a day)	For water and service emergencies, such as low pressure, no water, flooded basements, major leaks in the street
Water Main Breaks	(313) 267-7401	Cold Detroit winters and spring thaws can lead to breaks in the pipes that carry water to our customers.
Real estate closing	(313) 267-8009 or send an email to closings@dwsd.org	If a meter reading is needed for purchase or sale of real estate
Water Service Shut-Off	(313) 267-8000	To discuss shut-off services and reactivation

DTE: Electricity and Gas

Services	Phone Number	Comments:
Power outage or downed power line	800.477.4747 or Report online @ dteenergy.com	
Customer Service	800.477.4747 Mon-Fri 8am-6pm, Saturday 8am-2pm	For questions regarding bills, services, shut-offs, or enroll in payment programs.
To submit a payment:		DTE Energy P.O. Box 740786 Cincinnati, OH 45274-0786
Gas Leak	800.947.5000	Call immediately; leave the area until you no longer smell gas, outside the building or house.
Report Energy Theft	800.441.6698	If you suspect that an electric or gas meter in our service area might have been tampered with, report it immediately. All reports are kept strictly confidential. Telephone reports may be made anonymously. Remember, reporting energy theft may protect you, your family, your neighbors and your property.

Electricity and Gas: Phone Numbers for Utility Assistance

Agency	Phone Number	Comments:
DHS State Emergency Relief	1-855-275-6424 or visit mi.gov/mibridges	Must be facing shut-off notice in order to apply
Salvation Army	1-313-361-6136, ext. 351 or 353	For zip codes 48201, 48202, 48207, 48208, 48209, 48210, 48211, 48216, 48226, 48217
St. Vincent de Paul	1-313-393-2930	Assistance available until funds for the year run out
THAW	1-800-866-THAW (8429)	Applicants must first obtain a State Emergency Relief (SER) "Decision Notice" from Michigan DHS IF they have a current shut-off notice
Wayne Metro Community Action Agency	1-734-284-6999 or 1-313-388-9799	