



# HOW TO ESTABLISH NEW WATER SERVICE

Below is what you'll need to establish your water service.

## Owner/Tenant

- Proof of Ownership  
(Registered Deed, Property Transfer Affidavit, Land Contract, Documentation re: auctioned property)
- Social Security Number
- Valid ID (See list of accepted ID on back)
- DWSD Application for Service

## Non-Individual Owner / Landlord (Business Entity, Trust)

- Proof of Ownership  
(Registered Deed, Property Transfer Affidavit, Land Contract, documentation re: auctioned property)
- Proof of Designation as Registered Agent/Trustee or Notarized Letter stating individual has authority to act on behalf of Entity or Trust
- Federal Employer Identification Number (FEIN) for Entity/Trust
- Valid ID for individual opening account  
(See list of accepted ID on back page)
- DWSD Application for Service
- Articles of Incorporation

## Tenant (Individual or Non-Individual)

- Signed lease indicating tenant has responsibility for payment of water

### OR

Affidavit of Tenant/Lessee Responsibility for Payment of Water & Sewerage Bills

- Social Security Number or FEIN
- Valid ID for individual opening account  
(See list of accepted ID on back page)
- DWSD Application for Service

### NOTE:

For Landlord/Tenant relationships, both the Owner/Landlord and the Tenant must be registered with DWSD. Owners are required to notify DWSD within 20 days of any change, cancellation or termination of a lease. Account responsibility will revert to owner as of the date DWSD is notified tenant vacated property or the date DWSD reasonably determines tenant vacated property if we do not receive notice. (MCL 123.161, et seq. Municipal Water Lien Act; Detroit City Code, Sec. 48-1-43)

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**WORKING HARD FOR YOU.**  
**DETROITMI.GOV/DWSD** **313-267-8000**

## Valid ID

DWSD only accepts government IDs that are valid. The following are acceptable forms of identification:

- Driver's License
- State ID
- Passport
- City of Detroit ID
- Military ID

## Non-U.S. Citizen

DWSD requires all non-U.S. citizens to provide two forms of valid identification in lieu of a Social Security Number. The customer can provide:

**One** of the following IDs:

- Passport
- State ID
- City of Detroit ID

**AND** one of the following:

- Visa
- Green Card
- Work Permit
- Permanent Residency Card
- Individual Tax Identification Number
- Employment Authorization Document
- Any official IRS document

## Authorized Account Users

Only Authorized Account Users are entitled to full account information\*. DWSD requires full name and Social Security numbers or approved ID for all Authorized Users. Primary account holder(s) is responsible for payment of all amounts owed.

New service requests can be made by completing the Application for Water & Sewer Service. You may complete this form on the DWSD Customer Self-Service Portal at [csportal.detroitmi.gov](http://csportal.detroitmi.gov). Or download from our website under "How do I turn on/transfer/turn off Water Service". Once the application is filled out, you may email it to [mydwsd@detroitmi.gov](mailto:mydwsd@detroitmi.gov) or mail to the address below.

Detroit Water & Sewerage Department  
Attention: Customer Service - New Account  
735 Randolph Street  
Detroit MI 48226

\*Any person may receive Limited Customer Account Information, which is unverified information in DWSD records indicating the last six (6) months of usage at the property, water status, the current month's balance and delinquent balance owed, if any.

For more information, visit Customer Service at [detroitmi.gov/DWSD](http://detroitmi.gov/DWSD) or call 313-267-8000.