



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, or arrange for a meter and reading unit installation contact the Water Customer Service Office at (313) 943-2306 or 2307.
- **ARE CONTRACTORS PERMITTED TO PERFORM WATER TAPS IN THE CITY OF DEARBORN?** The Assistant Superintendent – O & M determines who will install all new service connections within the City of Dearborn. Contact the Assistant Superintendent Office at (313) 943-2372.
- **WHO DO I CONTACT FOR INFORMATION ON BACKFLOW INSPECTIONS?** Contact the Water Customer Service Office at (313) 943-2181 or 4468. To contact the Backflow Supervisor directly, call (313) 943-2308.
- **WHO DO I CONTACT FOR TAP SCHEDULE INFORMATION?** To obtain information on the scheduling of taps performed by City staff, contact Water O & M Supervisors at (313) 943-2395 or 3072.

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 Customer Service Office at (313) 943-2307, 2290 or 2316.
- **WHO DO I CONTACT TO HAVE MY WATER METER READ (INCLUDING FINAL READS & VERIFICATIONS)?** Contact the Water Customer Service Office at (313) 943-2307, 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 \$15.00.
- **ARE OUTSIDE READING DEVICES MANDATORY?** Outside reading devices are mandatory. There is a charge of \$100.00 to have them installed. Call the Water Customer Service Office, at (313) 943-2427, 2316 or 2290 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 line 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.