



WATER AND SEWERAGE DEPARTMENT

Your New Bill Has Arrived!

In an effort to improve customer satisfaction, DWSD is pleased to announce a new billing format for your monthly statements. The new easy to read layout provides you with more information at a glance so you are able to monitor your usage and charges more effectively.

The helpful graphics below and on the back of this insert will help to highlight key features of the redesigned statement.

1 Easily identify the amount due and due date

Total Amount due by 10/07/16

\$61.39

- If this box is RED, you have a past due balance and are subject to shut-off if not paid immediately

2 Reflects easy to read usage graph

- Monitoring your water usage to recognize if there are water leaks and/or how the usage can vary throughout each season
- If current months meter read is estimated, the bar will print orange

3 Water conservation facts

Did you know?

- **Brushing teeth** - 3 gallons per day
- **Toilet** - 25 gallons per day per person
- Average water usage for common activities

4 Payment stub

Total Amount Due by 10/07/16

\$61.39

If paid after 10/07/16 **\$64.46**

- Payments submitted after due date will be charged a 5% penalty

5 Your water usage "at a glance"

My Water Usage This Month 2,992 Gallons	Ending Read 64 Actual Beginning Read 60 Actual Usage 4 CCF	My Water Usage Same Month Last Year 2,992 Gallons
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- Check to see how this month's usage compares to last year
- Water measured in hundred cubic feet (CCF) **1 CCF = approx. 748 gallons**
- Average residential customers use 5 CCF of water each month (**5CCF=3,740 gallons**)



WATER AND SEWERAGE DEPARTMENT
24 hour Emergency Number: (313)-267-7401

Account Name: SAMPLE A. SAMPLE
Account Number: 111-2222.300

Total Amount due by 11/06/18 **\$74.68**

Thank you, we received your last payment of \$130.64 on 10/03/18

Usage History

Previous Months (blue bars), Current Month (orange bar)

Month	Usage (CCF)
OCT 2017	4.8
NOV 2017	4.0
DEC 2017	3.0
JAN 2018	4.8
FEB 2018	3.0
MAR 2018	3.0
APR 2018	3.0
MAY 2018	4.0
JUN 2018	3.0
JUL 2018	3.0
AUG 2018	3.0
SEP 2018	2.0
OCT 2018	4.8

My Water Usage This Month: **2,992 Gallons**

Ending Read: **64 Actual**, Beginning Read: **60 Actual**, Usage: **4 CCF**

My Water Usage Same Month Last Year: **3,740 Gallons**

Additional bill information on back

Did you know? The average person uses the amounts of water shown below for everyday activities. Use less, save more!

- **Brushing teeth** - 3 gallons per day
- **Toilet** - 25 gallons per day per person
- **Dishwasher** - 15 gallons per load
- **Shower** - 40 gallons per 10 minutes
- **Washing Machine** - 45 gallons per load
- **Bath** - 20 gallons

City of Detroit Water and Sewerage Department
735 Randolph Street Detroit, MI 48226

Bill Date: 10/15/18
Account Number: 111-2222.300
Service Address: 234 SAMPLE ST

Total Amount Due by 11/06/18 **\$74.68**

Amount Enclosed: \$

SEND REMITTANCE TO:
DETROIT WATER AND SEWERAGE DEPARTMENT
PO BOX 32711
DETROIT MI 48232-0711

5501715300 0000006329 9



Back page of your bill- less cluttered, detail where you want it

6 Account Information

Account Name Sample A. Sample
 Account Number 123-4567.300
 Service Address 1234 SAMPLE ST

Customer Class CITY RESIDENTIAL
 Service Dates 08/01/16- 09/02/16
 Bill Date 09/10/16

- Have your full account number ready before calling our Customer Service department

7

September Bill Details

Previous Balance \$98.51
 Payments Received - *Thank you!* -\$98.51
Balance Forward \$0.00

- Breakdown of account charges, previous activity, including payments and credits

8 Current Charges- explained

Current Water Charges

Water Usage 4 CCF @ \$2.276 \$9.10
 Water Service Charge \$6.61 @ 1 month \$6.61
Water Subtotal \$15.71

- **Water Usage:** based on the amount of water used this month, measured in CCF and billed at the current water rate
- **Water Service Charge:** monthly flat rate based on the size of your water meter to cover maintenance and other administrative costs

Current Sewer Charges

Sewerage Disposal 4 CCF @ \$5.021 \$20.08
 Sewerage Service Charge \$5.94 @ 1 month \$5.94
 Drainage Charge \$19.66 @ 1 month \$19.66
Sewer Subtotal \$45.68

- **Sewerage Disposal:** charge for your use of the City's sewer system based on monthly water usage billed at the current sewerage rate
- **Sewerage Service Charge:** monthly flat rate like the water service charge
- **Drainage Charge:** monthly amount for cost related to the collection and treatment of stormwater as required by Federal and State laws, calculated by your impervious acreage (hard surface area). Residents receive an automatic 28% credit for disconnected imperviousness including downspouts that flow onto the lawn and/or into a rain barrel.
- **IWC Charge:** charge is assessed against any water meter size to all commercial/industrial users of the DWSD system. Charge is exclusively for the support of regulatory programs that benefit it's users.

Account Information

Account Name SAMPLE A. SAMPLE
 Account 111-2222.300
 Service Address 234 SAMPLE ST
 Customer Class CITY RESIDENTIAL
 Service Dates 09/04/18 - 10/03/18
 Bill Date 10/15/18

Meter Information

Meter Number 33344455
 Meter Size 5/8"
 Meter Svc Chrg \$7.30
 Begin Read Date 09/04/18
 Beginning Read 473
 End Read Date 10/03/18
 Ending Read 478
 Usage 5 CCF
 Days Billed 29 Days

Drainage Information

Conversion - 1 acre equals 43,560 sq ft
 Parcel Number 22087855
 Total Acres 0.11
 Impervious Acres 0.05

October Bill Details

Previous Balance \$130.64
 Payments Received - *Thank you!* -\$130.64
Balance Forward \$0.00

Current Water Charges

Water Usage 5 CCF @ \$2.471 \$12.36
 Water Service Charge \$7.30 @ 1 month \$7.30
Water Subtotal \$19.66

Current Sewer Charges

Sewerage Disposal 5 CCF @ \$5.484 \$27.42
 Sewerage Service Charge \$6.28 @ 1 month \$6.28
 Drainage Charge 0.05 IA @ \$598.00 \$29.90
 Green Credit (\$8.58) @ 1 month -\$8.58
Sewer Subtotal \$55.02

Total Water & Sewer Charges \$74.68

Total Amount Due by 11/06/18 \$74.68

If you pay after the due date, a 5% penalty will be added to your next bill. Payments after 10/03/18 are not included.

If Enrolled in Payment Plan

Payment Plan Agreement

Original Agreement Amount \$2,700.00
 Terms 12 Months
 Monthly Amount \$225.00
 Remaining Amount Due \$2,250.00
 Remaining Months on PPA 10 Months

Easy ways to pay

Electronic Check and Credit/Debit Cards accepted.
 Credit/Debit Cards only accepted online at www.detroitmi.gov/paymywaterbill

Auto Pay
Login to Enroll

Phone
Same day
313-267-8000

Online
[www.detroitmi.gov/
paymywaterbill](http://www.detroitmi.gov/paymywaterbill)

Mail
PO Box 32711
Detroit, MI 48232

In Person
Customer Care Centers
735 Randolph | 15600 Grand River
13303 E. McNichols

Bill Payment Kiosk
All Customer Care Centers
To find a kiosk near you visit
www.detroitmi.gov/DWSDkiosk

Complaints/Disputes and Past Due
 It is the customer's responsibility to inform the utility of any billing dispute. A monthly-billed customer may dispute a bill not later than twenty-eight (28) days after the billing date. After the period expires, the customer forfeits the right to dispute the bill. All amounts not in dispute are due and payable.
PAST DUE - The past due amount includes a 5% payment penalty. This bill is a lien against the property served.
 For more information you may visit us online at www.detroitmi.gov/DWSD

9 Variety of ways to pay

Electronic Check and Credit/Debit Cards accepted.
 Credit/Debit Cards only accepted online at www.detroitmi.gov/paymywaterbill

Auto Pay

Same day by phone
313-267-8000

Online
[www.detroitmi.gov/
paymywaterbill](http://www.detroitmi.gov/paymywaterbill)

Mail
PO Box 32711
Detroit, MI 48232

In Person
Customer Care Centers
735 Randolph
13303 E. McNichols
15600 Grand River

- Payment options printed here for your reference each month