

## 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 variate throughout each season
- If current months meter read is estimated, the bar will print orange

## 3 Water conservation facts

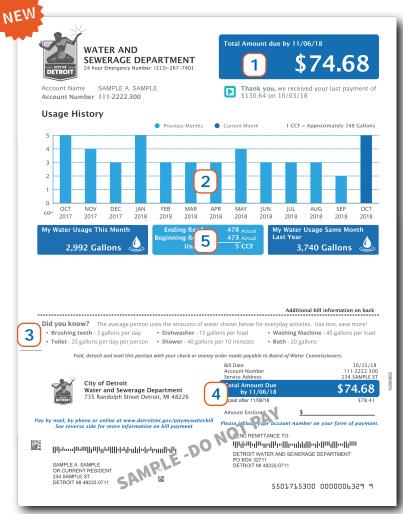
#### Did you know?

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

## 4 Payment stub



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



5 Your water usage "at a glance"



Ending Read 64 Actual
Beginning Read 60 Actual
Usage 4 CCF

My Water Usage Same Month Last Year 2,992 Gallons

- · Check to see how this month's usage compares to last year
- Water measured in hundred cubic feet (CCF) 1CCF = approx. 748 gallons
- Average residential customers use 5 CCF of water each month (5CCF=3,740 gallons)



#### 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

# Previous Balance Payments Received - Thank you! Balance Forward 998.51 -\$98.51 -\$98.51 \$0.00

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

## (8) Current Charges - explained



- 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



- 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.

#### 7 Account Information October Bill Details SAMPLE A. SAMPLE 111-2222.300 234 SAMPLE ST CITY RESIDENTIAL 09/04/18 - 10/03/18 10/15/18 revious Balance 6 Payments Received - Thank vou! -\$130.64 **Balance Forward** \$0.00 Service Dates **Current Water Charges** Water Usage Water Service Charge \$12.36 \$7.30 @ 1 month Meter Information \$19.66 8 Meter Number Meter Size Meter Svc Chrg Begin Read Date Beginning Read End Read Date Ending Read Usage **Current Sewer Charge** Sewerage Disposal Sewerage Service Charge Drainage Charge 473 10/03/18 478 5 CCF 29 Days \$29.90 -\$8.58 Green Credit (\$8,58) @ 1 month Sewer Subtotal \$55.02 Total Water & Sewer Charges \$74.68 Drainage Information Conversion - 1 acre equals 43,560 sq ft Parcel Number 22087855 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 Credit/Debit ( VISA DISCOVER Easy ways to pay Phone Bill Payment Kiosk Auto Pay Online Mail In Person 9 6 NO Login to Enroll paymywaterbill 313-267-8000 Detroit, MI 48232 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.detrothmi.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 VISA In Person Easy ways to pay **Customer Care Centers** Same day Online Mail 735 Randolph PO Box 32711 by phone www.detroitmi.gov/ **Auto Pay** 13303 E. McNichols 313-267-8000 paymywaterbill Detroit, MI 48232 15600 Grand River

Payment options printed here for your reference each month