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

3 Water conservation facts

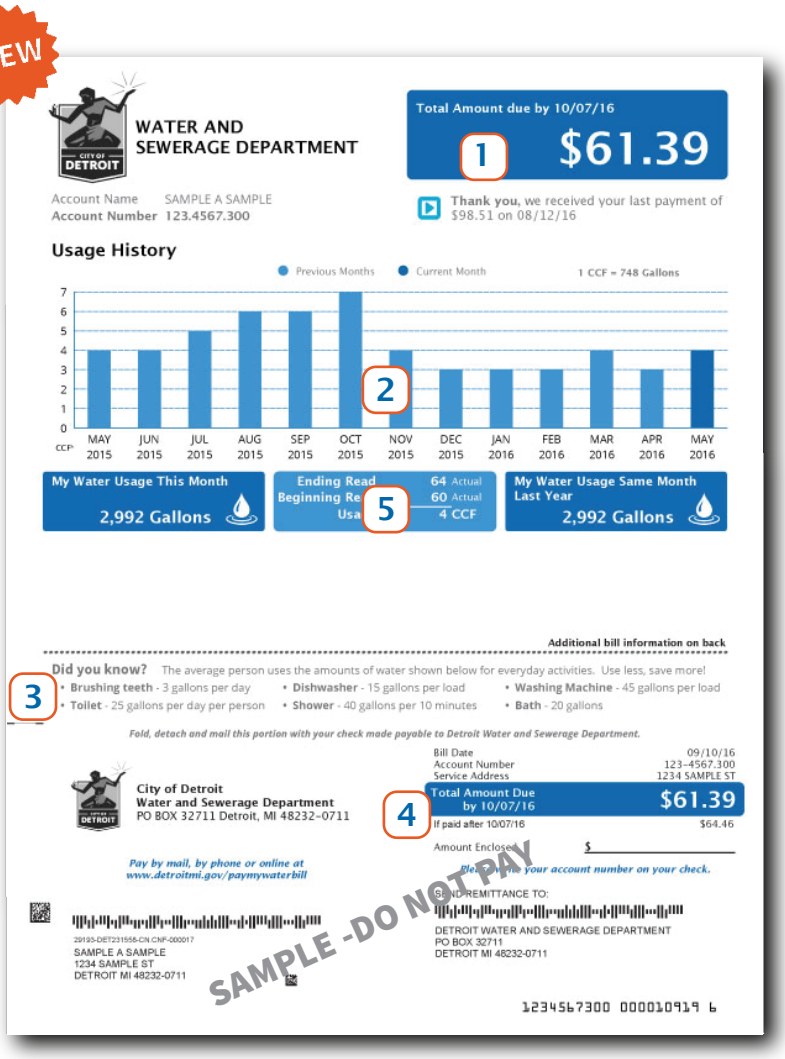
Did you know?
- **Brushing teeth** - 3 gallons per day
- **Toilet**- 25 gallons per day per person

- Average water usage for common activities

4 Payment stub

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		**My Water Usage Same Month Last Year**
2,992 Gallons		**2,992 Gallons**
Ending Read	64 Actual	
Beginning Read	60 Actual	
Usage	4 CCF	

- 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

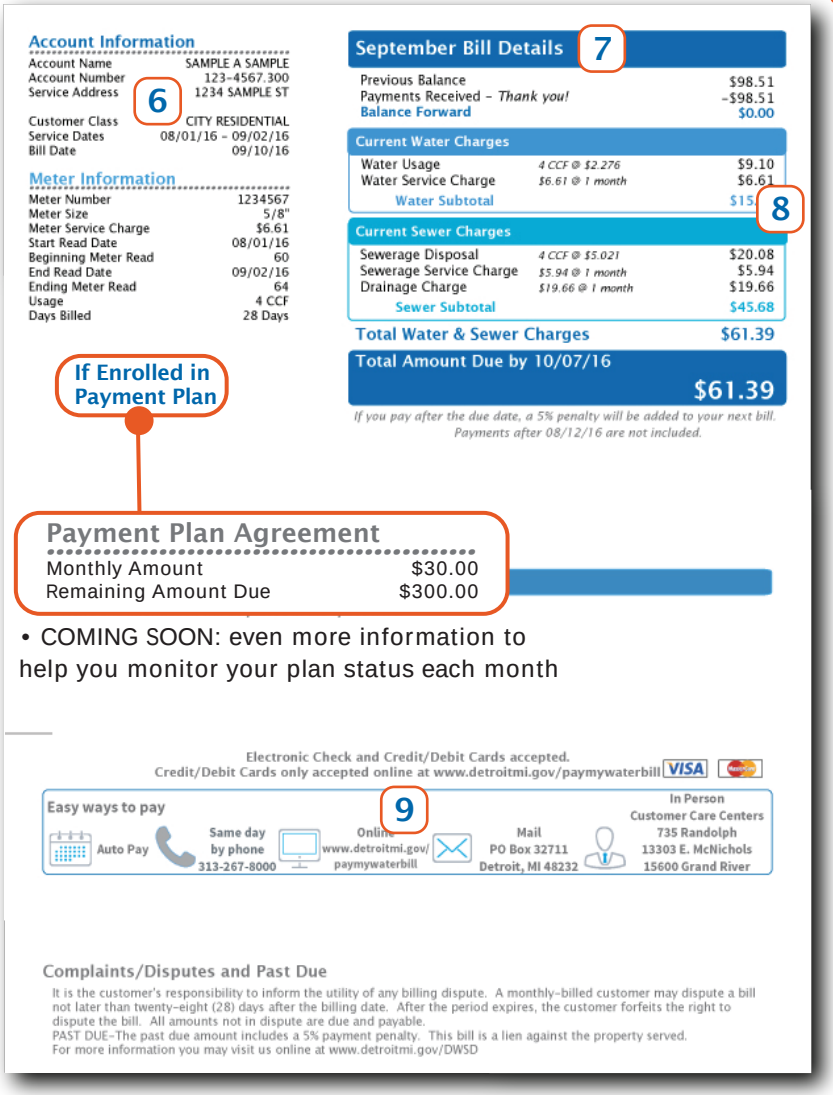
Account Name	Sample A. Sample
Account Number	123-4567.300
Service Address	1234 SAMPLE ST
Customer Class	CITY RESIDENTIAL
Service Dates	08/01/16- 09/02/16
Bill Date	09/10/16

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

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



- COMING SOON: even more information to help you monitor your plan status each month

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:** cost of treating stormwater runoff
- **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

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 MasterCard

Easy ways to pay

Auto Pay	Same day by phone 313-267-8000	Online 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