



## 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



**WATER AND SEWERAGE DEPARTMENT**

Account Name: SAMPLE A SAMPLE  
Account Number: 123.4567.300

Total Amount due by 10/07/16: **\$61.39**

Thank you, we received your last payment of \$98.51 on 08/12/16

**Usage History**

Previous Months (blue bars), Current Month (orange bar). 1 CCF = 748 Gallons.

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

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

Fold, detach and mail this portion with your check made payable to Detroit Water and Sewerage Department.

City of Detroit  
Water and Sewerage Department  
PO BOX 32711 Detroit, MI 48232-0711

Bill Date: 09/10/16  
Account Number: 123-4567.300  
Service Address: 1234 SAMPLE ST

Total Amount Due by 10/07/16: **\$61.39**

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

Amount Enclosed: \$

Pay by mail, by phone or online at [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill)

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

1234567300 000010919 6

### 5 Your water usage "at a glance"

My Water Usage This Month

2,992 Gallons

Ending Read  
Beginning Read  
Usage

64 Actual  
60 Actual  
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) 1 CCF = 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

### 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

#### 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

#### Meter Information

Meter Number 1234567  
Meter Size 5/8"  
Meter Service Charge \$6.61  
Start Read Date 08/01/16  
Beginning Meter Read 60  
End Read Date 09/02/16  
Ending Meter Read 64  
Usage 4 CCF  
Days Billed 28 Days

#### September Bill Details

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

#### Current Water Charges

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

#### 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**

**Total Water & Sewer Charges \$61.39**

**Total Amount Due by 10/07/16 \$61.39**

If you pay after the due date, a 5% penalty will be added to your next bill.  
Payments after 08/12/16 are not included.

#### If Enrolled in Payment Plan

#### Payment Plan Agreement

Monthly Amount \$30.00  
Remaining Amount Due \$300.00

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

Electronic Check and Credit/Debit Cards accepted.  
Credit/Debit Cards only accepted online at [www.detroitmi.gov/paymywaterbill](http://www.detroitmi.gov/paymywaterbill)

#### Easy ways to pay

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

#### 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](http://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](http://www.detroitmi.gov/paymywaterbill)

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- Payment options printed here for your reference each month