

Payment

Locations

3131 Biddle Avenue
Our office is open
from 8 a.m. to 5 p.m.
Monday through
Friday.

We have a payment
mailbox in the front of
City Hall.

Automatic Bill

Payment Program Information

Call 734-324-7190 or log
on to our web site
www.wyan.org
or e-mail us at
talk2wms@wyan.org

After Hours Service

734-324-7190
Internet and Digital
Phone Tech Support
24/7 888-855-9997

Holiday Office Closings

December 23, 24, 30, 31
January 17
February 12

Wyandotte Municipal Service Commission

Gerald P. Cole
Fredrick C. Delisle
James S. Figurski
Michael Sadowski
Leslie G. Lupo

Municipal Service
Commission meetings
are held on alternative
Tuesdays at 5 p.m. at
3005 Biddle Ave. Call
734-324-7190 to
confirm dates & times.

Electric Rate Adjustment Scheduled for January 1, 2011

The Wyandotte Municipal Service Commission adopted an electric rate adjustment that will take effect January 1st 2011. Escalating fuel, purchase power and environmental requirements are the major component of the adjustment. The rate will increase by 9%, which will result in \$6.45 additional cost to an average residential customer. Wyandotte Municipal continues to work with our fuel suppliers, plant operations and power sales agreements to minimize costs. With our community in mind, we hope you will consider some cost saving tips that are included in this newsletter.

Important Information about Your Electric Service

Winter Protection Plan

The Winter Protection Plan may protect certain qualifying customers from service shut off and high payments during the winter (Nov.1 through March 31).

You may be protected from an Electric Shutoff from November 1, 2010 through March 31, 2011 if you meet one of the following criteria:

- If you are 65 years of age or older.
- If you are a full time active military personnel.
- If you have a physical or mental disability.
- If you have critical care or a certified medical emergency.
- If you receive assistance from a state emergency relief program, Medicaid, or food stamps.
- If you have a household income that does not exceed 150% of the federal poverty guidelines.

You must comply with one of the following:

- The customer enters the utility's equal monthly payment plan.
- The customer and utility mutually agree to the payment of a specific amount.
- Proof of income must be provided (i.e. current tax forms).
- You must pay 7% of your estimated annual bill monthly; determined monthly amount on any arrearages on the account.

YOU MUST CONTACT OUR OFFICE AND NOTIFY US THAT YOU MEET ONE OF THE ABOVE LISTED ITEMS. PLEASE CALL CUSTOMER SERVICE AT (734) 324-7190. talk2wms@wyan.org.



Protect Your Family From Carbon Monoxide poisoning.

Carbon monoxide, also known as CO, is an odorless, tasteless and colorless gas. Carbon monoxide is produced whenever any fuel such as gasoline, oil, kerosene, wood, natural gas or charcoal is burned. If appliances that burn fuel are maintained and used properly, the amount of CO produced is usually not hazardous. However, if appliances are not working properly or are used incorrectly, dangerous levels of CO can result. Know the symptoms of CO poisoning, which are similar to those of the common cold or flu. They include headaches, nausea, vomiting, dizziness, shortness of breath and fatigue. If you suspect a carbon monoxide problem, immediately open doors and windows and get out of the house or building into fresh air. Call MichCon at **800.947.5000** or your natural gas provider or a local heating contractor immediately to have an emergency inspection performed (fee may apply). If necessary, seek medical attention.

Cloudy Water?

One of the many properties of water is it's ability to dissolve gasses, including air. Sometimes air appears in water as tiny bubbles. In the winter and spring, the water is cold and contains a relatively high level of dissolved air. As the water moves through the mains in the street and pipes in your house, it begins to warm up and it loses some of its ability to keep the air dissolved. However, because the water is under pressure in the pipes, the air remains in the water. When you release the pressure by opening the faucet, the air is now free to escape, giving the water a milky appearance. To confirm air bubbles in you water, fill a clear glass with water and set it on the counter. Observe the glass of water for 2-3 minutes. If the white color is due to air, the water will begin to clear at the bottom of the glass first and then gradually it will become clear all the way to the top. This is a natural phenomenon and is completely normal; the water is safe to use. If your water is cloudy or milk white in appearance and it does not clear up in a glass after 5 minutes, please contact the Water Department at 734 324-7190.

Seasonal Plumbing Tips

Winter Water Tips. There are several measures that can be taken to prevent winter water disasters.

- Locate and mark the main water shutoff valve for your home. This shutoff valve is usually found near where the water line comes into your house. Damage from running water can be minimized if you can turn off this valve quickly.
- Make sure the water line to outside faucets is turned off and the line is drained.
- Eliminate drafts. Check around the home for areas where water supply lines are located in unheated areas and take measures to prevent the flow of cold air in these areas. Look in the basement, crawl space, attic, garage, and under kitchen and bathroom cabinets. Both hot and cold water pipes in these areas should be insulated. A hot water supply line can freeze just as a cold water supply line can freeze if water is not running through the pipe and the water temperature becomes cold.
- If your water pipes do freeze, never try to thaw a pipe with an open flame or torch. You can use a hair dryer or portable heater, but always be careful of the potential for electric shock in and around standing water.
- Consider wrapping or insulating your water pipes, especially those pipes near outside walls, under the house or in the attic.

Cold Weather Energy Saving Tips

Tips to Save Energy Today & Lower Your Water Heating Costs

Water heating can account for 14%-25% of the energy consumed in your home.

- Turn down the temperature of your water heater to the warm setting (120°F).

You'll not only save energy, you'll avoid scalding your hands.

- Find other strategies for energy-efficient water heating.

Adjust the Temperature

- When you are home and awake, set your thermostat as low as is comfortable.
- When you are asleep or out of the house, turn your thermostat back 10°–15° for eight hours and save around 10% a year on your heating and cooling bills. A programmable thermostat can make it easy to set back your temperature.
- Find out how to operate your thermostat for maximum energy savings.

Find and Seal Leaks

- Seal the air leaks around utility cut-throughs for pipes ("plumbing penetrations"), gaps around chimneys and recessed lights in insulated ceilings, and unfinished spaces behind cupboards and closets.
- Find out how to detect air leaks.
- Learn more about air sealing new and existing homes.
- Add caulk or weather-stripping to seal air leaks around leaky doors and windows.
- Find how to select and apply the appropriate caulk.
- Learn how to select and apply weather-stripping

Take Advantage of Heat from the Sun

- Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home, and close them at night to reduce the chill you may feel from cold windows.

Find more tips at the DOE Energy Efficiency and Renewable Energy website <http://www1.eere.energy.gov/informationcenter/>

Free Housing Affordability Assistance

Most of us are embarrassed to discuss financial problems with others. If you are having problems making mortgage payments and don't feel comfortable talking with your mortgage lender, you should immediately contact a HUD-approved housing counseling agency to arrange an appointment with a counselor. A counselor will provide information about mortgage modification and/or foreclosure intervention opportunities. Don't wait until it is too late! FREE HELP is not far away. Wayne Metropolitan Community Action Agency, a Housing and Urban Development (HUD) and Michigan State Housing Development Authority (MHSDA) certified housing counseling agency, is conveniently located at 2121 Biddle Avenue, Wyandotte, MI 48192. Call 734-284-6999 ext. 227 or 211, or email mortgagehelp@waynemetrol.org for more information.

Check out the changes at the Recycle Center - <http://www.wyandotte.net/Departments/DPS/RecyclingCenter.asp>.

