

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@wyandotte.org

Additional Payment Locations

Downriver School Em-
ployees Credit Union
14170 Pennsylvania
Southgate
Wyandotte Community
Federal Credit Union
4500 Biddle Ave
Wyandotte

After Hours Service 734-324-7198

Holiday Office Closings

December 24, 25, 31
January 1, 18
February 15

Wyandotte Municipal Service Commission

Gerald P. Cole
Fredrick C. Delisle
James S. Figurski
Thomas M. Kaul
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.

Important Information Regarding Your Electrical 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, 2009 through March 31, 2010 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:

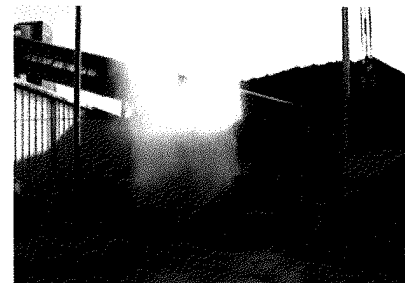
- The customer enters the utility's equal monthly payment plan.
- The customer and utility mutually agree to the payment of a specific amount.
- Proof of income must be provided (i.e. current tax forms).

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



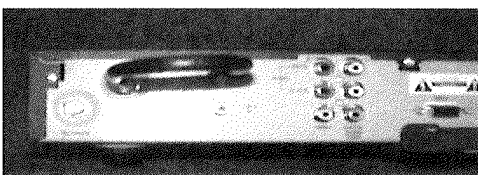
Truck Tire Wash

This September, the Wyandotte Power House assisted by the Water Department crews installed a Stanton (made in the USA) Systems Tire Wash. The Power House has several trucks entering and leaving the property each day. As they drive through the property the tires tend to pick up coal dust. Most of the trucks stop and manually wash their own tires as they leave. As best they try the drivers cannot get their trucks as clean as needed. The new system is automatic; as a truck goes through, it washes the entire underside of the truck. The tire wash system also recycles the water. The neighborhood streets near the Wyandotte Power Plant are much cleaner now that the tire wash has been installed.



Wyandotte Cable Offers Interactive Pay Per View

WMS subscribers will soon be able to order Pay-Per-View movies and events with the touch of a button with Wyandotte Digital Cable. In the past it was necessary to call an 800 number and to maintain a credit card on file with us to order your favorite Pay-Per-View events. Now simply find the program you wish to order in the interactive program guide and select it, then select "buy", and your movie is ordered. We plan to use this same interactive technology to deliver Video On Demand to our digital subscribers in the near future as well! Many of the digital boxes currently in the field are already capable of this feature, but some models require an upgrade in order to make use of it. Specifically, Motorola models DCT 2000-2500 require a small jumper to be installed on the back of the unit. These boxes are identifiable by their black chassis. They are the only 2 Motorola models we use which are black. All other models in the field (which are silver or gray) will not require the jumper to be installed. If you would like to install the



A correctly installed jumper looks like this:

jumper yourself, they can be picked up over the counter at city hall. If you would prefer to make an appointment for a technician to come to your home and install it for you, or if you have any questions, please call our customer service line during normal business hours at 734-324-7190.

Please Keep The Path To Your Meter Clear!

Wyandotte Municipal Services meter readers need to have access to your electric and water meters to make sure your electricity and water consumption are billed accurately. Please be sure to keep the pathway clear of overgrown shrubs and debris.

Seasonal Tips For Your Plumbing

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.

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.

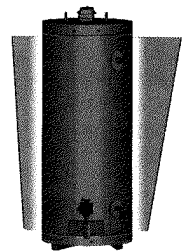
Find other strategies for energy-efficient water heating.

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.

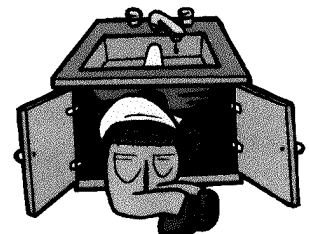
Find out how to detect air leaks.

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 weatherstripping



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://www.eere.energy.gov/informationcenter/>