

2008 WATER QUALITY REPORT FOR WYANDOTTE MUNICIPAL SERVICES WATER DEPARTMENT



**WYANDOTTE WATER WHERE TECHNOLOGY, KNOWLEDGE, AND PEOPLE COME TOGETHER
TO PROVIDE WATER EXCEEDING CUSTOMER EXPECTATIONS,**

TELECOMMUNICATIONS SERVICES REPORT CHANNEL GUIDE AND PRICING SIGNAL QUALITY AND BILLING COMPLAINT PROCEDURE

Quality On Tap!

Our Commitment



Our Profession

WATER DEPARTMENT EXPLAINED

A water department is seen by most customers as a collection of vehicles blocking their street, a crew of people destroying their lawn or a piece of sidewalk, or as a faceless person on the other side of the phone.

We work in the street when our pipes are there, blocking them off to protect our workers, to protect the public and to keep them from falling into an open trench. In 2008 there were 21 main breaks. The damage to the streets was temporarily repaired immediately and fully repaired as concrete was able to be poured.

EMERGENCY REPAIRS

We have to work on people's lawns and sidewalks at times in order to reach some of our mains. During 2008, 38 main breaks were repaired in these areas. The restorations were completed as topsoil was available, grass seed could be spread, and concrete could be laid properly.

After hours, our plant operators answer customer service requests. While most of the phone calls end positively, some do not. During an outage (Power, Water or Cable) sometimes the only answer that can honestly be given is that the problem is being worked on.

HYDRANT FLUSHING

In the spring, during the middle of the night, we do our annual fire hydrant flushing. This annual maintenance is done to remove minerals and sediment that have accumulated in the water lines over the course of a year. This preventative maintenance also allows us to check and record hydrant conditions and water pressure to ensure that the water system is functioning properly.

During the hydrant flushing you may notice a fire hydrant with water coming out of the side opening and on occasion, the water in your home may have an orange or rusty appearance. The water is safe to use and drink. The discoloration is caused by the iron sediment in the water main being disturbed by the hydrant flushing. If this occurs please run your COLD water for several minutes to clear your house lines and flush your toilets once or twice; the water should run clear within a few minutes.

SYSTEM IMPROVEMENTS

Our distribution crew replaced the water main on 10th St. from South of Ford Ave. to Mulberry. The main size was increased from 6" to 8", customer service lines from the main to the property line were replaced and then the damaged areas were restored.

The water lines on Clifford from Biddle to Perry Place were replaced. The 8" water main was replaced with a 12" main enabling us to meet future commercial needs.

Our water meter replacement project is continuing. This will enable your meter to be read and the reading inputted onto bills automatically with a minimum of intervention, eliminating errors. This system will also allow us to help detect leakage problems.

QUALITY ASSURANCE

Our plant operators take 130 tests per day or more if we are having a problem with any parameters. Tests are done on both our source water, the Detroit River, and our finished water before it goes out to our customers. Our operators even bring in samples from home to test them and make sure that the water in the system complies with regulations.

The tests include:

Chlorine residual – a disinfectant to remove pathogens

Fluoride – a chemical to help dental health

Hardness – measures dissolved minerals

Phosphates – a chemical helping pipe integrity

P_h - measures the acidity of the water

Alum – helps to remove suspended solids

Turbidity – measures suspended solids

Bacteria – e coli an indicator organism can prove the presence of other bacteria

In addition to testing above our operators each do “unknown sample” quality assurance / quality control testing during the year to ensure that the methods we are using result in proper and repeatable outcomes.

The laboratory equipment is checked on a daily basis and calibrated monthly. As needed we have the manufacturers perform a full and traceable calibration on their equipment.

The USEPA mandated that all water systems test for the presence of both giardia and cryptosporidium in our water. They are naturally occurring organisms which can cause flu-like symptoms in people. After a year of testing, Wyandotte Water is well within USEPA guidelines.

Our laboratory is certified by MDEQ and additionally it is inspected every three years by MDEQ.

Our personnel are certified by the Michigan Department of Environmental Quality. We are continually searching out and attending classes run by or accredited by MDEQ to obtain course credits which allow us to maintain and improve our certificates.

GOING GREEN

Our plant maintenance staff not only maintains and repairs equipment it tries to make improvements in it. When equipment needs replacement we try to make it a greener choice. When we bring in new cleaning chemicals or lubricants we try to use safer more ecologically safe choices. We have been changing our light systems to use fewer bulbs and use less electricity. With the help of an outside contractor we have optimized our heating/cooling systems for better efficiency.

CONSTRUCTION IMPROVEMENTS

Wyandotte is a part of the Lake St. Clair Drinking Water Protection Project. The state installed several pieces of equipment to measure the water quality physical qualities at our intake. The northernmost water system is at Port Huron. Wyandotte is the southernmost of the 13 water plants. The parameters that are measured are: temperature, P_h , turbidity, dissolved oxygen, total organic compounds, and hydrocarbons. This system allows water professionals to see if any problems coming down from Lake St. Clair.

In 2008 we installed a sewer under Van Alstyne to take wash water away from the filter plant and release it into the sewer system avoiding discharge into the Detroit River. This improvement provides better quality water for the systems south of us.

WATER CONSERVATION TIPS

Are you using more water than you thought? Take a look at your bill. The average daily water use in our area is about 100 gallons per person per day. You'd be surprised at how much water you are using and money you can save by following conservation tips.

BATHROOMS

- ◆ Inside your house, bathroom facilities claim over 50 percent of the water used. Toilets use nearly 27 percent of bathroom water, showers 17 percent, faucets about eight percent, and baths two percent.

TOILETS

- ◆ When purchasing new or replacement toilets, consider buying low-volume units, which use less than half the water of older models. Low-volume units are now required by local building codes. Also, check with your local water utility to see whether toilet rebate programs are available.
- ◆ Check for toilet tank leaks by adding food coloring to the tank. If the toilet is leaking, color will appear in the toilet bowl within 30 minutes (flush as soon as test is done, since food coloring may stain tank.).
- ◆ Check the toilet for worn out, corroded or bent parts. Most replacement parts are inexpensive, readily available and easily installed.
- ◆ If the toilet handle frequently sticks in the flush position letting water run constantly, replace or adjust it.
- ◆ Install a toilet dam or displacement device such as a bag or bottle to cut down on the amount of water needed for each flush. Be sure installation does not interfere with the operating parts.
- ◆ Avoid flushing the toilet unnecessarily. Dispose of waste in the trash rather than the toilet.

SHOWERS

- ◆ Take shorter showers.
- ◆ Replace your showerhead with an ultra-low-flow version. Some units are available that allow you to shut off the flow without adjusting the water temperature knobs.
- ◆ Place a bucket in the shower to catch excess water and use this to water plants. The same technique can be used when washing dishes or vegetables in the sink.
- ◆ In the shower, turn water on to get wet; turn off to lather up; then turn back on to rinse off. Repeat when washing your hair.

FAUCETS

- Retrofit all household faucets by installing aerators with flow restrictors to slow the flow of water.
- Repair dripping faucets by replacing washers. If your faucet is dripping at a rate of one drop per second, you can expect to waste 2,700 gallons per year. This adds to the cost of water and sewer utilities and adds to your water bill.

CLOTHES WASHING

- Operate clothes washers only when they are fully loaded. Set the water level for the size of load you are using.

DISHWASHING

- Operate automatic dishwashers only when they are fully loaded.
- When washing dishes by hand, fill one sink or basin with soapy water. Quickly rinse under a slow-moving stream from the faucet.

WATER WASTE

- Never pour water down the drain when there may be another use for it such as watering a plant or garden, or for cleaning around your home.
- Verify that your home is leak free. Many homes have hidden water leaks. Read your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, there is a leak.
- Don't let water run while shaving or washing your face. Brush your teeth first while waiting for water to get hot, then wash or shave after filling the basin.

MISCELLANEOUS

- Store drinking water in the refrigerator. Don't let the tap run while you are waiting for cool water to flow.
- Do not use water to thaw meat or other frozen foods. Defrost food overnight in the refrigerator or use the defrost setting on your microwave.
- Kitchen sink disposals require lots of water to operate properly. Start a compost pile as an alternate method of disposing of food waste, instead of using a garbage disposal. Garbage disposals also can add 50 percent to the volume of solids in the sewer system.
- Consider installing an instant water heater so you don't have to let the water run while it heats up. This will reduce water heating costs for your household.
- Insulate your water pipes. You'll get hot water faster and avoid wasting water while it heats up.
- Install water softening systems only when necessary. Save water and salt by running the minimum amount of regenerations necessary to maintain water softness. Turn softeners off while on vacation.

WATER TREATMENT PLANT

2008 REGULATED DETECTED SUBSTANCES TABLES

Substance	Test Date	Units	Health Goal <u>MCLG</u>	Allowed Level <u>MCL</u>	Level Detected	Range of Detection	Violation yes/no	Major Sources in Drinking Water
INORGANICS								
Fluoride	2008	<u>ppm</u>	4	4	0.97	<u>n/a</u>	No	Erosion of natural deposits; Water additive, which promotes strong teeth; Discharge from fertilizer and aluminum factories.
DISINFECTANT RESIDUALS AND DISINFECTION BY-PRODUCTS – MONITORING IN DISTRIBUTION SYSTEM								
Total Trihalomethanes (TTHM)	2008	<u>ppb</u>	n/a	80	11.80	7.90-16.00	No	By-product of drinking water chlorination
Haloacetic Acids (HAA5)	2008	ppb	n/a	60	11.50	8.00-1800	No	By-product of drinking water disinfection
Disinfectant (chlorine) Residual (ppm)	2008	ppm	<u>MRDLG</u> 4	<u>MRDL</u> 4	0.83	0.69-0.83	No	Water additive used to control microbes

2008 TURBIDITY – MONITORED EVERY 4 HOURS AT PLANT FINISHED WATER TAP			
Highest Single Measurement Cannot exceed <u>1 NTU</u>	Lowest Monthly % of Samples Meeting Turbidity Limit of 0.3 NTU (minimum 95%)	Violation yes/no	Major Sources in Drinking Water
0.18 NTU	100%	No	Soil Runoff

LEAD AND COPPER MONITORING AT CUSTOMERS' TAP								
Contaminant	Test Date	Units	Health Goal <u>MCLG</u>	Action Level <u>AL</u>	90 th Percentile Value*	Number of Samples Over AL	Violation yes/no	Major Sources in Drinking Water
+Lead	2007	ppb	0	15	13	5	No	Corrosion of household plumbing system; Erosion of natural deposits.
Copper	2007	ppm	1.3	1.3	.072	0	No	Corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives.
*The 90th percentile value means 90 percent of the homes tested have lead and copper levels below the given 90th percentile value. If the 90th percentile value is above the AL additional requirements must be met.								

REGULATED SUBSTANCE	TREATMENT TECHNIQUE	RUNNING ANNUAL AVERAGE	MONTHLY RATIO RANGE	VIOLATION YES / NO	TYPICAL SOURCE OF SUBSTANCE
Total Organic Carbon	The Total Organic Carbon (TOC) removal ratio is calculated as the ratio between the actual TOC removal and the TOC removal requirements. The TOC was measured each month and because the level was low, there is no requirement for TOC removal.				Naturally present in the environment.

SPECIAL MONITORING AND UNREGULATED SUBSTANCES	LEVEL DETECTED	SAMPLE DATE	TYPICAL SOURCE OF SUBSTANCE
Sodium (ppm)	11 ppm	2/26/2008	Erosion of natural deposits

Unregulated Substances are those for which EPA has not established drinking water standards. Monitoring helps EPA to determine where certain contaminants occur and whether it needs to regulate those substances.

In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain substances in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water, which provide the same protection for public health.

We invite public participation in decisions that affect drinking water quality. One may participate at the regular Municipal Services Commission Meetings.

For more information about your water, or the contents of this report, contact Bill Weirich, Water Department Superintendent, at 734 324-7142 or E-mail questions to uweirich@wyand.org. For more information about safe drinking water, visit the U.S. Environmental Protection Agency at www.epa.gov/safewater/.

KEY TO DETECTED SUBSTANCES TABLES		
SYMBOL	ABBREVIATION FOR	DEFINITION/EXPLANATION
<u>AL</u>	Action Level	The concentration of a substances, which, if exceeded, triggers treatment or other requirements which a water system must follow.
<u>MCL</u>	Maximum Substances Level	The highest level of substances that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
<u>MCLG</u>	Maximum Substances Level Goal	The level of substances in drinking water below which there is no known or expected risk to health. . MCLGs allow for a margin of safety."
<u>MRDL</u>	Maximum Residual Disinfectant Level	"Maximum residual disinfectant level" or "MRDL" means the highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial substances.
<u>MRDLG</u>	Maximum Residual Disinfectant Level Goal	"Maximum residual disinfectant level goal" or "MRDLG" means the level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial substances.
<u>pCi/L</u>	PicoCurie per Liter	Measurement of activity of radioactive substances in drinking water.
<u>ppb</u>	Parts per billion (one in one billion)	The ppb is equivalent to micrograms per liter. A microgram = 1/1000 milligram.
<u>ppm</u>	Parts per million (one in one million)	The ppm is equivalent to parts per million parts. Approximately one inch in 16 miles.
<u>n/a</u>	Not applicable	
<u>NTU</u>	Nephelometric Turbidity Units	Measures the cloudiness of water. We monitor it because it is a good indicator of the effectiveness of our filtration system
<u>TT</u>	Treatment Technique	A required process intended to reduce the level of a substance in drinking water.

This report covers the Wyandotte Municipal Services Water Department drinking water quality for the calendar year 2008. This information is a snapshot of the quality of the water that we provided to you in 2008. The State allows us to monitor for certain substances less than once per year because the concentrations of these substances are not expected to vary significantly from year to year. All of the data is representative of the water quality, but some are more than one year old. Included are details about where your water comes from, what it contains, and how it compares to Environmental Protection Agency (EPA) and state standards.

- ◆ **Contaminants and their presence in water:** Drinking Water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the **EPA's Safe Drinking Water Hotline (800-426-4791)**.
- ◆ **Vulnerability of sub-populations:** Immune-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, persons with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the **EPA's Safe Drinking Water Hotline (800-426-4791)**.
- ◆ **Sources of drinking water:** The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. Our water comes from the Detroit River. The State performed an assessment of our source water in 2004 to determine the susceptibility or the relative potential of contamination. The susceptibility rating is on a six-tiered scale from "very-low" to "high", based on geologic sensitivity, water chemistry and contaminant sources. The susceptibility of our source is highly susceptible. As water travels over the surface of the land or through the ground, it dissolves minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. A copy of this report is maintained at the Water Department please contact Bill Weirich at 734-324-7142 for more information.
- ◆ **Contaminants that may be present in source water include:**
 - ◆ **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
 - ◆ **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
 - ◆ **Pesticides and herbicides**, which may come from a variety of sources such as agriculture and residential uses.
 - ◆ **Radioactive contaminants**, which are naturally occurring or are the result of oil and gas production and mining activities.
 - ◆ **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can, also, come from gas stations, urban storm water runoff, and septic systems.
 - ◆ **Information about lead:** If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Wyandotte Water Department is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.



Telecommunications Services

The Wyandotte municipal telecommunications utility was created by local residents in 1981 when voters demonstrated their confidence in the department's ability by approving an ordinance to place the implementation, construction and operation of the new cable television system under the auspices of the municipal service department. In 1983 the department installed the cable infrastructure throughout the city and began offering basic cable television services. Since 1983 the limited basic cable television system has developed into a full broadband provider offering a wide selection of cable television services from analog to digital programming and a variety of other telecommunications services. Today the telecommunications utility serves over 9,000 cable television consumers, 4,900 high-speed internet and 1,000 digital phone subscribers with annual revenues over \$7 million. Wyandotte Municipal Services telecommunications system offers significantly lower rates than other area providers, competitive programming selections, several internet packages, state of the art technology and outstanding customer service.

The utility contributes five percent of its gross revenue to the city's general fund and completely supports a cable studio where public access, local access and government programming is produced. In 1998 the municipal telecommunications system was completely rebuilt and consist of a hybrid combination of fiber-optic lines and coaxial cable. A new headend was built during the same period with state of the art equipment and the bandwidth was expanded to 750 Mhz allowing for digital cable service offerings.

In 2001, the municipal telecommunications utility began offering high-speed internet service to local residents and commercial accounts. The municipal telecommunications utility offers local consumers 75 analog channels, 173 digital video/audio channels, commercial free CD-quality music channels, multiplexing of the premium channels such as HBO, Showtime, The Movie channel, Starz and Encore. The telecommunications utility offers High Definition Television services including High Definition set top boxes with or without a DVR incorporated inside. The telecommunications system also offers the latest digital telephone technology to all residents of the city via an internet connection. With Wyandotte Digital Phone's Unlimited Plan, one low rate will give you access to all the popular telephone features for less then what traditional carriers charge.

Attention: Wyandotte Cable, Internet and Telephone Subscribers

Signal Quality and Billing Complaint Procedure

Customer service representatives are available to take your telephone calls concerning any of our telecommunication service related problems, telecommunication installation, cable channel changes, billing questions, and/or general questions about any of our telecommunication services at 324-7190 Monday through Friday 8am to 5pm. Our customer service office is located at the Wyandotte City Hall, 3131 Biddle Avenue, and is open to conduct business covering all aspects of our telecommunication services Monday through Friday, except holidays, 8am to 5pm.

When you experience a problem with any of our telecommunication services please telephone our customer service office to report the situation at 324-7190. During normal business hours a customer service representative will try to correct the problem via the telephone. If the customer service representative is not able to accomplish this, you will be scheduled for a service technician to visit your home usually within 24 hours. After normal business hours you may call the same phone number 324-7190 and continue to the after hours emergency line to report a service related problem. If you fail to contact a customer service representative and are transferred to the voicemail system please leave a message which includes your name, address, telephone number and brief description of the service problem.

Service technicians are available Monday through Friday 8am to 7pm and Saturday 8am to 4pm. In the event that a large area of our telecommunications system is experiencing technical difficulties we will respond 24 hours a day.

When you have billing questions or any other telecommunications problem you should either appear in person at our customer service office or call 324-7190 during business hours to resolve the situation. If the customer service representative is unable to resolve the situation, please ask to have a supervisor contact you.

If you are unable to get the situation resolved to your satisfaction, we urge you to write Ms. Melanie McCoy, General Manager, 3005 Biddle, Wyandotte, MI 48192. If you are still not satisfied with the handling of your situation, you may contact our Franchising Authority, Wyandotte Municipal Service Commission, at the following address:

**Attention: Wyandotte Municipal Service Commission
3005 Biddle Ave.
Wyandotte, MI 48192**

Wyandotte Municipal Services respects the privacy of our customers and our policy is not to provide any customer information to any source except as required by law.

Wyandotte Municipal Services urges you to call us anytime you have questions and/or concerns about your telecommunications service. Our goal is to keep you as a satisfied customer.



INSTALLATION / SERVICE CALL 324-7190

BROADCAST BASIC \$14.95		
Display Channel	Call letters	Channel Name
2	WJBK	WJBK (2) DETROIT FOX
3	WWJ	WWJ (62) CBS
4	WDIV	WDIV (4) DETROIT NBC
5	WKBD	CW 50
6	TWC	THE WEATHER CHANNEL
7	WXYZ	WXYZ (7) DETROIT ABC
8	WMYD	MY20
9	CBET	(9) WINDSOR
10	WGTE	WGTE (30) TOLEDO
11	TVG	TV GUIDE
12	WTVS	WTVS (56) DETROIT
13	WADL	WADL (38) DETROIT
14	ION	ION
15	PUB/LOCAL	PUBLIC/LOCAL ACCESS
16	GOV	PUBLIC SERV/GOV
17	AD/LEASE	ADVERTISING/LEASE
18	EDUCATION	EDUCATION

EXPANDED BASIC \$35.75

*Includes Broadcast Basic	
Display Channel	Channel Name
24	NATIONAL GEOGRAPHIC
25	THE OUTDOOR CHANNEL
26	HALLMARK
27	DO IT YOURSELF
28	GREAT AMERICAN COUNTRY
29	FOX MOVIE CHANNEL
30	BIG 10 NETWORK
31	ESPN
32	ESPN CLASSIC
33	ESPN 2
34	SPEED
35	FOX SPORT NET DETROIT
36	CNN
37	CNN HEADLINE
38	MSNBC
39	CNBC
40	C-SPAN
41	C-SPAN 2
42	HOME & GARDEN
43	LEARNING CHANNEL
44	DISCOVERY CHANNEL
45	G4
46	FOOD CHANNEL
47	ANIMAL
48	A&E
49	TRAVEL
50	HISTORY
51	DISNEY
52	NICKELODEON
53	TVLAND
54	CARTOON NETWORK
55	FAMILY
56	TNT
57	FX
58	WGN CHICAGO
59	USA
60	TBS
61	WOMENS ENTERTAINMENT WE
62	LIFETIME
63	AMC
64	TURNER CLASSIC MOVIES
65	BRAVO
66	SPIKE
67	VH-1
68	MTV
69	EI ENTERTAINMENT
70	COMEDY
71	SCI-FI CHANNEL
72	TRINITY
73	CATHOLIC TV NET DETROIT
74	QVC
75	HSN
76	FOX NEWS CHANNEL
77	TRU TV (FORMERLY COURT)
78	COUNTRY MUSIC

DIGITAL BASIC CHANNELS \$6.95

Channel	Channel Name
100	Discovery Kids
101	Discovery Science
102	Discovery Health
103	Fox Soccer
104	Golf
105	ESPNNews
106	BBC America
107	Independent Film Channel
108	Game Show
109	M2
110	MTVJ
111	MTV
112	NO PROGRAMMING
113	VH1 Classic rock
114	VH1 Soul
115	CMT pure
116	MTV Hits
117	Noggin
118	The N
119	Nick Toons
120	Nick Too
121	Versus (formerly OLN)
122	Oxygen
123	Style
124	Biography
125	History International
126	Sprout
127	ESPN2
128	Fine Living
129	Fox Reality
130	Soap Net
131	Toon Disney
132	Fox Business Network
133	Lifetime Movies
154	Weather plus
301-306	InDemand Pay-Per-View

DIGITAL MUSIC

901	SOUNDS OF SEASON
902	TODAYS COUNTRY
903	CLASSIC COUNTRY
904	BLUEGRASS
905	HIP HOP R&B
906	CLASSIC R&B
907	R&B SOUL
908	R&B HITS
909	RAP
910	METAL
911	ROCK
912	ARENA ROCK
913	CLASSIC ROCK
914	ADULT ALTERNATIVE
915	ALTERNATIVE
916	RETRO ACTIVE
917	ELETRONICA
918	DANCE
919	LITE HITS
920	ADULT TOP 40
921	HIT LIST
922	KIDS ONLY
923	PARTY
924	SHOWCASE
925	90s
926	80s
927	70s
928	SOLD GOLD OLDIES
929	SMOOTH JAZZ
930	JAZZ
931	BLUES
932	REGGAE
933	SOUNDSCAPES
934	EASY
935	BIG BAND
936	STANDARDS
937	SHOW TUNES
938	CONTEMP CHRISTIAN
939	GOSPEL
940	CLAS MASTERPIECES
941	LIGHT CLASSICAL
942	POP LATINO
943	MUSICA URBANA
944	SALSA MERENGUE
945	MEXICANA

DIGITAL PREMIUMS

HBO CHANNELS	
200	HBO HD
201	HBO E
202	HBO2E
203	HBO3 E
204	HBO FAM E
205	HBO LAT E
206	HBO W
207	HBO 2W
208	HBO 3W
209	HBO FAM W
210	HBO LAT W
211	HBO COMEDY
212	HBO ZONE

CINEMAX CHANNELS	
220	CINEMAX HD
221	CINEMAX E
222	MOREMAX E
223	ACTIONMAX E
224	CINEMAX W
225	MOREMAX W
226	ACTIONMAX W
227	THRILLERMAX
228	WMAX
229	AT MAX
230	5 STAR MAX
231	OUTERMAX

SHOWTIME/TMC CHANNELS	
240	SHOWTIME HD
241	SHOWTIME E
242	SHOWTIMI W 2E
243	SHOWTIME 3E
244	SHOWTIME EXTREME
245	SHOWTIME BEYOND
246	SHOWTIME W
247	SHOWTIME 2W
248	SHOWTIME 3W
249	SHOWTIME BEYOND W
250	SHOWTIME EXTREME W
251	SUNDANCE
252	FLIX E
253	SUNDANCE W
254	FLIX W
255	THE MOVIE CHANNEL HD
256	THE MOVIE CHANNEL
257	THE MOVIE CHANNEL 2
258	THE MOVIE CHANNEL W
259	THE MOVIE CHANNEL 2W

STARZ / ENCORE SUPER PACK

260	STARZ
261	STARZ EDGE
262	BLACK STARZ
263	STARZ KIDS & FAMILY
264	STARZ COMEMA
265	STARZ COMEDY
266	WAM
267	ENCORE
268	ACTION
269	WESTERNS
270	DRAMA
271	MYSTERY
272	LOVE
273	STARZ W
274	STARZ CINEMA W
275	ENCORE W
276	ACTION W
277	WESTERNS W
278	DRAMA W
279	MYSTERY W
280	LOVE W
281	STARZ EDGE W
282	BLACK STARZ W
283	STARZ KIDS & FAMILY
284	STARZ COMEDY W
285	WHAM W

HIGH DEFINITION CHANNELS

162	WJBK FOX 2 HD
163	NO PROGRAMMING
164	WDIV NBC (4) DETROIT HD
166	WTVS 56 HD
167	WXYZ ABC (7) DETROIT HD
168	WMYD MY20 HD
169	BIG TEN NETWORK HD
170	ESPN HD
171	ESPN 2 HD
172	FSN HD
173	VERSUS/GOLF
174	DISCOVERY THEATER HD
175	NATIONAL GEO HD
176	A&E HD
177	TNT HD
178	HISTORY HD
179	HD NET
180	HD NET MOVIES
181	UNIVERSAL HD

CABLE RATES

SERVICE CALL	NO CHG
NEW INSTALLATION	
UP TO 3 OUTLETS	\$ 39.95
WALL FISH OUTLET	\$ 15.00
EA ADD OUTLET	
ABOVE THREE	\$ 15.00
SEPARATE TRIP	\$ 20.00
EA ADD WALL FISH	
ABOVE 3 AT INSTALL	\$ 30.00
EA ADD WALL FISH	
SEPARATE TRIP	\$ 35.00
REPAIR CUST INSTALL	
OUTLET	\$ 20.00

MONTHLY CHARGES

BROADCAST BASIC	\$ 14.95
EXPANDED BASIC	\$ 35.75
HBO	\$ 12.45
CINEMAX	\$ 9.45
HBO/CMX	\$ 19.45
SHW/T/MC	\$ 11.45
STARZ/ENCORE	\$ 10.45
DIGITAL BASIC PROG	\$ 6.95
DIGITAL CONVERTER	\$ 8.00
ADD DIG CONV	\$ 5.75
DIGITAL CARD	\$ 8.00
HDCON W/DVR	\$ 14.95
HDCON NO DVR	\$ 11.95
ADD HD W/DVR	\$ 10.95
ADD HD NO DVR	\$ 6.75
HD CARD	\$ 11.95
ADD HD CARD	\$ 6.75
BIG 10 COMMERCIAL	\$ 40.00
FSN DETROIT COMMER	\$ 75.00

INTERNET

RESIDENTIAL HIGH SP	\$ 38.95
RESIDENTIAL LITE	\$ 24.95
HOME OFFICE	\$ 59.95
SMALL OFFICE	\$ 79.95
PROFESSIONAL	\$ 99.95

TELEPHONE SERVICE

DIGITAL (VOIP) PHONE	\$ 31.99
SEP. FAX LINE	\$ 14.95

SERVICES

CABLE TELEVISION	
DIGITAL PROGRAMMING	
HIGH SPEED INTERNET	
HIGH DEFINITION	
HD CONV W/DVR	
MULTIPLEX PREMIUMS	
PAY-PER-VIEW	
DIGITAL TELEPHONE	

OTHER CHARGES

MOVE OUTLET	\$ 14.95
MOVE DROP	\$ 39.95
HOOK UP NEW TV	\$ 14.95
HOOK UP VCR/DVR	\$ 14.95
TRANS W/SAME BLDG	\$ 20.00
TRANS DIF LOCATION	\$ 39.95
PRE WIRE 1ST OUTLET	\$ 25.00
PRE WIRE EA ADD	\$ 15.00
ADD PREMIUM CHANNEL	\$10.00
DROP PREMIUM CHANNEL	NO CHG



*PROGRAMMING AND PRICES SUBJECT TO CHANGE

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ANALOG PREMIUMS	
20	HBO
21	CINEMAX
22	SHOWTIME
23	THE MOVIE CHANNEL

HD PREMIUM CHANNELS	
190 & 200	HBO HD
191 & 220	CMX HD
192 & 240	SHOWTIME HD
193 & 255	THE MOVIE CHANNEL HD

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