

# **2009 WATER QUALITY REPORT FOR WYANDOTTE MUNICIPAL SERVICES WATER DEPARTMENT**

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

**DEPT OF MUNICIPAL SERVICE  
WATER DIVISION**

## **TELECOMMUNICATIONS SERVICES**

**REPORT  
SIGNAL QUALITY AND BILLING COMPLAINT PROCEDURE  
CHANNEL GUIDE**

# 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.

The parts that almost no one sees are the operators and the maintenance staff in the filter plant. They are the first people that see and work on your water. They run tests, maintain proper flows, and monitor the water. Our customer service center works with people over the phones. After hours, our filter 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.

Our distribution crews maintain the distribution systems. As a customer, you most often see them working in the street repairing a water main and blocking off a street to protect our workers, to protect the public and to keep them from falling into an open trench. In 2009 there were 43 main breaks. The damage to the streets was temporarily repaired immediately and fully repaired as concrete was able to be poured. We also have to work in people's lawns and sidewalks at times in order to reach some of our mains, fire hydrants and service connections. Restorations were completed as topsoil was available, grass seed could be spread, and concrete could be laid properly.

## 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

In the fall our water tower was painted. Both the inside and the outside were inspected, sandblasted, and recoated with a National Sanitation Foundation approved coating. After, curing the tank was inspected again, disinfected and put back into service. This service should last about ten years before a new coating is needed. Annual inspections of the tank will continue during this period.

This year's water main project was on Oak Street from Third St. to 11th St. replacing 2,850 feet of 8 inch main and 160 feet of 6 inch main. We also replaced older hydrants with a newer model with a new style connection for the fire department. We also improved the connections to other mains in the area which should help increase flows to those areas

## QUALITY ASSURANCE

Our plant operators perform 130 tests per day and additional tests if we are having a problem with any parameters. Tests are done on our source water, the Detroit River, and our finished water before it goes out to our customers. Our operators bring in samples from their homes to test 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

Ph - 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 their source water. They are naturally occurring organisms which can cause can cause flulike symptom 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. 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 more efficient bulbs and use less electricity. With the help of an outside contractor we have optimized our heating/cooling systems for better efficiency.

## TECHNOLOGICAL 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 and other intakes. The Northernmost water system is at Port Huron. Wyandotte is the southernmost of the 13 water plants. The parameters that are measured are: temperature, Ph, turbidity, dissolved oxygen, total organic compounds, and hydrocarbons. This system allows water professionals to see if any problems coming down from Lake St. Clair.

## CALLS FROM OUR CUSTOMERS

The customer service center helps customers understand billing questions. They transmit trouble reports out to various departments immediately. They are the link between customers and field servicemen. Our customer service center handled approximately 12,000 calls this year of those calls 3,000 went to the water field customer service staff.

**Our customers call us from time to time with real questions about real problems.** The following are explanations to some of the more frequent questions

### THE PINK STAIN IN THE BATHROOM

The pink stain in a bathroom can be such an annoyance. It can happen in an old home or in a brand new home. It can happen in the sink, toilet, or shower. You can clean and scrub every surface and it can come back days later. What is this pink stain? What can you do to control its growth?

#### WHAT IS THIS PINK STAIN?

The most common question associated with the pink film found in bathrooms is, "What is it?" In a word, bacteria. Sometimes this film is called biofilm. It can be a combination of bacteria that becomes sticky and a real nuisance. This biofilm can come in a variety of colors. The pink variety seems to elicit the most concern, but it can also be orange, yellow, brown, or various versions of these. The bacteria are resilient and grow with even the slightest amount of nutrients to feed on. It can be found basically anywhere that water sits for an extended period of time. The most common locations to find the pink film is in the shower or bathtub, on the shower curtain, in the toilet, in the sink around the drain, or in the washing machine.

#### WHAT DO I DO ABOUT IT?

Once a person realizes the problem is bacteria they become very concerned. However, these bacteria are found all around us, in the food we eat and the air we breathe. Rarely will there be health consequences associated with biofilm. Yet, we still don't want it around. If we don't try to get a handle on its growth it can become as intrusive as mold.

These bacteria seem to be resistant to chlorine and other household [cleaners](#) by themselves. The most effective way to attack this problem is with vigorous scrubbing. Using bleach or other [cleaners](#) along with a stiff brush can begin the process of controlling the biofilm growth.

Try to keep the problem areas as dry as possible. Don't close up shower doors. Don't allow the shower curtain to stay folded over. Don't let water stand around the drains of the sink or bathtub. And keep the bathroom well ventilated. Yet, be aware that the film will most likely return in anywhere from a week to three months. Once the pink development begins it's very difficult to eradicate completely

### CLOUDY OR WHITE WATER

One of the many properties of water is its ability to dissolve gasses, including air. Sometimes air appears in the 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 lose 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 relieve the pressure by opening the faucet, the air is now free to escape, giving the water a milky appearance (also described as cloudy, hazy, soapy, or foamy).

## CONFIRMING AIR IN YOUR WATER

To confirm air bubbles in your water, fill a clear glass with water and set it on the counter. Observe the glass of water 2 or 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 will 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 milky white in appearance and does not clear in a glass after 5 minutes, contact the Water Department at 734-324-7190.

## RUSTY WATER

The rust comes from the inside of the piping system that gets the water to your house. Normally, water flows to your house undisturbed. Sometimes main breaks or hydrants that are opened for a fire, or to flow a hydrant for a system problem can cause the flow to increase or to reverse and possibly get rusty.

**Normally rusty water events dissipate in 4-6 hours but could last longer depending on water usage in the area.** The easiest way to quickly get rid of the rust is to run the cold water in your bathtub or flush your toilet until the water runs clear.

**Do not use hot water.** The rusty water can get into your water heater and it can take longer to get the rust to clear out of your plumbing.

**Do not wash laundry.** Clothing washed in rusty water can become stained. If this occurs, it is important to NOT dry the clothing. Instead, leave the wet clothing in the washer and apply an iron removal product as soon as possible to prevent the iron stain from setting. Please follow the manufacturer's instructions.

It is important to note that when rusty water is experienced it is normally not a health concern but one of aesthetic quality.

## BOTTLED WATER – DO WE NEED IT?

Bottled water costs more than \$1.00 per Bottle – this is 1,900 times the price of tap water! Wyandotte's price is \$1.17 per thousand gallons and its' delivered to your house.

Which means bad news for your

**Wallet** – An average U.S. citizen spends over \$400 every year on bottled water.

**Health** – Which can be damaged by toxic chemicals like Bisphenol-a (BPA), leached from bottled water bottles. BPA intake can cause cancerous cells in your body

**Environment** – This is tainted by the products, transportation, packaging and disposal of plastic bottled water bottles.

In the year 2004 the Bottled Water usage was marked as at just under **7,000,000,000 (Billion) Gallons. THIS IS ABOUT 28,000,000,000 (Billion) plastic bottles a year.** Of which 86% end up as garbage. 1,500 water bottles end up as garbage every second.

28,000,000,000 bottles means **17,000,000 (Million) barrels** of oil that was used to produce those plastic bottles. That oil could have been enough to fuel about 100,000 cars for that year. 28,000,000,000 bottles also contributes to an addition of **2,500,000 tons of carbon dioxide** that was produced in the manufacturing of the plastic bottle. \$100,000,000,000 (one hundred billion dollars) that is spent every year by Consumers on bottled water. An amount like this makes the Federal Bailout look small. Research show that for a fraction of this amount everyone on the planet could have safe drinking water and proper sanitation

Sources of information:

[www.earth911.com](http://www.earth911.com) – [www.earth-policy.com](http://www.earth-policy.com) – [www.awwa.org](http://www.awwa.org) – [www.filterforgood.com](http://www.filterforgood.com).

# WATER TREATMENT PLANT

## 2009 REGULATED DETECTED SUBSTANCES TABLES

Substance	Test Date	Units	Health Goal MCLG	Allowed Level MCL	Level Detected	Range of Detection	Violation yes/no	Major Sources in Drinking Water
<b>INORGANICS</b>								
Fluoride	2009	ppm	4	4	1.10	n/a	No	Erosion of natural deposits; Water additive, which promotes strong teeth; Discharge from fertilizer and aluminum factories.
<b>DISINFECTANT RESIDUALS AND DISINFECTION BY-PRODUCTS – MONITORING IN DISTRIBUTION SYSTEM</b>								
Total Trihalomethanes (TTHM)	2009	ppb	n/a	80	17.63	7.50-32.00	No	By-product of drinking water chlorination
Haloacetic Acids (HAA5)	2009	ppb	n/a	60	11.00	7.00-17.00	No	By-product of drinking water disinfection
Disinfectant (chlorine) Residual (ppm)	2009	ppm	<u>MRDLG</u> 4	<u>MRDL</u> 4	0.79	0.68-0.79	No	Water additive used to control microbes

2009 TURBIDITY – MONITORED EVERY 4 HOURS AT PLANT FINISHED WATER TAP			
Highest Single Measurement Cannot exceed 1 NTU	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
Turbidity is a measure of the cloudiness of water. We monitor it because it is a good indicator of the effectiveness of our filtration system.			

LEAD AND COPPER MONITORING AT CUSTOMER'S TAP								
Contaminant	Test Date	Units	Health Goal MCLG	Action Level AL	90th 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)	12 ppm	2/10/2008	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 [wweirich@wyan.org](mailto:wweirich@wyan.org). For more information about safe drinking water, visit the U.S. Environmental Protection Agency at [www.epa.gov/safewater/](http://www.epa.gov/safewater/).

KEY TO DETECTED SUBSTANCES TABLES		
SYMBOL	ABBREVIATION FOR	DEFINITION/EXPLANATION
<a href="#">AL</a>	Action Level	The concentration of a substance, which, if exceeded, triggers treatment or other requirements which a water system must follow.
<a href="#">MCL</a>	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.
<a href="#">MCLG</a>	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.
<a href="#">MRDL</a>	Maximum Residual Disinfectant Level	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.
<a href="#">MRDLG</a>	Maximum Residual Disinfectant Level Goal	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.
<a href="#">pCi/L</a>	PicoCurie per Liter	Measurement of activity of radioactive substances in drinking water.
<a href="#">ppb</a>	Parts per billion (one in one billion)	The ppb is equivalent to micrograms per liter. A microgram = 1/1000 milligram.
<a href="#">ppm</a>	Parts per million (one in one million)	The ppm is equivalent to parts per million parts. Approximately one inch in 16 miles.
<a href="#">n/a</a>	Not applicable	
<a href="#">NTU</a>	Nephelometric Turbidity Units	Measures the cloudiness of water. We monitor it because it is a good indicator of the effectiveness of our filtration system.
<a href="#">TT</a>	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 Services 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 telecommunications service provider offering a wide selection of cable television services from Analog to Digital to High Definition programming as well as High Speed Broadband Internet & Digital Phone services. Today the telecommunications utility serves approximately 9,000 cable television subscribers, 5,000 high-speed internet subscribers & 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, digital phone service with unlimited local & long distance calling, all with 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 25 miles of fiber-optic lines and 72 miles of coaxial cable. A new head end was built during the same period with state of the art equipment; the bandwidth was expanded to 750 MHz allowing for full service telecommunications offerings.

In 2001, the municipal telecommunications utility began offering high-speed broadband internet service to local residents and commercial accounts. In 2007 Digital Phone service with unlimited local & long distance calling was added. The municipal telecommunications utility offers local consumers 75 basic analog channels, 154 digital channels, 40 high definition channels, 45 commercial free CD-quality music channels & multiplexing of the premium channels such as HBO, Cinemax, 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 (Digital Video Recorder). 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 734-324-7190 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 Cable TV service please telephone our customer service office to report the situation at 734-324-7190. 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 734-324-7190 and continue to the afterhours 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. If you experience any problem with our High Speed Internet or Digital Phone service please telephone our 24/7 technical support team at 1-888-855-9997. If the technical support representative is not able to correct the problem via telephone, they will create a trouble ticket which will be sent to our local customer service representatives who will contact you and they will schedule for a service technician to visit your home usually within 24 hours.

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 734-324-7190 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.

**BROADCAST BASICS \$14.95**

- 2 WJBK (2) Detroit Fox
- 3 WWJ (62) CBS
- 4 WDIV (4) Detroit NBC
- 5 WKBD CW 50
- 6 TWC The Weather Chan
- 7 WXYZ (7) Detroit ABC
- 8 WMYD MY20
- 9 CBET (9) Windsor
- 10 WGTE (30) Toledo
- 11 TVG The TV Guide
- 12 WTVS (50) Detroit
- 13 WADL (38)
- 14 ION ION
- 15 PUB/LOC Public/Local
- 16 GOV Public Service/Gov
- 17 AD/LEASE
- 18 EDU Education

**EXPANDED BASIC \$35.75**

- 24 National Geographic
- 25 Outdoor Channel
- 26 Hallmark
- 27 Do It Yourself
- 28 Great American Country
- 29 FOX Movie Channel
- 30 Bid 10 Network
- 31 ESPN
- 32 ESPNC
- 33 ESPN2
- 34 Speed
- 35 FSN-Detroit
- 36 CNN
- 37 Headline News
- 38 MSNBC
- 39 CNBC
- 40 C-Span
- 41 C-Span2
- 42 HGTV
- 43 The Learning Channel
- 44 The Discovery Channel
- 45 G4
- 46 Food Channel
- 47 Animal Planet
- 48 A&E Television Network
- 49 The Travel Channel
- 50 The History Channel
- 51 The Disney Channel
- 52 Nickelodeon
- 53 TV Land
- 54 Cartoon Network
- 55 The Family Channel
- 56 Turner Network Telev.
- 57 FX
- 58 WGN-Chicago
- 59 USA Network
- 60 TBS Superstation
- 61 Women's Entertainment
- 62 Lifetime
- 63 American Movie Class
- 64 Turner Classic Movies
- 65 Bravo
- 66 Spike TV
- 67 VH-1
- 68 MTV
- 69 Entertainment
- 70 Comedy Channel
- 71 SCI-FI Channel
- 72 Trinity Broadcasting

- 73 Catholic Network-Detr
- 74 QVC
- 75 Home Shopping Net
- 76 FOX News
- 77 TRU TV
- 78 Country Music TV

**DIGITAL BASIC CHANNELS**

- 100 Discovery Kids
- 101 Discovery Science
- 102 Discovery Health
- 103 Fox Soccer
- 104 Golf
- 105 ESPNews
- 106 BBC America
- 107 Ind. Film Channel
- 108 Game Show
- 109 M2
- 110 MTVJ
- 111 MTV
- 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 ESPNU
- 128 Fine Living
- 129 Fox Reality
- 130 Soap Net
- 131 Toon Disney
- 132 Fox Business Network
- 133 Lifetime Movies
- 134 Chiller
- 135 FUEL TV
- 136 FSN+ (FOX Sports)
- 140 This TV (NBC)
- 141 RTV (NBC)
- 142 Weather (ABC)
- 143 Create (PBS WTVS)
- 144 Family (PBS WTVS)
- 145 ION 2
- 146 ION 3
- 147 WADL 2
- 148 Create (PBS WGTE)
- 149 Family (PBS WGTE)

**HIGH DEFINITION CHANNELS**

- 153 Sci Fi Channel
- 154 USA
- 155 Disney
- 156 ABC Family
- 157 FX
- 158 PBS WGTE
- 159 WADL
- 160 ION
- 161 FOX NEWS
- 162 WJBK FOX 2 HD
- 164 WDIV NBC (4) Detroit HD
- 166 WTVS 56 HD
- 167 WXYZ ABC (7) Detroit HD
- 168 WMYD MY20 HD
- 169 Big 10 Network HD

**HIGH DEFINITION CHANNELS (CONT.)**

- 170 ESPN HD
- 171 ESPN2 HD
- 172 FSN HD
- 173 VERSUS/Golf
- 174 Golf HD
- 175 Speed HD
- 176 A&E
- 177 TNT
- 178 History
- 179 HD Network
- 180 HD Network Movies
- 181 Universal
- 182 Discovery Theater
- 183 National Geographic
- 184 HGTV
- 185 Food Network
- 186 E! Entertainment
- 187 Outdoor Channel
- 188 Travel Channel

**HD PREMIUM CHANNELS**

- 190 & 200 HBO HD
- 191 & 220 CMX HD
- 192 & 240 SHOWTIME HD
- 193 & 255 TMC HD
- 194 & 286 STARZ HD

**DIGITAL PREMIUM CHANNELS**

**HBO CHANNELS**

- 200 HBO HD
- 201 HBO E
- 202 HBO 2E
- 203 HBO 3E
- 204 HBO Family E
- 205 HBO Lat EO
- 206 HBO W
- 207 HBO 2W
- 208 HBO 3W
- 209 HBO Family 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 ATMax
- 230 5 Star Max
- 231 OuterMax

**SHOWTIME/TMC CHANNELS**

- 240 Showtime HD
- 241 Showtime E
- 242 Showtime 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
- 252 Flix E
- 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 PAK**

- 260 Starz
- 261 Starz Edge
- 262 Black Starz
- 263 Starz Kids & Family
- 264 Starz Cinema
- 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 W
- 284 Starz Comedy W
- 285 WAM W
- 286 Starz HD

**PAY-PER-VIEW**

- 301-306 InDemand

**DIGITAL MUSIC CHANNELS**

- 901 Hit List
- 902 Hip-Hop R&B
- 903 MC Mix tape
- 904 Dance/Electronic
- 905 Rap
- 906 Hip-Hop Classics
- 907 Throw Back Jams
- 908 R&B Classics
- 909 R&B Soul
- 910 Gospel
- 911 Reggae
- 912 Classic Rock
- 913 Retro Rock
- 914 Rock
- 915 Metal
- 916 Alternative
- 917 Classic Alternative
- 918 Adult Alternative
- 919 Soft Rock
- 920 Pop Hits
- 921 '90s
- 922 '80s
- 923 '70s
- 924 Solid Gold Oldies
- 925 Party Favorites
- 926 Stage & Screen
- 927 Kidz Only
- 928 Toddler Tunes
- 929 Today's Country
- 930 True Country
- 931 Classic Country
- 932 Contemp. Christian
- 933 Sounds of the Season
- 934 Soundscapes
- 935 Smooth Jazz
- 936 Jazz
- 937 Blues
- 938 Singers & Swing
- 939 Easy Listening
- 940 Classical Masterpiece
- 941 Light Classical
- 942 Musica Urbana
- 943 Pop Latino
- 944 Tropicales
- 945 Mexicana

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