

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 on the front of
City Hall.

Automatic Bill Payment Program Information

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

Additional Payment Locations:

Downriver School
Employees Credit Union
14170 Pennsylvania,
Southgate

Wyandotte Community
Federal Credit Union
4500 Biddle Avenue,
Wyandotte

After Hours Service

734-324-7198

Holiday Office Closings

March 21st - Good Friday
May 26th - Memorial Day

Daylight Savings Time
begins on Sunday, March
9th. Don't forget to turn
your clocks ahead one hour.

Wyandotte Municipal Service Commission

Gerald P. Cole
Frederick C. Delisle
Thomas M. Kaul
Leslie G. Lupo
Stanley A. Rutkowski

Municipal Service
Commission meetings are
regularly held on alternate
Tuesdays at 5 p.m. at
3005 Biddle Avenue. Call
734-324-7190 to confirm
dates and times.

Changes Coming To Your Utility Statement

Over the next few months our billing staff will be adjusting the date on which your utility statement is produced. This will have no affect on the amount of days on your utility statement, which is approximately 30 days. This will have an affect on the day your utility statement is due. Please see the message on your current utility statement for more details. If you have further questions and/or concerns, please do not hesitate to contact a customer service representative at 734-324-7190 M-F 8AM-5PM.

Don't Wait! "Wyandotte Digital Phone" Service Now Available

Join your friends and neighbors who already subscribe to WMS newest service offering. To quote one of our subscribers "Better Service, Remarkable Feature Versatility, My Own Hometown Provider and I'm Paying a Lot Less! Who Wouldn't Want That?"

"Wyandotte Digital Phone" is now available. Get your phone service from Wyandotte Municipal Services and in addition to Unlimited Local and Long Distance calls you have access to all the features available at no additional cost. These features include, Caller Id, Call Waiting, Call Blocking, Call Forwarding, Do Not Disturb, Voicemail, Voicemail to E-mail, Web Based Voicemail Retrieval, 3 Way Calling, Repeat Dialing, Call Return, Call Transfer, 4 Voicemail Greeting Options, Anonymous Call Rejection and more.

This is a VoIP (Voice over Internet Protocol) Phone Service. VoIP is the newest technology in phone service delivery, sending your phone calls via your internet connection. You can connect to any other phone in the world with amazing clarity. The system operates exactly like your current phone and uses your existing house phone wires for multiple extensions.

WMS will offer an Unlimited Local and Long Distance Phone Service plan to anywhere in the United States and Canada for one low monthly rate. Eliminate another monthly bill when you switch to our service. Our plan will be charged on a single bundled bill along with your Electric, Cable TV, Internet and Water/Sewer services. The new Phone Service Plan is now available. Call 734-324-7190 M-F 8AM-5PM to sign up now.

Digital Transition – What Do I Need To Do?

The simple answer if you're a Wyandotte Municipal Services Cable TV Customer is – You Don't Need To Do Anything. We have taken care of everything for you.

February 2009 is the deadline for broadcasters to switch from an analog to a digital format. This will only affect those televisions which use an antenna rather than cable. If you are a Cable TV customer, you will not need to make any changes to your current services.

You may see advertising about losing signal in February 2009 and that you will need a special converter to be able to continue to receive your service. This is not true for WMS Cable TV customers. Whatever Cable TV services you have with us prior to the February 2009 deadline you will continue to receive afterward without interruption. Again, you don't need to do anything as WMS has taken all the necessary actions to address the 'Digital Transition'.

If you have any questions regarding the Digital Transition please contact a Customer Service Representative at 734-324-7190 M-F 8AM-5PM for more information.

Check us out on the web! www.wyan.org for Commission agendas, minutes, rates & much more!

Wilson Middle School Solar Project

Students at Wilson Middle School will be fulfilling one of the State of Michigan's science content requirements with "real world" experience thanks to a public/private partnership entered into between Wyandotte Municipal Services, Wyandotte Public Schools and Johnson Controls, Inc.

The photovoltaic panel project is the newest step in Wyandotte's facility energy efficiency improvement plan. The program, made possible through a partial grant from the Michigan Department of Labor and Economic Growth, is designed to reduce the city's reliance on fossil fuel energy, and is scheduled to be completed by Earth Day (April 22).

As the owner of the panels, WMS is strengthening its position as a local provider of green energy, and also as a promoter of a healthier environment in and around the City of Wyandotte. Further, the program is assisting the utility in meeting the State's 21st century energy plan.

The panels, which will be installed atop Wilson Middle School, will give students "first hand experience" in learning about solar energy, show them how to monitor the impact of the school's solar panels, and help them gather information so citizens of Wyandotte can learn how they will benefit from alternative energies.

Parents and community citizens, too, will soon learn more about this exciting new form of energy through brochures, additional newsletter articles and four 30 minute video presentations scheduled to be shown on local TV. Watch for more information in the coming weeks.

Wyandotte Wind Turbines Are A Step Closer

Congresswoman Kilpatrick presented Wyandotte with a check for \$1,000,000 from the Department of Energy Federal Appropriations. The money will be used to study and construct up to 5 wind turbines in Wyandotte. The meteorological towers installed at BASF and Central Avenue sites have been collecting wind speed data for the past 11 months. The wind speeds support the construction of the wind turbines at all sites. Wyandotte looks forward to hosting a Public Meeting in the near future to share the findings from the Avian Study, the Wind Data and proposed turbine locations.



Internet Bandwidth Usage – How Much Are You Using?

Demand for Internet 'Bandwidth' has risen dramatically over the years and 'Bandwidth Usage' has become a major concern of Internet providers. Wyandotte Municipal Services has invested substantially over recent years in equipment upgrades, additions and system architectural changes to meet this increased demand. WMS has done this without enforcing the usage limits established in the Customer User Agreement. However, the demand for usage has reached a point at which WMS has found it necessary to reasonably manage above average bandwidth usage. WMS will be amending the Customer User Agreement to reflect a greater amount of allowable monthly bandwidth usage. We will then be enforcing these limits. It is not the intent of WMS to limit the total bandwidth that you may use, however, it has become necessary to incrementally charge a small fee for use that exceeds the allotted monthly bandwidth parameters. This will currently only affect approximately the top 3% of our subscribers who exceed the proposed amended usage agreement. We have already notified many of these users over the past year and have found that many were able to substantially reduce their usage by detecting and eliminating viruses, spy ware and ad ware. Also, many above average users are participating in 'file sharing' which can greatly contribute to the excessive usage. It is important to note that 'file sharing' material, particularly that which is copyright protected in most instances is illegal and subject to legal action including prosecution, fines and even imprisonment. If you would like to check your usage you may go to <https://login.myaccounttools.com>. You must enter your username and password. Then click on 'Network Traffic' tab and you will find the information there. WMS will be providing specific detail in regards to this required action in the very near future. If you have any questions, please call a customer service representative at 734-324-7190 M-F 8AM-5PM.