

Payment Locations

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

We have a payment drop
box in front of the office.

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

November 22 & 23 2007

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.

Big Ten Network added to Basic Cable Line-Up. More channels coming

The Big 10 Network will be added to the WMS Cable TV lineup. WMS is happy to announce that when the Big Ten Network goes live, it will be available on Channel 30 as part of our Basic programming lineup. WMS will also be offering the Big Ten Network in High Definition. See all the various college sports, including football, basketball, baseball, hockey, volleyball and much, much more. See this Big Ten programming exclusively with WMS Cable. Also scheduled to be launched later this year are several additional HD (High Definition) channels and even more digital channels that will include SoapNet, Toon Disney and many more. Stay tuned to WMS for details.

Tips to Save Energy Today

- Set your thermostat comfortably low in the winter and comfortably high in summer. Install a programmable thermostat.
- Air dry dishes instead of using your dishwasher's drying cycle.
- Turn off your computer and monitor when not in use
- Plug home electronics, such as TVs and DVD players, into power strips; turn the power strips off when the equipment is not in use (TVs and DVDs in standby modes still use several watts of power).

Find more tips at the DOE Energy Efficiency and Renewable Energy website
www1.eere.energy.gov/consumer/tips/save_energy.html

Wyandotte Municipal Services has moved to City Hall, 3131 Biddle Ave.

Wyandotte City Services and Wyandotte Municipal Services have consolidated their Customer Assistance Departments. All payments for Municipal Services are now paid at City Hall located at 3131 Biddle Avenue. This has been done as a cost savings to the City and WMS and as a convenience to the citizens of Wyandotte.

Report Utility Cable Theft

The Michigan Public Service Commission (MPSC) has issued a Consumer Alert on the growing problem of utility cable theft. The alert urges Michigan's citizens to watch for and report utility cable theft. An alarming increase in the number of copper utility cable thefts in Michigan has become a serious problem - compromising public safety and utility service reliability. Stealing telephone and electric service cables is dangerous - for the thieves and for the utility customers. Six people in southeast Michigan were killed in 2006 either from falls or electrocution in efforts to steal copper.

If you see suspicious activity around a substation or utility lines, report it to the police immediately. Your action could protect the reliability of your utility, and you may even be responsible for saving a life.

Wyandotte Municipal Services Awarded Michigan State Solar Grant

The Michigan Department of Labor and Economic Growth has awarded a grant to Wyandotte Municipal for the purpose of installing a 10 kilowatt solar photovoltaic system on top of Wilson Middle School. In addition, the grant is designed to educate the public about solar electricity and the benefits of renewable energy technology. The project is scheduled to be completed in 2008.

Light Bulb Program to be Discontinued

In an effort to reduce our expenses, the Free Light Bulb Distribution Program will be discontinued when the current stock is depleted. The program began in 1927 and customers were required to bring burned out light bulbs to the utility office and exchange them for new bulbs. However, the increasing cost of this service has caused WMS to determine that it is no longer affordable. We encourage everyone to consider compact fluorescent bulbs whenever they replace their bulbs.

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

Cable TV Sun Outages and Solar Interferences for Fall 2007

With the fall season approaching so are the Solar Interference periods during which degradation or loss of satellite signal will occur. Solar Interference or "Sun Outages" are an inherent part of satellite operations and occur in the spring and fall of each year. This takes place when the orbital positions of the satellite and the sun are in one line. During these mini-eclipses, energy from the sun is captured by our satellite dish causing degradation in the satellite signal and/or complete picture loss.

Since Wyandotte Municipal Services receives signals from several different satellites the exact number of days, times and duration will vary with each satellite received channel as the sun passes directly behind the satellite. The approximate dates and times that our subscribers will experience any Sun Outages will start the week of October 1, 2007 and continue through the week of October 22, 2007 from 11:00 am through 6:00 pm. The approximate duration of these sun outages is 8 minutes.

Digital and/or HDTV Service Customers...When the Digital and/or HDTV converter loses its input signal, the Digital and/or HDTV converter displays "One Moment Please" on the affected channel(s). This condition could be present for several minutes each day during the sun outage period.

Internet Speeds Increased But the Rates Remain the Same

You May Have Noticed.... On June 21, 2007, Wyandotte Municipal Services increased the speed of your Internet Service.

In preparation for this upgrade to our service, in May 2007 WMS made some major architectural changes and internet equipment upgrades to our system to accommodate an ever increasing demand for bandwidth and desire for greater speeds.

With this work complete, WMS proceeded to implement changes to the speeds offered on most of our internet service offerings. The changes were as follows:

Residential Lite	256 Kbs downstream & 128 Kbs upstream (no change)
Residential	6 Mbs downstream & 1 Mbs upstream (upgrade from 5 Mbs & 512 Kbs)
Home Office	6 Mbs downstream & 1 Mbs upstream (upgrade from 5 Mbs & 512 Kbs)
Small Office	6 Mbs downstream & 1 Mbs upstream (upgrade from 5 Mbs & 512 Kbs)
Professional	10 Mbs downstream & 2 Mbs upstream (upgrade from 7 Mbs & 512 Kbs)

WMS is pleased to have been able to increase the performance of our internet while leaving the rates unchanged.

Wyandotte Digital Phone in Beta Test . . . Phone Service Available Soon

Wyandotte Municipal Services is pleased to announce that we are in the second phase of our Beta Test for Wyandotte Digital Phone. 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 will be available soon.

Water Rate Adjustment Scheduled for October 1, 2007

In August 2007 the Wyandotte Municipal Service Commission adopted a water rate adjustment. For an average residential water customer the monthly charge will increase from \$15.48 to \$17.46. This increase reflects an increase in the fixed monthly charge of \$1.26 and an increase in the water cost of \$.12/Mgal, from \$.89 to \$1.01. Even with these increases, Wyandotte's consumers still enjoy some of the area's lowest water rates. Please feel free to contact a representative at (734) 324-7190 8am to 5pm Monday through Friday with any questions. For more comparative water information visit www.waterwebster.com