

The Mainstream

A semiannual newsletter dedicated to enhancing water and wastewater services brought to you by
The Ypsilanti Community Utilities Authority



Your water and wastewater service providers

From The Director

The downturn in the economy has affected almost all businesses and governments in our community. The Ypsilanti Community Utilities Authority is no different. The cost of purchasing water from the Detroit Water and Sewerage Department (DWSD) for our customers has risen dramatically. That rise is partially the result of declining sales throughout southeastern Michigan. The declining sales volume in our own community, especially in the manufacturing and commercial sectors, causes seemingly endless rounds of cost reduction. With each cut, we need to find a balance between quality of service to our customers and cost control.

Many of the tasks requested of our staff by individual customers or organizations, for the benefit of the individual customer or organization, have historically been done at no charge to the individual customer or organization making the request and receiving the

benefit.

To more correctly align the cost of special services with the benefit of the recipient, we are instituting a new set of fees for certain individual services.

The list of services and applicable fees to be charged for these services is listed on the reverse side of this newsletter. Please take a moment to familiarize yourself with these activities to determine if you currently use or might want to use these services in the future.

As in the past, YCUA and its staff will continue to utilize and manage its resources wisely and fiscally responsibly in order to minimize costs to our customers while providing quality water and wastewater services.

- YCUA Director

YCUA Offers Wastewater Treatment Plant Tours

YCUA has a wastewater (sewage) treatment plant located at 2777 State Road, Ypsilanti, Michigan. The wastewater treatment plant has a capacity of 51.2 million gallons per day and has a tertiary (three) treatment process. YCUA offers 1½-hour tours of the wastewater treatment plant to students in classes third grade and above. Tours can complement the school curriculum.



We invite you to come to the YCUA facilities to see how sewage is received into the wastewater treatment plant, treated, and released back into the environment as a clean, safe, and important natural resource. If you want to request a tour for a group or have any questions, please contact the wastewater treatment administration office at 734.484.4600 ext. 119, 121, or 122.

Paying Your YCUA Bill Just Got Easier!

YCUA has contracted with a new company, Payment Service Network (PSN), to provide additional bill payment options. By doing this, our customers will have more flexibility and many more choices when paying their bills. Along with these new features, your water bills may now be viewed online.

Ypsilanti Community Utilities Authority is pleased to introduce our new online and telephone payment options:

- ◆ **Online Payments:** go to our website at www.ycua.org, select "Pay your bill" and follow the prompts.
- ◆ **24/7 Phone Payments:** call 1-877-885-7968; the automated system will walk you through your payment.
- ◆ **Automatic Withdrawal:** You have complete control of your Automatic Withdrawal Settings; to get setup, go to our website at www.ycua.org, select "Pay your bill" and follow the prompts.

(Note: there is a convenience fee of \$2.99 associated with these services.)

Free, electronic payments (ACH) are still an option as always. Your bill amount will be deducted from your bank account. You will receive a paper bill as usual, which will indicate the date your payment will be pulled from your bank account. Contact YCUA at 734-484-4600 for an enrollment form or visit our website at www.ycua.org, select "Pay your bill", select "Pay Your Bill Using Automatic Electronic Funds Transfer", and download an application. This form may be returned to us by fax, email, or regular mail.

Another new feature we offer our customers is the ability to view their bills online. Please visit our website www.ycua.org, select "Pay your bill" and follow the prompts to get set up with this exciting new feature. By doing this, you will be notified when your bill is available for viewing online. You may choose to pay it then, or set up a recurring bill payment for future bill.

By taking advantage of these options, you can realize some of the savings outlined below.

Did You Know?

By switching to electronic bills, statements, and payments, the average American household can save these resources in just one year:

- ◆ 6.6 pounds of paper
- ◆ 171 pounds of greenhouse gases
- ◆ 60 gallons of water
- ◆ 4.5 gallons of gasoline

Source: www.paintitgreen.org

Water-Wise Tips For Your Spring Cleanup

Storm drains in our streets and yards empty directly into our lakes and streams. Fertilizer on our driveways and sidewalks washes directly to our lakes and streams polluting the water. Here are some simple lawn care tips for a great looking lawn that will also help protect our environment:

- ◆ Don't pour your unwanted chemicals on the ground or down sinks. Instead, take them to a hazardous waste collection center.
- ◆ It's important to use chemical fertilizers, weed killers, and fungicides only as directed. Do not apply these products if rain is expected or near surface waters.
- ◆ Fertilizer left on sidewalks and driveways easily washes into storm drains. Sweep it back onto the lawn.
- ◆ Don't hose your lawn clippings away – sweep them up instead.
- ◆ Don't fertilize until three weeks after green up in the spring.
- ◆ Consider a fertilizer spreader with a directional control that avoids non-lawn areas.
- ◆ Instead of spreading weed killer over your entire lawn, use a pre-mixed spot treatment, directed at the root of the problem.

April is Safe Digging Month

Governor Jennifer Granholm has proclaimed April 2010 to be Safe Digging Month in Michigan. Each year, Michigan's underground utility infrastructure is jeopardized by unintentional damage caused by those who fail to call before they dig. But safe digging is no accident!

Excavators and homeowners can save time and money by calling 811, the national Call Before You Dig toll-free number, or MISS DIG System, Inc., Michigan's one-call excavation safety and utility damage prevention company, at 800.482.7171 at least three business days in advance of any digging project. By making this call, residents can have underground lines located to avoid the potential for undesired consequences such as service interruption, damage to the environment, personal injury and even death. It is also important to practice safe digging by respecting the lines marked by the MISS DIG crews and maintaining visual definition of the line through the course of the excavation.

MISS DIG System Inc. offers free assistance with its more than 900 participating members who will stake underground utility lines and provide overhead electric line assistance prior to digging.

Visit our website at www.ycua.org for more information on these and other topics.

New Fees For Special Customer Services

As detailed in the "From the Director" section of this newsletter on the reverse side, several new fees will be going into effect at YCUA on May 1, 2010.

These fees will apply to both residential and commercial users. They are as follows:

<u>Customer Fees</u>	
Turn On	\$35.00
Turn Off	\$35.00
Missed Appt	\$30.00
Final Bill	\$20.00
Call Out/After Hours:	
Regular after hours	\$135.00
Holiday after hours	\$200.00
<u>Collection Fees</u>	
NSF/Ret'd Item	\$30.00
Tag Fee	\$10.00
Turn Off/Turn On	\$75.00
Transfer To Tax Roll	25% of transfer amount w/minimum of \$25
<u>Construction Related Fees</u>	
Demolition Permit	\$35.00
"Not Ready" Fee	\$50.00
Water Flat Fee - New Construction	\$50 + usage
<u>Meter Related Fees</u>	
Frozen Meters:	
3/4"	\$210.00
1"	\$265.00
1 1/2"	\$635.00
2"	\$835.00
Backwards Meter	\$15.00
Meter Test/Calibration	\$50.00
Missing Outside Readers:	
ECR	\$50.00
MXU	\$285.00
MTU	\$125.00
OSR	\$0.00
<u>Other Fees</u>	
Hydrant Fire Flow	\$200.00