

# 2017 Water Quality Report



## Water Department

*Wyandotte Water... where technology, knowledge and people come together to provide water exceeding customer expectations*



Wyandotte Cable  
Connecting  
the D<sup>o</sup>tte

### Telecommunications Services

Cable TV, Internet and Digital Phone  
Signal Quality and Billing Complaint Procedure

Electric/Save A Watt In Wyandotte Program

[www.wyan.org](http://www.wyan.org)

Municipal Service Commission  
Bryan J. Hughes  
Leslie G. Lupo  
Robert J. Thiede  
Carolyn Harris  
Paul Gouth



Paul L. LaManes  
Interim General Manager and Secretary  
3200 Biddle Avenue, Suite 200  
Wyandotte, MI. 48192-0658  
Telephone: (734) 324-7100  
Fax: (734) 324-7119

## WYANDOTTE'S DRINKING WATER IS SAFE AND MEETS ALL EPA'S STANDARDS

In light of the recent controversy regarding Flint water, every Wyandotte water customer should be assured that the water received from the Wyandotte Water Department is of the highest quality and meets or exceeds all U.S. Environmental Protection Agency (EPA) and Michigan Department of Environmental Quality (MDEQ) standards.

Similar to other communities with older housing stock, many homes contain lead internal plumbing and may have a lead water service line. Federal regulations acknowledge that the best approach to minimize exposure to lead in drinking water is establishing a protective coating in pipes to minimize the ability of lead or other materials from plumbing fixtures or service lines in homes to leach into the water.

We would like to emphasize that for decades Wyandotte has used a corrosion control treatment process to prevent the leaching of lead and other materials to not only meet but exceed the EPA and MDEQ's standards for lead control.

The issue of producing quality drinking water is taken very seriously. All of our operators receive training on a regular basis and they are all required to obtain their MDEQ Water Treatment certification.

Our plant conducts between 5,000 to 7,000 tests per month utilizing real time monitoring equipment with tests performed hourly by the plant staff. Due to the experience our operators have, and their job skills in recognizing problems, they are able to adjust the treatment processes that go into making the great water we have in Wyandotte. We are proud of this and will continue to be proactive with our monitoring and testing.

For additional information on lead service please go to [www.wyan.org](http://www.wyan.org), click the blue tab for water and follow the lead service link on the left side of the page. The website also includes other helpful information, including the latest Water Quality Report.

If you need more information on your water service please call Bill Weirich - Water Superintendent at: **734-324-7142**.

# WYANDOTTE

MUNICIPAL SERVICES  
WATER DEPARTMENT



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

The part that almost no one witnesses are the operators and the maintenance staff in the filter plant. They are the first people who view and treat your water, run tests, maintain proper flows and monitor water quality.

Our Customer Assistance Center works with people over the phone to answer questions and resolve issues. After hours, 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 be given is that the problem is being addressed and services will be restored as soon as possible.





| KEY TO DETECTED SUBSTANCES TABLES |  |  |
|-----------------------------------|--|--|
| SYMBOL                            | ABBREVIATION FOR                         | DEFINITION/EXPLANATION   |
| <a href="#"><u>AL</u></a>         | Action Level                             | The concentration of a substances, which, if exceeded, triggers treatment or other requirements which a water system must follow.  |
| <a href="#"><u>MCL</u></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="#"><u>MCLG</u></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="#"><u>MRDL</u></a>       | 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.                              |
| <a href="#"><u>MRDLG</u></a>      | 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. |
| <a href="#"><u>pCi/L</u></a>      | PicoCurie per Liter                      | Measurement of activity of radioactive substances in drinking water.   |
| <a href="#"><u>ppb</u></a>        | Parts per billion (one in one billion)   | The ppb is equivalent to micrograms per liter. A microgram = 1/1000 milligram.   |
| <a href="#"><u>ppm</u></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="#"><u>n/a</u></a>        | Not applicable                           |  |
| <a href="#"><u>NTU</u></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="#"><u>TT</u></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 2015. This information is a snapshot of the quality of the water that we provided to you in 2015. 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>.

# WATER TREATMENT PLANT

## 2017 REGULATED DETECTED SUBSTANCES TABLES

| Substance  | Test Date | Units      | Health Goal<br><u>MCLG</u> | Allowed Level<br><u>MCL</u> | Level Detected | Range of Detection                         | Violation yes/no | Major Sources in Drinking Water   |
|--|-----------|------------|----------------------------|-----------------------------|----------------|--|------------------|---|
| <b>INORGANICS</b>  |           |            |                            |                             |                |  |                  |   |
| Fluoride   | 2017      | <u>ppm</u> | 4                          | 4                           |                | Fluoride was shut off during rehab project | 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)   | 2017      | <u>ppb</u> | n/a                        | 80                          | 24             | 8 - 44                                     | No               | By-product of drinking water chlorination   |
| Haloacetic Acids (HAA5)  | 2017      | <u>ppb</u> | n/a                        | 60                          | 14             | 7.00 - 14.00                               | No               | By-product of drinking water disinfection   |
| Disinfectant (chlorine) Residual (ppm)   | 2017      | <u>ppm</u> | <u>MRDLG</u><br>4          | <u>MRDL</u><br>4            | 1.35           | .90 - 1.35                                 | No               | Water additive used to control microbes   |

| <b>2017 TURBIDITY – MONITORED EVERY 4 HOURS AT PLANT FINISHED WATER TAP</b> |  |                  |                                 |
|---|--|------------------|---------------------------------|
| 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 |
| 0.07 NTU  | 100%   | No               | Soil Runoff                     |

| <b>LEAD AND COPPER MONITORING AT CUSTOMERS' TAP</b>  |           |            |                            |                           |                                    |                           |                  |  |
|--|-----------|------------|----------------------------|---------------------------|------------------------------------|---------------------------|------------------|--|
| Contaminant  | Test Date | Units      | Health Goal<br><u>MCLG</u> | Action Level<br><u>AL</u> | 90 <sup>th</sup> Percentile Value* | Number of Samples Over AL | Violation yes/no | Major Sources in Drinking Water  |
| +Lead  | 2016      | <u>ppb</u> | 0                          | 15                        | 5.2                                | 0                         | No               | Corrosion of household plumbing system; Erosion of natural deposits.                                   |
| Copper   | 2016      | <u>ppm</u> | 1.3                        | 1.3                       | 0.078                              | 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)                                  | 8 ppm          | 2/18/2017   | 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@wyandottemi.gov](mailto:wweirich@wyandottemi.gov)  
For more information about safe drinking water, visit the U.S. Environmental Protection Agency at [www.epa.gov/safewater](http://www.epa.gov/safewater)

## Water Department 2017 Activities

- 2017 - 1.345 Billion Gallons produced.
- Completed and met all sampling requirements by MDEQ for the year 2017.
- Water Tower inspection – fall 2017.
- 715 new Badger meters installed as part of the meter replacement program/AMR project.
- 37 water main breaks – Current average: 30-45; 1990's average: 150.
- 2016 Consumers Confidence Report (CCR) delivered to all customers during June 2017.
- Received and staked over 1,242 Miss Dig requests.
- Customer Assistance handled approximately 3,388 work orders.
- New customer service van placed in service.



Photo Credit:

City of Wyandotte/Brian James Egen

## CALLS FROM OUR CUSTOMERS

The Customer Assistance Center helps customers understand billing questions. Also, they transmit trouble reports out to various departments immediately and are the link between customers and field servicemen. For assistance, please call 734-324-7100, extension 7142.

## RUSTY WATER

Rust comes from the inside of the piping system that delivers 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 disturb the rust in the pipes.

**NORMALLY RUSTY WATER EVENTS DISSIPATE IN 4-6 HOURS BUT COULD LAST LONGER DEPENDING ON AREA WATER USAGE.** The easiest way to quickly get rid of the rust is to run cold water in your bathtub or flush your toilet until the water runs clear.

### **DO NOT USE HOT WATER.**

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.

## QUALITY ASSURANCE

Our plant operators perform 170 tests or more per day. Tests are done on both our source water, the Detroit River, and our finished water before it goes out to our customers. In addition, our operators who live in Wyandotte bring in samples from their homes to test and make sure that the water in the system complies with regulations.

Tests include:

*Chlorine residual* – a disinfectant to remove pathogens

*Fluoride* – a chemical to help dental health

*Hardness* – measures dissolved minerals

*Phosphates* – a chemical that helps pipe integrity

*Ph* - measures the acidity of the water

*Alum* – helps to remove suspended solids

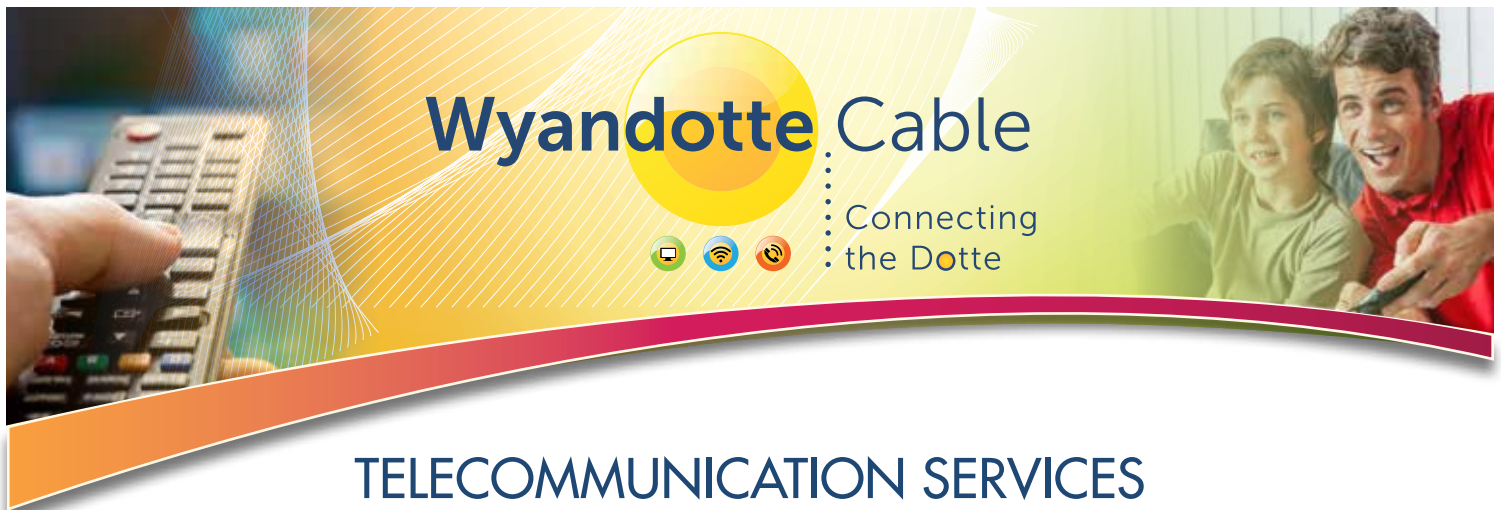
*Turbidity* – measures suspended solids

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

In addition to the above testing, our operators each perform “unknown sample” quality assurance / quality control testing during the year to ensure that the methodology we are using results in proper and repeatable outcomes. The laboratory equipment is checked on a daily basis and calibrated monthly. As needed, manufacturers perform full and traceable calibration on their equipment.

Our laboratory is certified by the Michigan Department of Environmental Quality (MDEQ) and is inspected every three (3) years by the MDEQ. Personnel are certified and attend classes run by or accredited by the MDEQ which allows them to maintain and improve their certification.





## TELECOMMUNICATION SERVICES

The Wyandotte Municipal Services (Wyandotte Cable) 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 we have developed the limited basic cable television system into a full broadband telecommunications system. In 1999 the cable infrastructure was rebuilt and upgrades to existing services, enhancements and additional service offerings were being introduced. All former equipment for these services has been replaced with new state of the art, technologically advanced equipment which is evident in the quality and number of cable channels, services and features as well as speed and reliability of our internet and phone voice services. Between 2014 & present Wyandotte Cable has gone to all digital & high definition signal format. Wyandotte Cable now offers a wide selection of cable television services from Digital and High Definition programming to advanced internet connected whole home video services powered by TiVo technology with access to everything on all mobile devices. We also offer Turbo High Speed Broadband Internet at speeds up to 200 Mbps & Digital Phone services as well as direct fiber-optic business connections for all data services. We also maintain a complete point to point fiber-optic interconnect for all City of Wyandotte and Wyandotte Municipal Services facilities including communication for electric grid as well as an interconnect of all public schools in Wyandotte. Today the telecommunications utility serves approximately 5,500 cable television subscribers, 5,700 high-speed internet subscribers and 1,000 Digital Phone subscribers with annual revenues of approximately \$10 million dollars.

Wyandotte Cable telecommunications system offers competitive television programming selections, Turbo High Speed internet packages and residential and business 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 supports a cable television studio where public access, local access and government programming is produced. Wyandotte Cable telecommunications system consists of 25 linear miles of fiber-optic lines, over 3,000 strand miles of fiber-optic lines and 72 miles of coaxial cable.

Technology and advanced equipment upgrades are continually being implemented. Look for those upgrades to continue with even faster internet speeds and greater bandwidth capacity, additional television programming and other service enhancements that our customers have come to expect that we will provide.

VISIT OUR WEBSITE: [WYANDOTTECABLE.COM](http://WYANDOTTECABLE.COM)







## **ATTENTION: WYANDOTTE CABLE, INTERNET, AND TELEPHONE CUSTOMERS**

### **Signal Quality and Billing Complaint Procedure**

Customer service representatives are available to take your telephone calls concerning any 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 11pm. Our customer assistance office is located at the Wyandotte City Hall, 3200 Biddle Avenue, and is open to conduct business covering all aspects of our telecommunication services, Monday through Friday, 8 am to 5 pm. **If you have a technical problem with your cable, internet or phone service you may call for assistance 24/7 to our technical support team at 888.855.9997.**

When you experience a problem with any cable, internet or phone service that has not been resolved to your satisfaction, please telephone our customer assistance office to report the situation at (734) 324-7190. 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. Service technicians are available Monday through Friday, 8am to 6pm, 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 assistance 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 Wyandotte Municipal Services, Attention: Mr. Paul LaManes, 3200 Biddle, Suite 200, Wyandotte, MI 48192.

If you are still not satisfied with the handling of your situation, you may contact our Franchising Authority, the Wyandotte Municipal Service Commission, at the following address:

**Attention: Wyandotte Municipal Service Commission  
3200 Biddle Avenue  
Suite 200  
Wyandotte, MI 48192**

You may also contact the Michigan Public Service Commission (MPSC) at [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc) or call 1-800-292-9555.

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.



**TOP LEFT TO RIGHT: STEVE, KURT, RACHEL, TONYA, JON, ERIC AND JOHN**  
**BOTTOM LEFT TO RIGHT: CHRIS, GLEN, MIKE, JASON AND RICARDO**

## Services Available



• Cable TV

• Internet

• Phone

To sign up for  
Cable, Internet or  
Phone Service  
Call 734.324.7190

For 24/7 Tech Support  
888.855.9997

The technical specialists of Wyandotte Cable work tirelessly to deliver the best internet, phone & cable telecommunication service possible. From the headend where all signals are received and decoded, to the fiber lines that run out into all Wyandotte neighborhoods, right down the pole and into your home, Wyandotte Cable's team is on the job to ensure that every link in this complex system is in top working order.

Wyandotte Cable also has a strong emphasis on continual technical and product services training. All of our service technicians come to the job with a high degree of knowledge in the cable telecommunications field, but we don't stop there. All of our Service Technicians are enrolled in the NCTI Master Technician Program and also regularly advance to higher levels of SCTE Certification. The ultimate goal is the best cable telecommunications system service offerings we can provide to our customers.



3200 Biddle Avenue • Wyandotte, MI • 48192  
[wyandotecable.com](http://wyandotecable.com)

# Studio



## Lights..Camera...Action!



**LEFT TO RIGHT: AMY, STEVE AND JOEL**

### **VOLUNTEER OPPORTUNITIES**

#### **TRAINING CLASSES AVAILABLE CALL 734.324.7136**

Join Wyandotte Cable Community Programming. Work on existing shows or create your own. Become part of the Volunteer Team that covers City of Wyandotte Meetings and other Community Events.

[wyandottecable.com](http://wyandottecable.com)

The purpose of the Wyandotte Cable Studio is to enable the production of television programs by, for and about our local community. All Wyandotte residents are eligible to produce their own Public Access TV programs in our three camera HD studio after taking a free video production workshop. These programs can be about almost anything as long as they are non-commercial in nature. Those who complete the classes can also volunteer on remote shoots using our newly renovated HD mobile production truck which we use to cablecast parades, sporting events and other community events.

For more information about Wyandotte Cable Community Programming or studio production workshops please call **(734) 324-7136** or email [cablestudio@wyan.org](mailto:cablestudio@wyan.org).





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just got  
**FASTER!**

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**TURBO  
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is now  
**TURBO  
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TURBO  
150  
is now  
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200**



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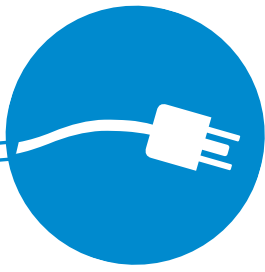
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- Stream or download shows to your mobile device.
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Visit [wyandottecable.com](http://wyandottecable.com) or call 734.324.7190 for more details!



## ENERGY SMART PROGRAM

### Save a Watt in Wyandotte Energy Smart Program Overview

Energy Optimization (EO) programs as mandated by the State of Michigan's 2008 Public Act 295 (PA 295) SEC. 71. (3)(i), are implemented on a calendar year basis.

Wyandotte Municipal Services offers a variety of residential, commercial and industrial EO programs. Briefly described below are the programs offered. Please call the Energy Advisor for details, 734.324.7194.

### Residential Programs

**Efficient Lighting Program:** Promotes the installation of ENERGY STAR fixtures, ceiling fan lights and LED lighting.

**Refrigerator/Freezer Turn-In Program:** Provides a **rebate** of \$60 to encourage customers to dispose of "second" refrigerators and the accelerated retirement of older, inefficient "primary" refrigerators and freezers. The program offers turnkey pick up and recycling services. Please contact SEEL for details, 844-288-7856.

**High-Efficiency Appliances/ High-Efficiency HVAC Rebate Program:** Provides **rebates** to customers to encourage them to replace their older, inefficient appliances and room air-conditioners with high-efficiency ENERGY STAR qualified units. In addition, this program also promotes heating and cooling technologies that can reduce electric energy use and focuses on the promotion of high-efficiency central air-conditioning and premium efficiency furnaces that have high-efficiency electrically commutated motors (ECMs). ECM motors save electric energy during the heating and cooling seasons.

**Low Income Services Program:** Provides funding to upgrade the energy efficiency of customers living on limited incomes by subsidizing the installation of cost effective electric measures. The program provides low income households with a "swap out" of inefficient older refrigerators with new Energy Star refrigerator and LED light bulb installations.

**Education Services:** This program provides informative and actionable educational materials to residential customers that communicate to and educate customers on the benefits of energy efficiency and conservation. Such materials include brochures, fact sheets and workshops.

**For more information, search for "Residential Rebates" at [wyan.org](http://wyan.org).**

### Commercial and Industrial Programs

**Incentive Program:** This program applies to the purchase and installation of high-efficiency electric technologies in the commercial and industrial sectors. Business customers can apply for incentives averaging 20% to 40% of the incremental cost of purchasing qualifying technologies. The program also helps customers identify more complex energy savings projects, analyze the economics of each project and complete a customized incentive application.



**Small Business Direct Install Program:** The small business direct install program is designed to offer free energy efficient products to small businesses that lower annual kWh usage. We offer free installation of LED's, pre-rinse sprayers and exit sign LED's. Customers are encouraged to contact the C&I Advisor at 1-877-674-7281.

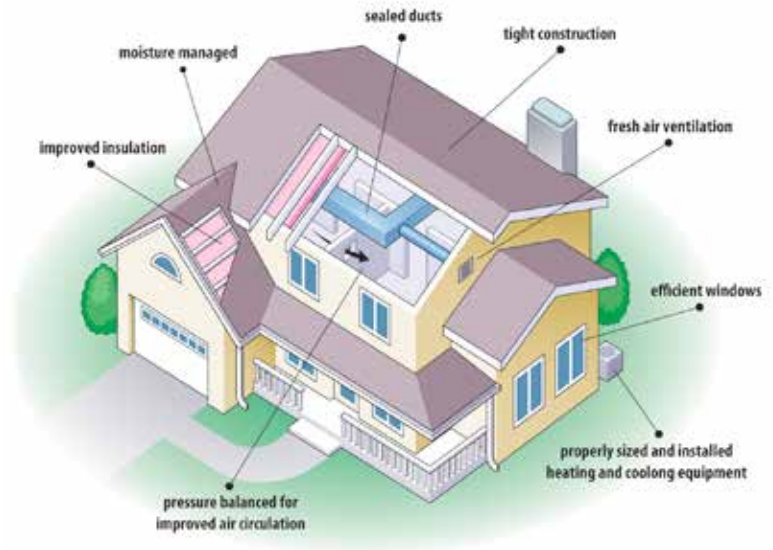
**Business Education Services Program:** This program provides informative materials and training opportunities to educate business customers on the benefits of energy efficiency and conservation. Materials include brochures, fact sheets, case studies, website updates and training seminars.

**Pilot/Emerging Technology Program:** C&I pilot programs pursue new initiatives that include day lighting, promotion of LED lighting technology in commercial applications, retro-commissioning and GSHP Geothermal Energy systems.

## Energy Audit Program – Don't Miss Out...

Did you know 60% of the existing homes in the US are not properly insulated? Get your FREE home energy audit today to find out where you can add insulation and other energy saving measures and lower your energy bills! The audit is FREE and rebates and financing are available on a first come, first served basis.

**Schedule today by calling...**  
1.877.674.7281



## Wyandotte Integrated Renewable Energy Strategy II (WIRES II)

Wyandotte Municipal Services received an earmark grant from the U.S. Department of Energy (DOE) for Brownfield wind projects. After several years of investigation and studies, it was concluded that utility size wind was not possible in Wyandotte. When new DOE project management was assigned to the grant, they proceeded to work with WMS to redevelop the scope of the project to allow for a much broader use of grant funds. The project scope now includes the following:

- Evaluation and installation of energy-efficient and low-maintenance LED streetlights and stadium lights in prominent downtown areas, major thoroughfares and parks to create significant energy savings.
- Planning and installation of micro-wind turbine demonstration sites.
- Evaluation, engineering, plan development and installation of a geothermal infrastructure to support an expanding district energy system in Wyandotte.
- Renewable Energy Job Training Program and the School & Public Outreach Program, which will use grant funding to gain support and participation of local businesses and homeowners for deployment of energy efficiency and renewable energy technologies. Wyandotte Municipal Services and Wayne County Community College have partnered with Roosevelt High School to send Roosevelt graduates through a Renewable Energy Certification Program at no cost to the student. The certification was funded 100% by the Grant. Participants in the program gained the knowledge they need to understand energy efficiency and renewable energy technologies. Skill sets developed included engineering fundamentals (math, physics and general science), evaluation, planning, design, installation and maintenance of systems.



## Our Actions Affect Our Rivers and Lakes

### Actions Affecting Our Rivers & Lakes

Maintaining lawns & gardens  
Washing your automobile  
Repairing your automobile  
Caring for pets & other animals  
Disconnecting/reconnecting downspouts  
Becoming a River & Lake friendly Partner  
Cleaning up debris, spills & leaks  
Landscaping  
Managing household hazardous waste  
Installing & repairing plumbing  
Installing driveways, walkways & patios  
Maintaining septic systems

### Tips To Prevent Pollution

Keep fertilizers, pesticides, and herbicides off paved surfaces and out of drainage paths. Select a slow-release and low phosphorus formula.  
Direct polluted wash water away from streets and storm drains. Wash your car on your lawn, or better - go to a car wash.  
Only repair vehicles in areas where leaks and spills cannot flow toward storm drains, or better - take it to a mechanic.  
Clean up animal waste before it rains. Throw it in the trash or flush it down your toilet.  
Disconnect downspouts from your sewer systems. Direct them into a vegetated area away from building foundations.  
Join one of several community organizations\*, and/or participate in stream monitoring, storm drain stenciling, or other river and lake friendly neighborhood activities.  
Do not use your hose as a broom. Do not wash or sweep debris, spilled, or leaked materials into storm drains.  
Cover bare ground around vegetation with mulch and seed bare ground as soon as possible to reduce erosion.  
Properly dispose of household hazardous waste and use non-toxic alternatives when possible.  
Only connect plumbing in your house to the sanitary sewer.

Use paving materials that are porous and/or sloped toward vegetated areas.

Properly operate, maintain, and clean septic systems.

\* Friends of the Detroit River, Friends of the Rouge, and The Stream Team.

For more information or preventing pollution to our rivers and lakes, please call the Wayne County 24-Hour Environmental Hotline at (888) 223-2363 or visit our website at <http://www.wcdoe.org>.

## WHY DO H<sub>2</sub>O HEROS SCOOP POOP?

To:

- Fight the spread of unsafe diseases and bacteria
- Stop SIP (step in poop) occurrences
- Earn their dog's undying affection
- Protect water quality
- All of the above

H<sub>2</sub>O Heroes know that when pet waste is left behind, it washes into stormdrains and ditches. From there it heads straight to our local rivers, lakes and streams. No filters, no cleansing.

Be an H<sub>2</sub>O Hero and your dog's best friend - scoop it, bag it, and pitch it in the trash!



### TIPS FOR H<sub>2</sub>O HEROES

#### Properly dispose of dog poop and kitty litter.

Scoop it, bag it, and pitch it in the trash. Pet waste is not suitable for compost or fertilizer. It can carry diseases and bacteria, which are unsafe for humans.

#### Don't flush drugs.

Wastewater treatment facilities are not equipped to "filter out" drugs and personal care items. Dispose of excess or unwanted pet medications through a drug take-back program. Check with your veterinarian, pharmacist or police department for options.

Learn more at [greatlakescleanwater.org](http://greatlakescleanwater.org).

#### Safely dispose of pet sharps.

Needles, syringes with attached needles and disposable lancets, all known as "sharps", can injure family members, waste and recycling workers, or end up in places where they are a danger to the public. Place sharps in a hard plastic or metal container with a tightly secured lid and dispose of them through your county's household hazardous waste collection program.

Learn more at [safeneedledisposal.org](http://safeneedledisposal.org).

For information on other ways to protect water quality:

Huron River Watershed Council  
[www.hrwc.org](http://www.hrwc.org)





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