



A message from the City of Taylor



Water efficiency is important

The City of Taylor is currently undergoing a significant upgrade in water meter technology. Old and often inefficient meters are being replaced with high-tech digital models that enable our water department to read meters without entering the home or business, helping to reduce or eliminate the need for estimated water bills. This is a very large project. The water department is responsible for the operation and maintenance of 308 miles of water mains and over 248 miles of sanitary sewer mains.

During this changeover, you may receive billing numbers that you have not previously experienced. As we entered our first billing cycle after this changeover, a significant percentage of our users saw either credits (for overcharges) or debts (for undercharges).

Your water bill has always indicated whether you were receiving an **actual meter read ("A")** or an **estimated ("E")** reading. An estimated billing can be the result of many factors: inaccessibility to the meter, dead batteries, etc. While most short-term estimated bills are accurate, estimations over an extended period of time can cause problems. If you are receiving an estimated reading, please call (734) 287-6550.

Important things to know:

- If you have been overcharged for any reason, your water account will be credited.
- If you have been undercharged and need to make payments arrangements, please call (734) 287-6550.
- If you have a question about your bill or need assistance in either of these areas, please call the City of Taylor immediately at (734) 287-6550. Special staff members have been assigned to these issues and will be available to help you.

The average household's leaks can account for more than 10,000 gallons of water wasted every year, or the amount of water needed to wash 270 loads of laundry. Household leaks can waste more than 1 trillion gallons annually nationwide. That's equal to the annual household water use of more than 11 million homes. Ten percent of homes have leaks that waste 90 gallons or more per day. Fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills.

Please Return This Portion With Your Payment. Thank You. Return Stub

Please Make Checks Payable To:
CITY OF TAYLOR WATER DEPT.
P.O. Box 298, Taylor, MI 48180
(734) 287-6550

*** CHECKS ARE A CONDITIONAL PAYMENT ***
PLEASE WRITE YOUR ACCOUNT NUMBER ON CHECK

TAYLOR, MI 48180-2768

***DO NOT PAY** AUTOMATICALLY WITHDRAWN

ADDRESS	[REDACTED]
ACCOUNT NUMBER	[REDACTED]
AMOUNT DUE	1,350.14 BANK DRAFT
DUE DATE	9/04/15
LATE PAYMENT AMOUNT	1,485.17

IMPORTANT PHONE NUMBERS

Water & Sewer	(734) 287-6550
Sanitation/DW	(734) 374-1373
Emergency Water/Sewer (After Hours)	(734) 287-6611

TO PAY BY CREDIT CARD - FEES APPLY

Phone 1-888-272-9823
Internet www.officialpayments.com
(Jurisdiction Code 3212)

IMPORTANT MESSAGES

***BANK ACCT. AUTOMATICALLY**
*** DEDUCTED ON DUE DATE ***

Bi-Monthly Rate Schedule

Water Consumption	Sewer Disposal
\$2.66 per unit	\$1.99 per unit

Bi-Monthly Meter Charge

5/8"	3/4"	1"	Larger
\$4.13	\$4.91	\$7.49	On Request

Bi-Monthly Sewer Billing Charges

5/8"	3/4"	1"	Larger
\$1.00	\$1.00	\$2.00	On Request

Wayne County Charges

Ecorse Creek Drainage District	20¢ per unit
Non-Residential User Fee	20¢ per unit
Capital Improvements	\$1.50 Flat Charge

Service Information

Address: [REDACTED]
Account Number: [REDACTED]
From: 5/31/15 To: 8/05/15
Previous Reading: 1561 Units: 232 A
Current Reading: 1793

DETAILED WATER INFORMATION

Previous Payment Amt:	.00
Adjustment Amt:	-200.35
Balance At Billing:	.00

WATER 733.12
SEWER 552.16
WAY/PURCU 4.47
SEM/NITROG 1.08
W. CTY CIP 5.35
TOTAL 1350.14

Total Current Charges 1,350.14

AMOUNT DUE 1,350.14
DUE DATE 9/04/15
LATE PAYMENT AMOUNT 1,485.17

CITY OF TAYLOR WATER BILL
Water Department 25605 Northline Rd., Taylor, MI 48180 (734) 287-6550
www.cityoftaylor.com

Understanding your bill

Front page areas include:
Personal information — Address, account number, due dates, late amounts and amount due are all located here.

Service information — Specific metered dates, previous meter readings, current meter readings, units used and the way the reading was taken (estimated, actual, changed out, final, phoned-in or special) are all located here

Detailed information — Previous amounts, adjustments and balance are also located here, along with detailed account charges (water, sewer, Wayne County, Ecorse Creek, etc.)

Important contact numbers, credit card payments, important messages and the per unit charges are all located on the left side of the bill.

Back page areas include:
Auto-payment enrollment
Customer service info
More fee information

ADDITIONAL INFORMATION REGARDING YOUR BILL

Water & Sewer Department
City of Taylor Water Department
P.O. Box 298, Taylor, MI 48180
(734) 287-6550

Customer Account Information

First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
Phone: [REDACTED]
Water/Sewer Account Number: [REDACTED]
Name of Financial Institution: [REDACTED]

Check Payment Number (If Billing Method is Check)
Transaction Number (If Billing Method is Credit Card)
Please contact the City of Taylor Water Department for more information.

City of Taylor Water Department
Customer Service Department
P.O. Box 298, Taylor, MI 48180
(734) 287-6550

Customer Service Information

If you live in a typical residence with a basement, your water meter is probably located on the front stoop of your basement. Slab or crawlspace homes will have the meter located under the sink in the utility room.

We encourage residents to participate in odd/even watering days based on address and calendar day. Periodically check plumbing fixtures for leaks, especially toilets and sprinkler systems, and irrigation system according to manufacturer recommendations for watering time.

Failure to receive a bill does not alter due date. A 10% penalty will be charged if not paid on or before due date. Unpaid bills become a lien against the property and/or are subject to disconnect.

Disregard any previous balance if paid before this billing.

If you receive an estimated bill please contact the water department.

Our Office does not forward water bills. Please contact us for Change of Address form.

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Legend:
A - ACTUAL READ
E - METER CHANGED OUT
E - ESTIMATED
F - FINAL
P - PHONED-IN READ
S - SPECIAL BILL
1 UNIT = 7.50 GALS

Detecting Leaks:

A good method to check for leaks is to **examine your winter water usage**. It's likely that a family of four has a serious leak problem if its winter water use exceeds 12,000 gallons per month. Check your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, you probably have a leak.

One way to find out if you have a **toilet leak (see below)** is to place a drop of food coloring in the toilet tank. If the color shows up in the bowl within 15 minutes without flushing, you have a leak. Make sure to flush immediately after this experiment to avoid staining the tank.

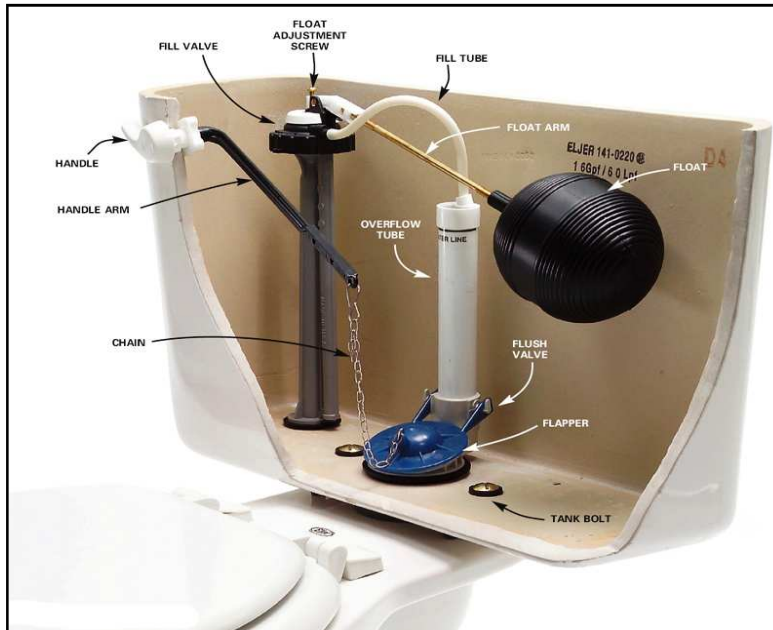
A **leaky faucet** that drips at the rate of one drip per second can waste more than 3,000 gallons per year. That's the amount of water needed to take more than 180 showers. Leaky faucets can be fixed by checking faucet washers and gaskets for wear and replacing them if necessary. A **showerhead leaking** at 10 drips per minute wastes more than 500 gallons per year. That's the amount of water it takes to wash 60 loads of dishes in your dishwasher. Most leaky showerheads can be fixed by ensuring a tight connection using pipe tape and a wrench.

If your toilet is leaking, the cause is often an old, faulty toilet flapper. Over time, this inexpensive rubber part decays, or minerals build up on it. It's usually best to replace the whole rubber flapper—a relatively easy, inexpensive do-it-yourself project that pays for itself in no time.

If you do need to replace the entire toilet, look for a WaterSense labeled model. If the average family replaces its older, inefficient toilets with new WaterSense labeled ones, it could save 13,000 gallons per year. Retrofitting the house could save the family nearly \$2,400 in water and wastewater bills over the lifetime of the toilets.

Any **outdoor irrigation system** should be checked each spring before use to make sure it was not damaged by frost or freezing. An irrigation system that has a leak 1/32nd of an inch in diameter (about the thickness of a dime) can waste about 6,300 gallons of water per month. Also check your **garden hose** for leaks at its connection to the spigot. If it leaks while you run your hose, replace the hose washer and ensure a tight connection to the spigot using pipe tape and a wrench.

Problems with leaky toilets can cost big money!



One small problem with your toilet could cost you tens, if not hundreds, of dollars in water loss. Please read the chart below.

Size of Leak	Gallons per DAY (if water pressure is 60 lbs/sq.)	Water/Sewer Cost per DAY at .009 per gallon	Gallons per WEEK (60 psi)	Water/Sewer Cost per WEEK at .009 per gallon	Gallons per MONTH (60 psi)	Water/Sewer Costs per MONTH at .009 per gallon
1/16"	360	\$3.24	2520	\$22.68	10,800	\$97.20
1/8"	3,096	\$27.87	21,672	\$195.05	92,880	\$835.92
3/16"	8,424	\$75.82	58,968	\$530.72	252,720	\$2274.48
5/16"	11,324	\$101.92	79,268	\$713.42	339,720	\$3057.48
1/4"	14,952	\$134.57	104,664	\$941.98	448,560	\$4037.04