



CITY OF HARPER WOODS

Beginning in May 2017, the City of Harper Woods Utilities Department will be transitioning water and sewer accounts from quarterly to monthly billings. By transitioning to a monthly billing, customers can better manage their household budget, track their water usage and detect possible leaks sooner. Once the transition has begun, water meters will be read every third month in a billing cycle, and all consumption and other related charges will be based on a monthly rate. Eventually, over time, all water meters will be read monthly and no estimated bills will be sent to water customers.

To determine when you will receive your first monthly bill, please reference the issued date on your 2016 quarterly bills and use the table below.

2016 Quarterly Bill Dates	1st Monthly Bill	Mar. 2017	Apr. 2017	May 2017	June 2017	July 2017
District #2 - March, June, September, December	July 2017	Qtr.	-	-	Qtr.	Mthly
District #3 - January, April, July, October	May 2017	-	Qtr.	Mthly	Mthly	Mthly
District #1 - February, May, August, November	June 2017	-	-	Qtr.	Mthly	Mthly

Note: Qtr. = Quarterly Bill, Mthly = Monthly Bill, - No Bill

Below are some answers to Frequently Asked Questions you may find helpful:

Will more frequent bills mean estimated readings?

Initially the City will rely on (2) estimated monthly billings and (1) actual billing every (3) months. Eventually, the City will eliminate the estimated billings and replace them with monthly billing that are actual readings.

Will my water bills look different?

No, your water bill will look the same. Your bill will now reflect one month of usage instead of three month usage.

Will my bill be different during the transitional period?

No. All customers of Harper Woods will be billed quarterly up to the date specified above and then will be billed monthly.

I will need to make payments more often and use more postage. How can I save time and money?

Go Green and sign up for paperless billing and recurring payments. http://www.harperwoodscity.org/f/5-16_autopayform.pdf

Won't this cost the City more?

Although there are additional mailing and printing expenses incurred with switching from quarterly to monthly billing, our overall goal is to minimize water "shut offs" and ensure manageable payment amounts for our residents and businesses.

When is my water bill payment due?

Water bill payment is due and payable by the 15th of each month. If the City does not receive payment by the 15th of each month, a late payment penalty will be issued.

How will this affect the current rates?

The current rate structure is based on fixed and commodity charges. Commodity or usage rates will not be affected by monthly billing. Fixed quarterly rates will be approximately one third less on monthly billings. Note: Water and sewer rates are re-evaluated at the end of each fiscal year and are subject to change based on the projected budget and capitalization costs.

If you have additional questions or further concerns contact the Treasurer's Office at (313) 343-2522 or redbetter@harperwoods.net or (313) 343-2523 or dhart@harperwoods.net

Billings Schedule Transition - WATER

For period: 2017

<u>Prep Month:</u>	<u>Period Billed:</u>	<u>Due:</u>	<u>Type of Bill:</u>
APRIL	12/15/16 to 03/15/17	4/30/2017	Quarterly
MAY	03/16/16 to 04/15/17	5/15/2017	Monthly
JUNE	04/16/17 to 05/15/17	6/15/2017	Monthly
MAY	01/15/17 to 04/15/17	5/30/2017	Quarterly
JUNE	04/16/17 to 05/15/17	6/15/2017	Monthly
JUNE	02/15/17 to 05/15/17	6/30/2017	Quarterly
JULY	All District Water Billings: 05/16/2017 to 06/15/2017	7/15/2017	Monthly
AUGUST	06/17/2017 to 07/15/2017	8/15/2017	Monthly
SEPTEMBER	07/16/2017 to 08/15/2017	9/15/2017	Monthly
OCTOBER	08/16/2017 to 09/15/2017	10/15/2017	Monthly
NOVEMBER	09/16/2017 to 10/15/2017	11/15/2017	Monthly
DECEMBER	10/16/2017 to 11/15/2017	12/15/2017	Monthly