

Utility Billing Upcoming Changes FY18

For the upcoming 2018 fiscal year, Utility Billing will be undergoing a number of changes related to water meters, reading of meters, billed usage, and the introduction of a paperless billing option. This FAQ sheet will attempt to go over expected questions related to each of these changes.

Paperless billing

1. How do I sign up for paperless billing?

Please email utility@marquettemi.gov to sign up, include your name, service address, and account # for reference.

Water Meter Changeout

1. Why is the City of Marquette changing water meters?

The City of Marquette entered into a contract with Johnson Controls Inc for an energy savings improvement program. As part of this program, an automated metering system will be introduced.

Throughout the city, residences and businesses have meters of varying ages and condition. A large portion of water meters currently installed will not be compatible with automated metering and will require the meter to be changed. Information will be mailed to city residents in order to schedule their meter changeout. **There is no charge to city residents to have their meter changed.**

2. When will the meter change out program start?

Water meters will be replaced between January 2018 and July 2018. Notices will be mailed to city residents to alert them when meter installers will be in their area, and instructions on how to schedule an appointment. Johnson Controls Inc will take care of scheduling the meter changeout appointments when the customer calls the phone # provided on their notice. The change out process takes 30 minutes to complete in most cases.

3. What can I expect during the appointment?

We ask that an individual at least 18 years of age or older be at the service location during the duration of the appointment. A meter installer will arrive at your location to change the meter and replace the outside touchpad with an endpoint.

During the swap, the water service will be temporarily shut off so the meter can be changed. Once the new meter is installed, the water service will be turned back on and the installer will verify there are no leaks at the installation site. The existing outside touchpad will be

disconnected and a new endpoint will be installed in the same location. The existing meter measured use in cubic feet, the new meter will measure use in gallons.

In some cases, the meter currently installed is compatible with the automated metering system. In these instances, the meter will just require to be converted from measuring use in cubic feet to gallons.

Reading of Meters

1. How will the new meters be read?

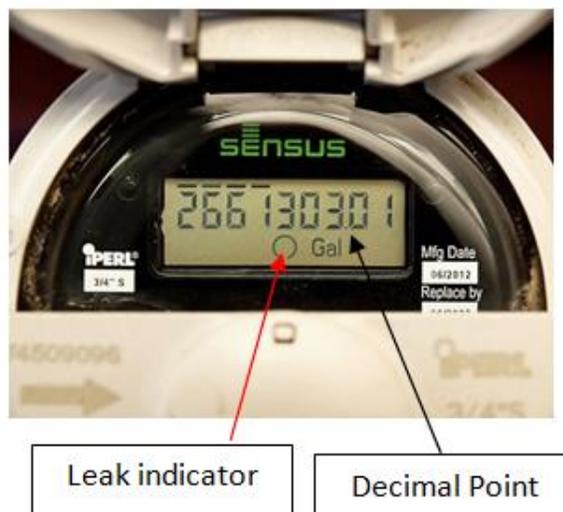
Currently, city meter readers visit all service locations and obtain meter readings through the outside touchpad. The meter readers visit approximately 7,200 touchpads each month to accomplish this task.

Once the automated meter system is operational, we will be able to read your water meters electronically. The endpoint installed on the outside of your house or building will transmit the water meter read to a collection tower. The automated meter system receives the reads from the collection tower to view use in real time.

This will allow us to provide better customer service with up-to-date meter read information. In addition, this system will allow us to monitor for abnormally high usage and to proactively contact city residents to alert them of a potential water leak at their location.

2. Can I read my own meter?

Yes, you can read your meter yourself. At most service locations, the water meter is located inside the home or building. Simply locate your meter, it will be located near the incoming water line into the home, and flip open the cover to view the digital screen. For reading purposes, all digits that have a dash over them or to the 1/10th of a gallon is read. For billing purposes, we'll bill usage per thousand gallons of use. An example of an IPERL meter (registering in gallons) is below, this will be the new meter installed in most residences or small businesses.



3. Why switch from measuring use from cubic feet to gallons?

Although CCF (hundred cubic feet) is more commonly used by water utilities to measure water use, customers are more familiar with gallons. In comparing the two units of measure:

1 cubic foot = 7.48 gallons

100 cubic feet (CCF)= 748 gallons

By switching metering use into gallons, we can assist customers in better understanding their use in a unit of measure they are more familiar with.

Billed Usage

1. Why is billed usage changing?

Once the new meters are installed, usage at your service location will be metered in gallons. Currently, your existing water meter measures use in cubic feet and the water & sewer rates are billed per hundred cubic feet (CCF) of usage.

Since it will take time for all meters to be changed to the new unit of measure, our billing system will convert the usage from your meter to per thousand gallons (KGAL) of use on your monthly water bill. City residents may see less fluctuation in their water bills from month-to-month by billing in this larger unit of measure.

2. Will the water and sewer rates change?

Yes, by switching from billing per hundred cubic feet (CCF) to per thousand gallons (KGAL) a rate conversion is required. Although the proposed rates appear higher, it is due to the difference in the unit of measure being billed.

Water and sewer rates are approved by resolution of the Marquette City Commission. The proposed rate conversion listed below will be discussed during a public hearing at the December 18th, 2017 city commission meeting. Once approved, the water and sewer rates will be updated effective the January 2018 billing cycle.

	<i>Per CCF (approx. 748 gallons)</i>	<i>Per KGAL</i>
<i>Water</i>	<i>\$5.00</i>	<i>\$6.68</i>
<i>Water (Nontax entities)</i>	<i>\$5.45</i>	<i>\$7.29</i>
<i>Sewer</i>	<i>\$7.70</i>	<i>\$10.29</i>