

### **Water/Sewer Service**

Requests for service, including service turn-off, service turn-on, low pressure, rusty water, meter read or reread, meter replacement and new service install should be directed to the [Water Service Department](#) at (231) 723-3641.

Questions about your bill, transferring an account, establishing a new account, rental account information and payment options should be directed to the Water Billing Department at (231) 723-2559.

Meters are read the first week of every month, unless otherwise requested. The usage is for the previous month. The city uses electronic radio frequency reading devices and can read the meters of the entire town in a little over a day.



A typical residential user will consume 6,000 gallons of water a month. Sewage usage equals water usage. Bills are in increments of 1,000 gallons. This means that if you use 5,500 gallons one month, your bill will reflect 5,000 gallons of usage. Likewise, the next month, if you use 4,500 gallons, your bill will reflect 5,000 gallons of usage.

Bills are typically mailed out the last Friday of every month for the previous month's usage. The bills are due within 15 days of the billing date. A 10% penalty is added to all bills not paid by the due date, no exceptions. Failure to receive a bill does not waive the penalty.

### **Water Rates**

Water and sewer [rates](#) are established annually by ordinance and periodically evaluated. The ordinance calls for a minimum mandatory inflationary adjustment each year. The annual inflationary adjustments to water and sewer rates ensure that the WSU has sufficient resources to respond to maintenance items and system failures. This commitment protects the citizens' enormous investment in the system, and ensures that the city can adequately treat effluent and provide quality drinking water. Rates can be increased more than this, depending on the operational, debt service and capital needs of the system.

Rates are a combination of a consumption charge and a fixed charge based on meter size. They are calculated and illustrated using a typical 6,000-gallon-per-month usage assumption. Residents are billed in 1,000-gallon increments, and may install an optional separate sprinkling meter to avoid sewage charges on water not entering the wastewater treatment plant (WWTP).

The City of Manistee is required by the State of Michigan to issue an annual [Water Quality Report](#). Copies of the reports are available at City Hall and are posted on the City Web Page.