



Department of Public Works
Milwaukee Water Works

Mariano A. Schifalacqua
Commissioner of Public Works

James P. Purko
Director of Operations

Carrie M. Lewis
Superintendent of Water Works

May 31, 2002

The Honorable Members of the Common Council
200 E. Wells Street; Room 205
Milwaukee, Wisconsin

Dear Common Council Members:

In an effort to make the information on the Municipal Services Bill more informative and understandable to our customers, the Water Works has made some changes to both the front and back of the bill. This was undertaken in response to feedback from members of the Common Council and others.

We have made the following changes to the front of the bill:

- It is clearly noted that the bill is for "Charges for Municipal Services", not just for water.
- Bolding and indentation have been used to highlight the different services that are charged for on the bill.
- Terminology has been altered to make the purpose of the charges clearer. For instance, instead of "Sewer Treatment Cons. Chrg.", the item now reads "MMSD Sewer Treatment Usage Charge".
- The presentation of the amounts being billed has been simplified by using fewer columns.

We have made the following changes to the back of the bill:

- Each charge is explained using the same terminology as is used on the front of the bill.
- The purpose of each charge, and destination of the funds, is described.

The text on the back of the bill has to fit into the top 8" of the page. This is because the area on the back of the portion returned with remittance has to be blank to facilitate processing. This restriction causes some crowding in the presentation of the information.

I hope you will agree that these changes improve the clarity and quality of the information conveyed on the Municipal Services Bill. I will be pleased to hear any comments you have, including suggestions to further improve the presentation. I can be reached at x2801.

Very truly yours,

Carrie M. Lewis, Superintendent
Milwaukee Water Works

CL

C: All Alderpersons
Jennifer Meyer (Mayor's Office)
Steve Filmanowicz (Mayor's Office)
Laura Engan (Budget Office)
Eric Pearson (Budget Office)

Room 409, Frank P. Zeidler Municipal Building, 841 N. Broadway, Milwaukee, Wisconsin 53202.

Phone (414) 286-2801 Fax (414) 286-2672

Member, American Water Works Association, American Public Works Association
American Society of Civil Engineers, and Automatic Meter Reading Association.

1. The first part of the document discusses the importance of maintaining accurate records of all transactions. This is essential for ensuring the integrity of the financial statements and for providing a clear audit trail.

2. The second part of the document outlines the various methods used to collect and analyze data. These methods include interviews, surveys, and focus groups, each of which has its own strengths and limitations.

3. The third part of the document describes the process of identifying and defining the research objectives. This involves a thorough review of the literature and a clear statement of the research questions and hypotheses.

4. The fourth part of the document discusses the selection of the research design and the development of the research instrument. This includes decisions about the type of study (qualitative or quantitative) and the specific measures to be used.

5. The fifth part of the document describes the process of data collection and management. This involves ensuring that the data is collected in a systematic and consistent manner and that it is properly stored and organized.

6. The sixth part of the document discusses the process of data analysis and interpretation. This involves using appropriate statistical techniques to analyze the data and drawing conclusions based on the results. It also includes a discussion of the limitations of the study and the implications of the findings.

7. The seventh part of the document describes the process of writing the research report. This involves organizing the findings into a clear and concise format and providing a detailed explanation of the results and their significance.

8. The eighth part of the document discusses the importance of ethical considerations in research. This includes obtaining informed consent from participants and ensuring that the research is conducted in a fair and unbiased manner.

9. The ninth part of the document describes the process of disseminating the research findings. This involves presenting the results at conferences and publishing them in peer-reviewed journals. It also includes a discussion of the role of the researcher in promoting the use of research to improve practice.

City of Milwaukee
 841 N. Broadway, Rm. 406
 Milwaukee, WI 53202-3687

For Customer Service Information,
 Please See Reverse Side.

ACCOUNT NO.	
BILLING DATE	02/14/02
NEXT READING DATE	04/12/02
ADDRESS	4402 E MAIN ST
TOWN	MILWAUKEE
CLASS	RESIDENTIAL
NAME ON ACCOUNT	OCCUPANT

NEW

METER NUMBER(S)	DATE	PREVIOUS READING	READ CODE	DATE	PRESENT READING	READ CODE	DESCRIPTION	CONSUMPTION 100 CUBIC FEET	TY
086707707	10/03/01	256	AMR	01/03/02	279	AMR	WATER	23	Ccf

PREVIOUS ACTIVITY

Previous Billing	\$ 75.06
Payment 12/20/02	75.06
Balance Forward	<u>\$ 0.00</u>

CHARGES FOR MUNICIPAL SERVICES

Water Charges

Water Service Charge		13.24
Water Usage Charge	23 Ccf	24.50
Total Water Charges		37.74

MMSD Sewer Treatment Charges

Sewer Treatment Service Charge		9.76
Sewer Treatment Usage Charge	22 Ccf	14.30
Total Sewer Treatment Charges		24.06

City Sewer Maintenance Charge 22 Ccf 18.32

Solid Waste Charge 18.75

Snow & Ice Control Charge 35 Feet 9.45

Total Current Charges 108.32

Total Amount Due By 03/13/02 108.32

TOTAL AMOUNT DUE	BY	03/13/02	\$108.32
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PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT. MAKE CHECK PAYABLE TO MILWAUKEE WATER WORKS. THANK YOU.

City of Milwaukee
 P.O. Box 3268
 Milwaukee, WI 53201-3268
 (414) 286-2830

BILLING DATE	02/14/02	TOTAL AMOUNT DUE	\$108.32
DUE DATE	03/13/02		

CUSTOMER BILLING ADDRESS
 OCCUPANT
 4402 E MAIN ST
 MILWAUKEE WI 53207

AMOUNT REMITTED \$ _____
ACCOUNT NUMBER

4402 E MAIN ST

MEM

INFORMATION ABOUT THE MUNICIPAL SERVICES BILL

Milwaukee Water Works Charges

The Water Service Charge is a fixed charge based on the size of the water meter. This charge covers the cost of water meter installation, repair and maintenance, meter reading, billing, and customer service. It includes water-related costs for fire protection for residents of Milwaukee, Greenfield, Hales Corners, and West Milwaukee, as requested by those municipalities.

The Water Usage Charge is the cost of the volume of water used in the billing period. This charge covers the operation and maintenance of water treatment and distribution facilities. The volume is recorded in Ccf (hundred cubic feet). One Ccf is 748 gallons. The charge for the first 100 Ccf of water is \$1.18 per Ccf for Milwaukee customers, \$1.475 per Ccf for customers in Greenfield, Hales Corners, St. Francis, and Franklin, and \$0.671 per Ccf for customers in West Milwaukee (who maintains its own distribution system).

Charges for Other Municipal Services

In addition to water, charges for other municipal services to Milwaukee residents are included on this bill. It is cost-effective to include multiple charges on one bill rather than to issue multiple bills. These municipal service charges recover costs from all customers, including tax exempts, based on their level of use. The MMSD Sewer Treatment Charge is billed on behalf of the Milwaukee Metropolitan Sewerage District (MMSD) for treating wastewater. The Sewer Treatment Service Charge is a fixed charge based on the size of the water meter. For 2002, the Sewer Treatment Usage Charge is calculated as 96% of the water usage for residential accounts. The Sewer Treatment Usage charge for commercial customers is based upon 100% of the water usage each billing period. All accounts pay \$0.8329 per Ccf for the City Sewer Maintenance Charge.

The City Sewer Maintenance Charge is billed to recover the costs of maintaining the City's sewer system. For 2002, this charge is calculated as 96% of water usage for residential customers. For commercial customers, this charge is based upon 100% of the water usage each billing period. All accounts pay \$0.8329 per Ccf for the City Sewer Maintenance Charge. The Solid Waste Charge is billed to partially offset the City's solid waste (garbage) collection costs. The charge is \$18.75 per residential living unit per quarter.

The Snow & Ice Control Charge is billed to partially offset the City's costs for snow and ice removal. The rate is \$0.27 per foot of property frontage.

Payments may be mailed to P. O. Box 3268, Milwaukee, WI 53201-3268 or paid in person at 841 N. Broadway, Room 406 or at 200 E. Wells, Room 103. A late payment charge of 5% for water charges and 3% for other charges will be added if payment is not received by the due date. If it should become necessary to transfer unpaid balances to the property tax for collection, a fee of 10% will be added to the amount transferred.

If you have questions, call our Customer Service Group at 414-286-2830. Our TDD line is 414-286-2025. In an emergency, you can reach us anytime at 414-286-3710. Additional information may be found at our web site: www.mpw.net/Pages/WaterWorks.html.

AMR = Automatic Read EST = Estimated Read FNL = Final Ccf = 100 Cubic Feet



841 N. Broadway, Rm. 406
Milwaukee, WI 53202-3687

For Customer Service Information,
Please See Reverse Side.

ACCT. NO.

SERVICE ADDRESS

3331 N MAIN ST

TOWN

MILWAUKEE
RESIDENTIAL

CLASS

BILLING DATE
NEXT READING DATE

03/01/02
05/13/02

NAME ON ACCOUNT

OCCUPANT

OLD

METER NUMBER(S)	FROM			TO		DESCRIPTION	CONSUMPTION 100 CUBIC FEET	TY
	DATE	PREVIOUS READING	READ CODE	DATE	PRESENT READING			
096667364	11/01/01	150	AMR	02/01/02	173	AMR WATER SEWER	23 cc 22 cc	
						WATER		TOTAL
PREVIOUS ACTIVITY								
Previous Billing						\$43.06	\$51.70	\$94.76
Payment 12/11/01 - THANK YOU						43.06-	51.70-	94.76-
Balance Forward						0.00	0.00	\$0.00
CURRENT ACTIVITY								
Current Service Charge						13.24	9.76	23.00
Water Consumption Charge						24.50		24.50
Sewer Treatment Cons. Chrg							14.30	14.30
Sewer Maintenance Cons. Chrg							18.32	18.32
Solid Waste Fee							18.75	18.75
Total Current Charges						37.74	61.13	98.87
Total Amount Due						\$37.74	\$61.13	\$98.87

	TOTAL AMOUNT DUE	BY	03/27/02	\$98.87
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PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT. MAKE CHECK PAYABLE TO MILWAUKEE WATER WORKS. THANK YOU.



P.O. Box 3268
Milwaukee, WI 53201-3268
(414) 286-2830

BILLING DATE	03/01/02	TOTAL AMOUNT DUE	\$98.87
DUE DATE	03/27/02		

CUSTOMER BILLING ADDRESS OCCUPANT
3331 N MAIN ST
MILWAUKEE WI 53212

AMOUNT REMITTED \$ _____

ACCOUNT NUMBER

3331 N MAIN ST

3720-WQ-100
 effective June 1, 2001.

Water Charges: This bill reflects rates approved by the Public Service Commission, Docket 3720-WQ-100 effective June 1, 2001.

Water Consumption charges are computed according to the following schedule:

Water Usage	Milwaukee	West Milwaukee	Other Suburbs
First 100 CCF (hundred cubic feet)	\$1.065	\$1.18	\$1.332
Next 4,900 CCF	.993	1.09	1.241
Next 15,000 CCF	.620	.68	.776
Over 20,000 CCF	.569	.63	.713
		.445	.490
		.455	.501
		.579	.637
		.610	.671
			1.475
			1.363
			1.241
			1.363
			.776
			.250
			.788

To convert your usage to gallons, multiply the water consumption (CCF) by 748.

Water Service Charges are based on meter size. Fire protection charges are included in Milwaukee, Greenfield, Hales Corners, and West Milwaukee service charges.

Sewer Treatment Fees: Treatment fees are billed by the Milwaukee Water Works on behalf of the Milwaukee Metropolitan Sewerage District (MMSD). Residential volumetric charges are based upon a percentage of the actual water consumption. The percentage is 96%. The current volumetric rate for all users is \$.65 per CCF. The residential service charge is \$.976 per quarter. Service charges for commercial and industrial users are based on meter sizes.

Sewer Maintenance Fees: Maintenance fees are billed to recover the costs to maintain the City's sewer mains. The volumetric charge is \$.8329 per CCF.

Solid Waste Fee: Solid waste fees are billed to partially offset the City's solid waste collection costs. The current charge is \$18.75 per residential unit per quarter.

Payments may be made by mail to P. O. Box 3268, Milwaukee, WI 53201-3268 or in person at the Milwaukee Water Works located at 841 N. Broadway, Room 406 or the City Treasurer's Office located at 200 E. Wells, Room 103. Please make checks payable to the Milwaukee Water Works. A late payment charge of 5% per quarter on an unpaid water balance and 3% per quarter on an unpaid sewer balance will be added if payment is not received by the due date. If it should become necessary to transfer unpaid balances to the property tax for collection, a fee of 10% will be added to the amount transferred.

Codes: AMR = Automatic Read
 EST = Estimated Read
 FRC = Forced Read
 ACT = Actual read
 CRD = Card Read
 TEL = Telephone Read
 FNL = Final
 CCF = 100 Cubic Feet
 CONS = Consumption

Customer Service Numbers:

Customer Service.....414-286-2830
 Emergency (24 Hours).....414-286-3710
 TDD.....414-286-2025