OAKLAND COUNTY TREASURER'S ASSOCIATION

DWSD / GLWA – RATES, STATUS AND MORE

James Fausone, DWSD Chair and Robert Daddow, GLWA Chair

February 2015

OVERVIEW

- History.
- Organization and operating responsibilities of DWSD and GLWA.
- Rates, revenue requirements and operating costs – correcting public misinformation.
- Questions / answers.

BACKGROUND

What is the history leading up to the MOU and City's / Counties' approval of the Articles of Incorporation?

OAKLAND COUNTY MICHIGAN

HIGH-LEVEL HISTORY - MILESTONES

- Regional discussions held on and off for 40 years.
- Regional discussions re-started in earnest in June 2013 when State appointed an EM in spring and then, bankruptcy on July 18, 2013.
- Regional discussions with EM's staff / consultants reached no agreement.
- EM issues RFP to privatize DWSD either through a sale or contracting out its operations in late March 2014.
- Federal court-ordered mediation in April 2014 culminating in the signing of a Memorandum of Understanding on Sept. 9, 2014 and the Articles of Incorporation a month later.

WHAT IS THE GREAT LAKES WATER AUTHORITY(GLWA)?

- Regional governing body to oversee the operations of water and sewer assets for:
  - City of Detroit (two members).
  - Oakland County (one member).
  - Wayne County (one member).
  - Macomb County (one member).
  - Governor appointed member for outlying communities in other counties

- The GLWA will operate and manage all sewer lines that serve the suburbs and are part of the DWSD's "common-to-all" assets: the wastewater treatment plant, the filtration and water plants, pumping stations, and assets providing joint functions of all ratepayers.

DWSD BOARD AND OPERATING RESPONSIBILITIES

- DWSD Board of Water Commissioners (BOWC) is a seven-member board comprised of:
  - Four members appointed by the City.
  - One member each from Oakland, Macomb, and Wayne Counties.
- BOWC are responsible for water and sewer operations, rates and capital programs until a lease agreement can be negotiated between the City and the GLWA Board.
- Lease is expected to be signed in June 2015 after extensive due diligence currently underway.
- Transfer of responsibilities expected on July 1, 2015.

LEASE AGREEMENT / PAYMENT

- ***$50 million annual lease payment for 40 years:***
  - The GLWA will lease about 400 miles of regional water mains, 360 miles of regional sewer pipes, five water filtration plants, the Jefferson Avenue Sewage Treatment Plant, and a number of basins and pumps.
  - Lease payment comes from future operations projected to be already in the water and sewer system, subject to reaffirmation.
  - **Payment will NOT go to Detroit's general fund, but will remain in GLWA set aside to fund Detroit's capital and /or debt service needs.**
- ***Current contracts honored:*** Any current vendor contracts the CVTs have with DWSD and all collective bargaining contracts will be honored by the GLWA as is required by Michigan law.

DWSD / GLWA – STATUS OF TRANSITION

With the signing of the MOU and approval of the Articles of Incorporation what is the status of the transition from DWSD to GLWA?

OAKLAND COUNTY MICHIGAN

DWSD / GLWA TRANSITION

- Due diligence through a transition team is underway.
- Comprised of roughly 150 vendor, customer and other volunteers from around Southeastern Michigan, as well as State representatives and outside paid consultants.
- State provided grant of $3.8 million for transition costs.
- Complex transaction with numerous legal, accounting, labor, organization, operating and bonding projects underway. During this time, DWSD management continues to run water and sewer operations, including the setting of rates.

MAJOR PROJECTS IN PROGRESS

- DWSD to be split into two legally-separate entities:
  - **Detroit Retail** – distribution system from de-mark point to residents / commercial entities. Detroit Retail will be operated by the City and be responsible for, among other matters: billings / collections of City water and sewer services; infrastructure maintenance; and general operations akin to that of the suburban community water and sewer operations.
  - **Authority** – water / sewer plants' operation and maintenance and distribution system up to City and suburban de-mark points.
- Establishing an opening balance sheet of the above two legally-separate entities (DWSD and GLWA) effective July 1, 2015 – who gets what assets and liabilities?

MAJOR PROJECTS IN PROGRESS

- Revaluation of GLWA infrastructure assets effective July 1, 2015.
- Split and / or coordination of field and backroom services (computer; accounting; legal; purchasing; etc.) between Detroit Retail and GLWA on July 1, 2015.
- Development of the Water Residential Assistance Program (WRAP, a low-income assistance program) – to launch July 1, 2015.
- Securing consent of current bondholders in the transfer of debt from DWSD to GLWA effective July 1, 2015.
- Reaffirmation of the feasibility of the $50M lease payment and $4.5M WRAP
- Dozens of other individual projects – many of which must be resolved so as to include the resolution of these matters in the City / GLWA lease agreement.

DWSD / GLWA – RATES VERSUS REVENUE REQUIREMENT OUTLINED IN THE MOU

What does the MOU say about 'rate' limitations presently being reported in the media?

OAKLAND COUNTY MICHIGAN

RATES VERSUS REVENUE REQUIREMENT

- MOU states:

  "Each system, as a whole, is assumed to experience ***REVENUE REQUIREMENT*** increases of not more than 4% for each of the first ten years under the Authority management. The ***RATES*** and percentage increases for different customers ***MAY VARY*** in order to meet their specific revenue requirements." (Emphasis added).

- **Revenue requirement refers to the DWSD's *budgeted operating revenues*, *not rates* used to calculate the operating revenues.**

- Articles of Incorporation (Art. 5-C) cites several automatic dissolution provisions – one being: if the lease agreement differs in any material respect (e.g. in this case, the 4% cap) from the MOU.

RATES VERSUS REVENUE REQUIREMENT

- Revenue requirement (budgeted operating revenues) is a product of:
  - **Rates** (prices paid for the service) **times**
  - **Units** (consumption of water volume used) **equals**
  - **Revenue requirements** (e.g. budgeted operating revenues).
- **Water revenue requirements** are based on a combination of a fixed charge (40% in FY-2015 and 60% in FY-2016) and consumption (usage).
- **Sewer revenue requirements** (effective July 1, 2014) are based almost exclusively on fixed charges to communities based on the relative usage of the system by community over the past several years (to be adjusted periodically).

RATE COST COMPOSITION

- Water and sewer rates are expected to cover costs, including:
  - Operations and maintenance – much of which are fixed in short and near-term.
  - Debt service payments – principal and interest (fixed).
  - Plan of Adjustment bankruptcy cost increases, offset by the effect of obligation eliminations for retirees' healthcare and debt (fixed).
  - Lease payment of $50M and WRAP payment of $4.5M (fixed).
  - Internally-generated cash flow for capital needs (whatever is leftover).
- The water and sewer rates developed by the DWSD have *not* specifically contemplated any provision for the resolution of the water and sewer combined accumulated deficit as of June 30, 2013 (latest information available) of $517M or operating losses, if any, in FY-2014 and FY-2015.

RATES UNDER CONSIDERATION BY DWSD BOWC

- Proposed rates effective July 1, 2015 – Feb. 11, 2015 BOWC:

	Water	Sewer	Total
Suburban wholesale	11.3%	1.1%	**6.4%**
Detroit retail - Note	3.4%	16.7%	**12.8%**
Combined system	9.3%	6.0%	**7.4%**

Note – Detroit retail rates are subject to the approval of the City Council. In addition, Detroit's administration is pursuing actions to mitigate the rates currently under consideration by the BOWC.

- Several public hearings are or have been scheduled on the rate increases with the DWSD BOWC expected to act on the rates on March 11, 2015.

CAUSES FOR WATER RATE INCREASES

- Water volume (consumption used) declines for:
  - Overstatement of ‘committed’ contract volumes by suburban customers essentially ‘promising’ more revenues than actual purchases in the past.
    - Actual billings for water use were consistently less than committed contract volumes.
    - Rates now revised to reflect volume losses properly by increasing the fixed cost component from 40% to 60% and basing the volumes used through a 24-month average of *actual* usage.
  - Flint leaving the water system April 2014 (FY-2014 and FY-2015 suburban rates were not adjusted; adjusted for FY-2016). 2-3% loss.
  - ‘Greening’ of system and general national trend of volume declines.
  - Weather-related declines - past two years were colder and wetter.

DWSD / GLWA - OTHER

- Other general information:
  - DWSD reduced its staff from roughly 2,800 circa FY-2002 to just under 1,400 on January 1, 2015. Further reductions are contemplated.
  - OPEB obligations and pension certificates of participation substantially reduced (largely offset by increased pension payments) in bankruptcy, offset, in large part, by pension increased and bankruptcy consulting fees.
  - Detroit water loss of up to 150 million gallons per day on average in the Detroit / Dearborn. Lease payment to target for remedial action.
  - WRAP (roughly $4.5M annually) to assist retail, residential customers (including suburban retail customers) who need help in paying their water / sewer bills. Criteria under development.

Thank You – Questions / Answers

Robert J. Daddow, Deputy County Executive and Chairman of the Great Lakes Water Board
248 / 858-1650
daddowr@oakgov.com

OAKLAND COUNTY MICHIGAN

City of Birmingham
A Walkable Community

March 11, 2015

Michael Palchesko, Regional Manager
DTE Energy
37849 Interchange Dr.
Farmington Hills, MI 48335

Dear Mr. Palchesko,

Thank you for facilitating the meeting with representatives from DTE Energy on February 18th to discuss the City's concerns with your company's expanded tree trimming program as outlined in the City Commission resolution adopted on February 9, 2015. I am in receipt of your letter of February 24, 2015 in response to this resolution outlining DTE's plan for how you intend to proceed with your Vegetation Management program in Birmingham.

As we discussed at our meeting, the current tree trimming maintenance program by DTE will continue as it has for the past several years in order to trim trees in the easements, as needed, to avoid contact with your utilities. Any additional work that may be required under an expanded Vegetation Management program will be done in accordance with your letter of February 24, 2015. In accordance with this letter and our meeting it is understood that prior to any work commencing under DTE's expanded program, DTE will contact my office a minimum of 30 days in advance of any work to be performed in order to discuss your plans and receive the City's input so any necessary adjustments can be made.

I look forward to hearing from you when you anticipate expanded trimming initiatives occurring in Birmingham.

Sincerely,

Joseph A. Valentine
City Manager

INFORMATION ONLY

cc: Birmingham City Commission
Michael Chriss, DTE Director or Corporate and Governmental Affairs
Trevor Lauer, DTE Vice President of Distribution Operations

151 Martin Street • P.O. Box 3001 • Birmingham, MI 48012-3001
(248) 530-1800 • Fax (248) 530-1080 • www.bhamgov.org

DTE Energy

One Energy Plaza, Detroit, MI 48226-1279

Feb 24, 2015

Mr. Joe Valentine
City Manager
City of Birmingham
151 Martin Street
P.O. Box 3001
Birmingham, MI 48012

Dear Mr. Valentine:

On behalf of DTE Energy, I would like to thank you, and the members of the Birmingham City Commission, for sharing your concerns regarding our Vegetation Management program. DTE Energy values your input, and has developed a process for maintaining the area around its power lines that we believe will meet your expectations, and those of our customers. We expect the absolute best of ourselves, and you should as well.

As we have stated in the past, two-thirds of our total customer outage minutes are the result of tree-related damage. We firmly believe that our customers deserve an energy partner who delivers electricity they can depend on, no matter the season or circumstance. A fundamental step in achieving that goal is to proactively and carefully manage the impact trees can have on our equipment. However in doing so, we know that we have an equal responsibility to communicate well with our customers throughout the process. With both of these objectives in mind, allow me to share how we intend to proceed with our Vegetation Management program.

- First and foremost, we will share our plans directly with community leaders like you well before we begin work in the community. This will allow the leaders to share any insights or concerns they may have, and give us time to make whatever adjustments we can.

- In the weeks prior to beginning our work, we will reach out to customers who own property along our proposed route, using a combination of mailings, door hangers and phone calls. We also plan to visit each property before any work takes place. We will reach out to each customer to inform them of the work to be done on the property, and will not remove trees on private property outside of our easements without the written permission of the property owner.

- In certain select situations, we may determine that replacing a tree with another tree or vegetation that will not interfere with our ability to deliver safe and reliable power is a viable option. In this case, we will work with the customer to help implement this option. We are also exploring opportunities to do selected plantings in the community, and are very interested in hearing what your thoughts might be in that regard.

- Finally, unless a customer requests otherwise, we will remove all the associated logs, objectionable stumps, brush, and debris from the customer's property.

That is a very broad summary of where we hope to begin, and we remain committed to improving this process as we move forward in the months to come. Thank you for working with us to make this a more successful plan. Please contact me, Michael Palchesko directly at (248) 427-2240 if I can provide any further information.

Sincerely,

Michael Palchesko

RECEIVED BY
MAR - 9 2015
CITY CLERK'S OFFICE
CITY OF

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

NOTICE OF HEARING
FOR THE ELECTRIC CUSTOMERS OF
DTE ELECTRIC COMPANY
CASE NO. U-17762

- DTE Electric Company requests Michigan Public Service Commission approval to amend its Energy Optimization (EO) Plan, filed February 12, 2015, pursuant to the provisions of Public Act (PA) 295 of 2008.
- The information below describes how a person may participate in this case.
- You may call or write DTE Electric Company, One Energy Plaza, Detroit, Michigan 48226, (800) 477-4747, for a free copy of its application. Any person may review the application at the offices of DTE Electric Company.
- A public hearing in this matter will be held:

DATE/TIME: **Wednesday, March 18, 2015, at 9:00 a.m.**
This will be a prehearing conference to determine future hearing dates and other procedural matters.

BEFORE: Administrative Law Judge Suzanne D. Sonneborn

LOCATION: Michigan Public Service Commission
7109 West Saginaw Highway
Lansing, Michigan

PARTICIPATION: Any interested person may attend and participate. The hearing site is accessible, including handicapped parking. Persons needing any accommodation to participate should contact the Commission's Executive Secretary at (517) 284-8090 in advance to request mobility, visual, hearing or other assistance.

The Michigan Public Service Commission (Commission) will hold a public hearing to consider DTE Electric Company's (DTE Electric) February 12, 2015 application, which seeks approval to amend its EO plan, for authority to implement its proposed amended EO plan surcharges and a Performance Incentive Mechanism and associated charges pursuant to the provisions of PA 295 of 2008. The Company represents that its proposed amended EO plan is designed to deliver significant electric savings to all customer classes, including low-income residential and small business customers. DTE Electric represents that the Company's costs will be recovered from residential customers on a levelized per-kilowatt hour (kWh) basis beginning January 1, 2016 through December 31, 2017. The Company is also requesting approval of levelized per-meter surcharges for the commercial and industrial primary rate classes and another set of levelized per-meter surcharges for the commercial and industrial secondary rate classes for the time period of January 1, 2016 through December 31, 2017. DTE Electric's summary of the

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Company's proposed EO surcharges is contained in its application. DTE Electric is also seeking Commission approval for recovery of annual EO base revenue of $90.7 million in 2016 and $91.1 million in 2017, with a total of approximately $181.8 million between 2016 and 2017.

All documents filed in this case shall be submitted electronically through the Commission's E-Dockets website at: michigan.gov/mpscedockets. Requirements and instructions for filing can be found in the User Manual on the E-Dockets help page. Documents may also be submitted, in Word or PDF format, as an attachment to an email sent to mpscedockets@michigan.gov. If you require assistance prior to e-filing, contact Commission staff at (517) 284-8090 or by email at mpscedockets@michigan.gov.

Any person wishing to intervene and become a party to the case shall electronically file a petition to intervene with this Commission by March 11, 2015. (Interested persons may elect to file using the traditional paper format.) The proof of service shall indicate service upon DTE Electric's attorney, Michael J. Solo, Jr., One Energy Plaza, Detroit, Michigan 48226.

Any person wishing to appear at the hearing to make a statement of position without becoming a party to the case may participate by filing an appearance. To file an appearance, the individual must attend the hearing and advise the presiding administrative law judge of his or her wish to make a statement of position. All information submitted to the Commission in this matter becomes public information, thus available on the Michigan Public Service Commission's website, and subject to disclosure. Please do not include information you wish to remain private.

Requests for adjournment must be made pursuant to the Michigan Administrative Hearing System's Administrative Hearing Rules R 792.10422 and R 792.10432. Requests for further information on adjournment should be directed to (517) 284-8130.

A copy of DTE Electric's request may be reviewed on the Commission's website at michigan.gov/mpscedockets, and at the office of DTE Electric Company. For more information on how to participate in a case, you may contact the Commission at the above address or by telephone at (517) 284-8090.

Jurisdiction is pursuant to 1909 PA 106, as amended, MCL 460.551 et seq.; 1919 PA 419, as amended, MCL 460.54 et seq.; 1939 PA 3, as amended, MCL 460.1 et seq.; 1982 PA 304, as amended, MCL 460.6j et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; 2008 PA 295, MCL 460.1001 et seq., and the Michigan Administrative Hearing System's Administrative Hearing Rules, 2015 AC, R 792.10401 et seq.

February 26, 2015

OAKLAND COUNTY CLERK/REGISTER OF DEEDS

WWW.OAKGOV.COM/CLERKROD

ELECTIONS DIVISION

LISA BROWN
COUNTY CLERK/REGISTER OF DEEDS

JOSEPH J. ROZELL, CERA
DIRECTOR OF ELECTIONS

RECEIVED BY
MAR - 6 2015
CITY CLERK'S OFFICE
CITY OF BIRMINGHAM

February 24, 2015

To whom it may concern:

Enclosed please find your certified copy(s) of the Miscellaneous Resolution(s) adopted by the Oakland County Board of Commissioners on February 18, 2015.

Please forward the Miscellaneous Resolution(s) to the appropriate person(s). Thank you for your cooperation.

Sincerely,

Joseph J. Rozell
Director of Elections
County of Oakland

INFORMATION ONLY

ADMINISTRATIVE OFFICE
1200 N. TELEGRAPH RD., DEPT. 415
PONTIAC, MICHIGAN 48341-0415
(248) 858-0561
CLERK@OAKGOV.COM

ELECTIONS DIVISION
1200 N. TELEGRAPH RD., DEPT. 417
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LEGAL & VITAL RECORDS
1200 N. TELEGRAPH RD., DEPT. 413
PONTIAC, MICHIGAN 48341-0413
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REGISTER OF DEEDS
1200 N. TELEGRAPH RD., DEPT. 480
PONTIAC, MICHIGAN 48341-0480
(248) 858-0605
DEEDS@OAKGOV.COM

REPORT (MISC. #15016) **February 18, 2015**

BY: Public Services Committee, Bill Dwyer, Chairperson

IN RE: **MR #15016 - BOARD OF COMMISSIONERS – INCLUSION OF INFORMATION REGARDING OPERATION MEDICINE CABINET ON UTILITY BILLS**

To the Oakland County Board of Commissioners:

Chairperson, Ladies and Gentlemen:

The Public Services Committee, having reviewed the above referenced resolution on February 10, 2015, reports with the recommendation the resolution be adopted.

Chairperson, on behalf of the Public Services Committee, I move the acceptance of the foregoing report.

PUBLIC SERVICES COMMITTEE

PUBLIC SERVICES COMMITTEE

Motion carried unanimously on a roll call vote.

Miscellaneous Resolution #15016

BY: Commissioners Michael Spisz, District #3 and Shelley Goodman Taub, District #12

RE: **BOARD OF COMMISSIONERS – INCLUSION OF INFORMATION REGARDING OPERATION MEDICINE CABINET ON UTILITY BILLS**

TO: Oakland County Board of Commissioners

Chairperson, Ladies and Gentlemen:

WHEREAS Operation Medicine Cabinet was launched by the Oakland County Sheriff's Office in July of 2009 to provides citizens a venue to properly dispose of their expired and/or unused prescriptions anonymously at several different locations around Oakland County; and

WHEREAS Operation Medicine Cabinet is operated in partnership with the Beverly Hills Village Dept. of Public Safety, Birmingham Police Department, Bloomfield Hills Department of Public Safety, Bloomfield Twp. Police Department, Clawson Police Department, Farmington Hills Police Department, Franklin Police Department, Holly Police Department, Huntington Woods Department of Public Safety, Keego Harbor Police Department, Madison Heights Police Department, Oak Park Police Department, Rochester Police Department, Royal Oak Police Department, Southfield Police Department, Troy Police Department, West Bloomfield Police Department, and White Lake Police Department; and

WHEREAS there are 25 prescription drop off sites in Oakland County, including the Sheriff's Office locations and the offices of participating local law enforcement agencies; and

WHEREAS a vast array of pharmaceuticals including antibiotics, anti-convulsants, mood stabilizers among a myriad of others have been detected in the drinking water of 41 million Americans; and

WHEREAS the Office of National Drug Control Policy reported that prescription abuse is now the top source of drugs for 12-13 year olds and that 70% of youth obtain prescription drugs for free from friends or family; and

WHEREAS persons between the ages of 12 and 17 abuse prescription drugs more than cocaine, heroin, and methamphetamine combined; and

WHEREAS the City of Royal Oak has increased public awareness of Operation Medicine Cabinet by printing the following message on utility billing statements: *"Operation Medicine Cabinet™ illustrates our commitment to keeping all of our citizens safer, protecting our young people from the harmful misuse of prescription drugs, understanding the needs of seniors, and the environmental implications related to improper disposal of medications (flushing). You can drop off any prescription drugs at the Royal Oak police station with 'no questions asked' seven days a week, 24 hours a day."*; and

WHEREAS the Oakland County Water Resources Commission provides utility billing to the communities of Pontiac, Bloomfield Hills, Bingham Farms, Commerce Township, Farmington Hills, Franklin Village, Highland Township, Keego Harbor, Lyon Township, Oakland Township, Orchard Lake, Oxford Township, Royal Oak Township, Springfield Township, White Lake Township, and Wolverine Lake.

WHEREAS the inclusion of information on county utility bills regarding Operation Medicine Cabinet would greatly improve public awareness, enhance public safety and contribute to clean water protection.

NOW THEREFORE BE IT RESOLVED the Board of Commissioners calls upon the Water Resources Commission to include information on utility billing statements regarding Operation Medicine Cabinet.

BE IT FURTHER RESOLVED that the Clerk of the County of Oakland is directed to submit a copy of this resolution to the Michigan Association of Counties, Water Resources Commissioner Jim Nash, Sheriff Michael Bouchard, the local governments provided utility billing services by the Water Resources Commission and the member law enforcement agencies of Operation Medicine Cabinet.

Chairperson, I move the adoption of the foregoing Resolution.

Commissioner Michael Spisz
District #3

Commissioner Shelley Taub
District 12

Commissioner
District # 16

Commissioner
District #

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District #11

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Resolution #15016 January 29, 2015

The Chairperson referred the resolution to the Public Services Committee. There were no objections.

Resolution #15016

February 18, 2015

Moved by Gosselin supported by McGillivray the resolutions (with fiscal notes attached) be adopted (with accompanying reports being accepted).

AYES: Dwyer, Fleming, Gershenson, Gingell, Gosselin, Hoffman, Jackson, Kowall, Long, Matis, McGillivray, Middleton, Quarles, Scott, Spisz, Taub, Weipert, Woodward, Zack, Bowman, Crawford. (21)
NAYS: None. (0)

A sufficient majority having voted in favor, the resolutions (with fiscal notes attached) were adopted (with accompanying reports being accepted).

2-19-15

I HEREBY APPROVE THIS RESOLUTION
CHIEF DEPUTY COUNTY EXECUTIVE
ACTING PURSUANT TO MCL 45.559A (7)

STATE OF MICHIGAN)
COUNTY OF OAKLAND)
I, Lisa Brown, Clerk of the County of Oakland, do hereby certify that the foregoing resolution is a true and accurate copy of a resolution adopted by the Oakland County Board of Commissioners on February 18, 2015, with the original record thereof now remaining in my office.

In Testimony Whereof, I have hereunto set my hand and affixed the seal of the County of Oakland at Pontiac, Michigan this 18th day of February 2015.

Lisa Brown, Oakland County

WOW!

It's that kind of experience.

RECEIVED BY

FEB 27 2015

CITY CLERK'S OFFICE

February 20, 2015

Laura Broski
City Clerk
City of Birmingham
151 Martin St
Birmingham, MI 48009-3368

Dear Laura Broski,

As part of our ongoing effort to keep you informed, I want to share an upcoming change in our payment processes.

Effective April 1, 2015, WOW! will impose a Payment Convenience Fee of $5.00 per transaction when making a payment over the phone with a customer service representative and $2.00 per transaction when making a payment at a WOW! payment center.

There are many convenient ways customers can pay their WOW! bill at no cost: automated payment by phone, pay by mail or pay online at wowway.net.

Customers impacted by these changes will receive a notice in their March billing statement. Notices will also be placed in the newspaper beginning March 1st and on our website at wowway.com and wowforbusiness.com.

Thank you for your continued support and cooperation. If you have any questions, please contact me at 248-677-9030 or by email at Robert.DiNardo@wowinc.com.

Sincerely,

Robert DiNardo
Family Guy, Coach, Chocolate Enthusiast
Vice President and General Manager of WOW! Indiana, Kansas and Michigan
WOW! Internet, Cable and Phone

INFORMATION ONLY