

**ADMINISTRATION**

Twp Hall - 668-0270

Cemetery

Clerk

Information

Manager

Supervisor

Assessing - 669-6494

Building - 668-0278

DARA - 482-5117

Fire - 669-0071

Administration

Planning/Zoning

669-6576

Police - 669-6578

Administration

Treasurer - 668-1411

**CLINTON COUNTY**

1-888-224-2450

Toll Free

**POLICE & FIRE**

**ASSISTANCE**

Fire - 9-1-1

EMT/Ambulance

Police - 9-1-1

State Police - 322-1911

**TOWNSHIP BOARD**

Supervisor

Rick Galardi

Clerk

Diane Mosier

Treasurer

Phyllis Daggy

Trustees

Max Calder

Steve Musselman

Brian Ross

David Seeger

Manager

Rodney H. Taylor

## ALL CHILDREN DESERVE A CHANCE TO PLAY!

Early in 2008, CASE Cares came to DeWitt Charter Township looking for a place to construct a Miracle League Baseball Field. They were interested in working with the Township because they had toured the region and thought that the Valley Farms/Granger Meadows Park complex was a great asset in the area that would fit perfectly with their project.



CASE Cares is an all-volunteer nonprofit organization that was founded in 2007 by CASE Credit Union. Their mission is to support the community by making human needs improvements that are not currently being met. The first area of need they identified was children with disabilities. According to CASE Cares, there are over 100,000 children in the greater Lansing area that have physical and/or mental disabilities. To meet this need, they have planned two projects. The largest is the Miracle League Baseball Field. They also plan to build a Barrier Free Playground at Potter Park Zoo.

The Miracle League Baseball Field is a specially constructed baseball field that will give every child the ability to play baseball. The grassy turf and ruts in a traditional field are very difficult to navigate for children with wheelchairs, walkers and braces. These bumps and irregular areas make moving around awkward and dangerous. The field on a Miracle League Baseball Field is designed with a rubber turf that is easy to navigate for those with disabilities. The custom surface, dugouts and surrounding areas are flat, which allow for safe and easy navigation.

To make this opportunity a reality, DeWitt Charter Township has agreed to allow CASE Cares to build the Miracle League Field at Valley Farms Park on the existing t-ball field. The cost to build the field is unknown at this time, but could be as much as a million dollars. CASE Cares has taken on the complete responsibility of raising the funds needed for this project. To make a cash or in-kind donation, obtain more information and/or volunteer, interested persons may call (517)393-7710, ext. 1049 or email [casecares@casecu.org](mailto:casecares@casecu.org).



## **WE WANT YOUR FEEDBACK**

### **DOGS IN PARKS**

The Township would like your feedback on allowing dogs in the Township's parks. Currently, Township ordinance **specifically prohibits** dogs in the parks, unless otherwise posted. The only two areas where dogs on leashes are allowed are at Padgett Park and the wood chip paths of Granger Meadows Park (primarily the south side of Granger Meadows Lane).

The Township Board received comments from the public requesting that we consider changing the existing ordinance to allow dogs in all areas of the park system. Before the Board considers changing this ordinance, they would like input from the public. If you would like to see a change in this ordinance or believe the existing rule is fine, please contact the Clerk's Office at 668-0270 and let them know your thoughts, or visit the Township's website <http://www.dewitttownship.org/web/news.htm>. A link is provided to complete an on-line survey. It is important that we get your input.

### **CREDIT CARDS OR NO CREDIT CARDS**

This is the question we have been facing for some time now. Do we, DeWitt Township, offer our residents the option of using their credit cards for payment of fees, utility bills, and property taxes? We have had many inquiries from our residents as to whether this will be a payment option offered in the future.

A lot of research has been conducted on this option. The biggest concern is the costs associated with offering this payment option. The fee charged for the use of your credit card could be costly, especially if it is used for a tax payment. Fees are generally based on the amount of each transaction. It would not be acceptable for the Township to pay for the cost of this service. Since we are operating on revenue received from our taxpayers, the Township cannot justify using taxpayer's money to pay for the processing costs of this service.

Fees would have to be passed on to the user. The question is whether or not you are willing to pay all of the fees charged to process your credit card payment, which could possibly be up to 3% of your payment. For example, if your tax bill was \$1,700, your fee could be \$51 or more depending on which type of card (VISA, Mastercard, American Express) was used. We realize the convenience this would offer, not to mention the points you may earn when using your credit card; however, would it be worth the cost to you?

We would like your thoughts or concerns on this matter. Please call the Treasurer's Office at 668-1411 and let us know. Just a simple Yes, I want this payment option and I am willing to accept the fees as part of my cost; or No, I don't want that payment option. Or, visit the Township's website, <http://www.dewitttownship.org/web/news.htm> to complete an on-line survey. This would give us some idea how many are actually interested in this service, and whether or not we should continue researching this payment option. We thank you for your input.

## **ILLICIT DISCHARGE**

### **REMEMBER, IT ALL DRAINS TO OUR LAKES AND RIVERS**

You might not be able to see the stream or lake from your house, but it's there! It might be a small stream or ditch or even a storm drain in the street. All of these lead directly to our lakes and streams. What we do at home affects our water. So, any oil, pet waste, leaves or dirty water from washing your car that enters a storm drain gets into our lakes and rivers without being treated. We all need to be aware of what goes into our storm drains. An illicit discharge is anything that drains to a storm drain or directly to the river and is not stormwater. An illicit discharge can be an illegal pipe draining directly to the river, a failing onsite septic system, or even a spill that goes into the storm drain. As a community member, you play a large role in identifying and reducing illicit discharges in your community.

#### **What Can You Do About Illicit Discharges?**

You can help keep our lakes, rivers, streams, wetlands, and groundwater clean by applying the following tips:

- Sweep it. Do you have extra fertilizer, grass clippings, or dirt on your driveway or sidewalk? Sweep it back onto your lawn. Hosing your driveway sends these pollutants into storm drains that lead directly to our lakes and rivers.
- Keep it clean. Whether in the street or in your yard, remember to keep leaves, grass clippings, trash, and fertilizers away from storm drains.
- Only rain in the drain. Never dump motor oil, chemicals, pet waste, dirty or soapy water, or anything else down the storm drain. All of these materials pollute our lakes and rivers.
- Clean it. Clean up after your pet to reduce pet waste traveling to local waterways.
- Dispose of it properly. Take household hazardous waste (paint, motor oil, etc.) to a local collection event. Contact the Clinton County Department of Waste Management at (989)224-5186 for more information on disposal of household hazardous waste.
- Report it. If you see someone dumping something into a storm drain or see a direct connection to the river that may be pollution, contact the Clinton County Drain Commission at (989)224-5160. In addition, you can contact the Michigan Pollution Emergency Alerting System (PEAS) at (800)292-4706. PEAS is a 24 hour hotline managed by the Michigan Department of Environmental Quality and is used to report environmental pollution emergencies.

Having a clean environment is of primary importance for our health and economy. Clean waterways provide recreation, commercial opportunities, fish habitat, and add beauty to our landscape. All of us benefit from clean water - and all of us have a role in getting and keeping our lakes, rivers, wetlands, and groundwater clean. For more easy steps on protecting our lakes and streams, visit <http://www.mywatersheds.org>.

## WHAT ARE COMPACT FLUORESCENT BULBS?

Electric lighting burns up to 25% of the average home energy budget. The new buzz on the street is the Compact Fluorescent Light bulb or better known as CFL. What are CFLs and what are the pros and cons of these bulbs? CFLs are simply miniature versions of full-sized fluorescent bulbs that we are all used to seeing (the long, skinny bulbs) typically used in commercial buildings, schools or maybe your garage, etc. The new CFL bulbs screw into any light socket no different than any incandescent light bulb.



### PROS:

- Four times more efficient and last up to 10 times longer than incandescent bulbs.
- Although initially more expensive, you save in the long run because CFLs use 1/3 the energy of incandescent bulbs.
- Newer CFLs give a warm, inviting light instead of the “cool white” light of older fluorescents.
- Available in many shapes and sizes.

### CONS:

- May not be sufficient when used with dimmers or when used as spot lights.
- Contain small amounts of Mercury (toxic metal).
- Frequent on/off cycling reduces life span.

It is important to know the handling and disposal of CFLs. The mercury in CFLs poses no threat while in the bulb; however, if you break one you should:

- Open a window and leave the room for 15 minutes or more.
- Use a wet rag to clean it up and put all of the pieces, and the rag, into a plastic bag.
- Place all materials in a second sealed plastic bag.
- Call your local recycling center to see if they accept this material. Otherwise, put it in your household trash.
- Wash your hands afterward.

At this time, household light bulbs & small quantities of fluorescent tubes can be disposed of with the household trash or taken to a Clinton County Clean Community Event for a fee. For more information, contact the Department of Waste Management at (989)224-5186. The Lansing Board of Water & Light will also take them for free at their Lansing location at 1232 Haco Drive. Large quantities of fluorescent tubes from a business can be recycled for a fee.



## TOWNSHIPS 101

Many people often think of cities, villages, townships and sometimes county governments as the same. Granted, they all have houses and families that call the community home, but the structure of government is actually quite different and distinct.

### ***History of Township Government***

More so than any other form of local government, towns and townships are rooted in rural and small town traditions. New England towns of the 17<sup>th</sup> century were the first real local governments on the American continent, with Virginia counties running a close second. The nation owes many of its present ideas of local self-governance to these colonial organizations, including the town meeting and the election of citizens to individual offices and boards. Township governments were actually in place in most of the Midwestern states before they achieved statehood. A critical step in this process was the Northwest Ordinance of 1787, enacted by Congress to establish the initial government of the territory that eventually became the states of Ohio, Indiana, Illinois, Michigan and Wisconsin. The territorial governor and legislature began to create county and township governments in 1790, with the townships largely coinciding with the six-mile-square land divisions established in the deferral surveys of the region. Originally, townships were the mechanism for exercising state authority by administering elections, assessing and tax collecting, and justice on the local level. Villages and cities were incorporated from townships to provide additional local services for population centers, with cities becoming a separate local government for all purposes, and villages remaining a part of the township jurisdiction for some purposes.

Today there are 16,504 townships in the United States serving more than 57 million residents, according to 2002 Census of Government's figures. Township governments operate in 20 states: Maine, Vermont, New Hampshire, Massachusetts, Connecticut, Rhode Island, New York, New Jersey, Pennsylvania, Ohio, Indiana, Illinois, Wisconsin, Minnesota, North Dakota, South Dakota, Kansas, Missouri, Nebraska and, of course, Michigan. [Source: *Grassroots Governments and the People They Serve*, National Association of Towns and Townships]

### ***Township Government in Michigan***

In Michigan, 50 percent of the state's population lives in one of the 1,242 townships. You might be thinking, "So, how does this impact me?" It impacts you because YOU are one of them, and here at DeWitt Charter Township, we want to help you understand how your local government operates.

Townships, and counties, are statutory units of government, having only those powers expressly provided or fairly implied by state law. Township government is conducted by a township board consisting of either five or seven members—a supervisor, clerk, treasurer, and two or four trustees—which is determined by the desires of the township's residents, whether the township has a population of over 3,000 or 5,000 registered electors, and if the township has charter status. The township board may also hire a manager, superintendent, assessor, police or fire chief, and other personnel to properly and efficiently operate the township.

There are two types of townships in Michigan—*general law* and *charter*. Charter township is a classification created by the Michigan Legislature in Public Act 359 of 1947 to provide additional powers and streamline administration for governing a growing community. As of March 2007, 137 Michigan townships have opted to incorporate as a charter township.

Charter townships and general law townships are similar in organization structure and powers except for specific differences provided for in the Charter Township Act. In particular, the Act grants charter townships additional flexibility in their organization structure, boundary protection against annexation and enhances the unit's general tax authority.

***Serving You***

State laws authorize townships to perform a wide variety of functions. Townships are required to perform assessment administration, tax collection and elections administration. Townships may choose to perform numerous governmental functions, including enacting and enforcing ordinances, planning and zoning, fire and police protection, cemeteries, parks and recreation programs and facilities and many more.

Townships are highly accountable to the residents they serve, in part because of being the form of government closest to the people. At DeWitt Charter Township, we provide services that you tell us are of value to you. These include: police, fire, parks, DARA, Clean Sweep, economic development, etc. Together we will continue to make the place we call home so special to all of us.



**Welcome to Robert Stump**

Bob joins the Township as its newest police officer. He previously worked for Williamston Police Department and the Ingham County Parks Department.

**Upcoming Dates to Remember.....**

November 4	General Election Day- Polls open 7 a.m. to 8 p.m.
December 1	Winter Taxes mailed out
February 14, 2009	Winter Taxes Due

**UPCOMING AREA BLOOD DRIVES**

Area churches and the American Red Cross have partnered together to create community blood drives in DeWitt to help supply our area hospitals. Christ United, Redeemer United Methodist Church, St. Jude Catholic Church, and Northpointe Community Church have been taking turns holding the blood drives. Following is a list of upcoming drives:

December 11, 2008	St. Jude	801 N. Bridge Street	1:00 – 6:45 p.m.
February 9, 2009	Redeemer UMC	13980 Schavey Road	12:00 – 5:45 p.m.
April 9, 2009	Northpointe	509 E. Webb Drive	1:00 – 6:45 p.m.
June 11, 2009	St. Jude	801 N. Bridge Street	1:00 – 6:45 p.m.

Anyone interested in co-sponsoring a blood drive can contact Terri Austin at the American Red Cross at (517)484-2224, ext. 353.

## NOVEMBER 4, 2008 ELECTION NEWS

Due to the anticipated delivery date of this Newsletter, General Election topics are not included as would be our normal practice. Assuming that you will receive this Newsletter prior to the November 4, 2008 General Election, the following may be useful.

If you have a computer, go to [www.dewitttownship.org](http://www.dewitttownship.org) and click on the link shown on our home page – the first page that will appear on your computer screen. Then click on Michigan Voter Information Center. Here you can put in your name and identifying information and see all or any of the following: a)if your voter information comes up, you are registered to vote b)you will find your precinct number and can even view or print a map showing how to get to your polling location c)you can see or print a copy of your sample ballot which allows you to familiarize yourself with your ballot prior to election day.

The above site is very user friendly. If you prefer to call us, or do not have a computer, just call 668-0270 and anyone in the Clerk's Office will assist you with the voting process.

## OCTOBER IS FIRE PREVENTION MONTH

Everyone has a role to play in home fire safety. Ask yourselves?

- ✓ Are the stoves and counters clean and uncluttered?
- ✓ Are pot handles turned inward so they can't be bumped?
- ✓ Is there a "kid-free" zone of 3 feet around the stove when someone is cooking?
- ✓ Are curtains and other things that can burn 3 feet away from the stove, space heaters, and fireplaces?
- ✓ Has the chimney been inspected and cleaned during the last year?
- ✓ Are electrical cords in good condition?
- ✓ Are kitchen appliances plugged into separate receptacle outlets?
- ✓ Are the batteries in all your smoke alarms working?
- ✓ Do you have a home fire escape plan that includes two ways out of each room?



Make any changes now to prevent unnecessary hazards in your home.



## DAYLIGHT SAVINGS TIME

Remember to change your clocks back one hour on Sunday, November 2, 2008.

## **HALLOWEEN SAFETY TIPS**

DEWITT TOWNSHIP TRICK-OR-TREAT HOURS ARE FRIDAY, OCTOBER 31<sup>ST</sup> from 6PM-8PM.

Everybody loves Halloween, but before the night of tricks and treats we should focus on creating a safe environment to avoid injuries.

### **HOME SAFETY**

- Remove from the porch and front yard anything that a child or adult could trip over such as toys, bikes, hoses, garden tools and lawn decorations.
- Check outdoor lights and replace burned out bulbs.
- Restrain pets so that they do not jump on or bite trick-or-treaters.

### **PETS**

- Leaving your pets outside is not a good idea. There are plenty of tales of malicious people who tease, injure, torture, or even steal pets on Halloween. Put your pet in a safe area.
- Your dog or cat may beg for Halloween candy, but remember that chocolate is deadly to them in any amount.
- Lit candles are not a wagging tail's or a curious cat's friend. They could inadvertently start a fire or get burned. Don't leave any lighted candles or jack-o-lanterns where they can be knocked over.

### **PARENTS**

- Make sure your children eat dinner before setting out.
- Young children of any age should be accompanied by an adult.
- If your children go out on their own, be sure they wear a watch, preferably one that can be read in the dark.
- If you buy a costume, look for one made of flame retardant material.
- Older children should know where to reach you and when to be home.
- You should know where they are going—what neighborhood.
- Although tampering is extremely rare, candy should be brought home and checked before consuming.
- Look at the wrappers carefully and toss out anything that looks suspicious.

### **TRICK-OR-TREATERS**

- BE SEEN-Wear reflective clothing and carry a flashlight.
- Walk, don't run.
- Stay on sidewalks.
- Obey traffic signals.
- Stay in familiar neighborhoods, and approach only houses that are lit.
- Make sure that your costume doesn't drag on the ground.
- Avoid wearing a mask from house to house.
- Wear shoes that fit, even if they don't go with the costume.
- Carry only flexible props.
- Stay away from and don't pet animals that you don't know.
- Stay warm and have fun.

## DARA RECREATION NEWS & UPCOMING EVENTS

The DeWitt Area Recreation Authority (DARA) is located at the DeWitt Township Community Center, 16101 Brook Road, Lansing, MI 48906. Information regarding any event or program can be obtained by calling the DARA office at 482-5117. You may register for programs in person at the DARA office (16101 Brook Road, Lansing), the DeWitt Township Hall (1401 W. Herbison Road, DeWitt) or DeWitt City Hall (414 E. Main Street, DeWitt). Registration forms and program descriptions are also available on DARA's website, [www.dewittrecreation.org](http://www.dewittrecreation.org).

Program	Dates	Time	Registration	Age	Cost (Res/Non-Res)
Youth Volleyball	11/11-12/16	5:30-8:00 pm	10/3-10/24	Grades 3-6	\$28/\$33
Drop Your Kids Off	11/21	6:00-11:00 pm	10/24-11/14	4-12	\$15/one child \$10 each addl. child
DeWitt Wrestling Club	11/18/08- 4/2/09	Tues & Thurs 6:30-8:00 pm	11/10-12/5	5-14	\$75
Holiday Craft Hour	12/8	6:00-7:00 pm	11/7-12/1	5-10	\$4/\$5
Dinner with Santa	12/15	5:15-6:15 pm 6:30-7:30 pm	11/7-12/5	All	\$6/child \$2/adult \$8/child \$3/adult
Drop Your Kids Off	12/12	6:00-11:00 pm	11/14-12/5	4-12	\$15/one child \$10/each addl. child
Basketball Camp	1/6/09- 2/3/09	5:30-6:15 pm 6:30-7:15 pm	11/14-12/5	4-6	\$33/\$38
Youth Basketball	1/10/09- 3/7/09	8:00 am-1:00 pm	11/14-12/5	Grades 3-12	\$43/\$50/\$60 \$48/\$55/\$65
Youth Lacrosse Camp	1/10/09- 1/31/09	9:00 am-12:00pm	11/14-12/5	Grades K-4	\$25/\$30
Preschool Sports Starter	2/10/09- 3/17/09	5:30-7:45 pm	1/2/09- 1/23/09	3-5	\$33/\$38
Bubble Party	2/18/09	6:00-7:00 pm	1/2/09-2/6/09	3-8	\$3/\$5
Floor Hockey	2/21/09- 3/28/09	9:00 am-4:00 pm	1/9/09- 1/30/09	Grades K-5	\$33/\$38
Open Volleyball	Wed & Sun	7:00-9:00 pm	Drop in	18+	\$2

For a complete program description on any of the above programs, please visit the DARA website at [www.dewittrecreation.org](http://www.dewittrecreation.org). You may also register online. Please contact DARA for a username and password.

## OUTSTANDING CITIZEN AWARD

The Township Board recently honored Wayne Summers with an Outstanding Citizen award. Wayne was recognized for his work with the DeWitt District Library and his commitment to keeping local history alive within the community.



## NEWS BITES

**HOLIDAY LIGHTING CONTEST AND TOUR** - The DACA Foundation will be hosting the 2<sup>nd</sup> Annual Holiday Lighting Contest and Bus Tour Saturday, December 13, 2008 beginning at 5:30 p.m. Homes located in the City of DeWitt, DeWitt Township or the DeWitt School District are eligible. Entry for the contest is free and the winner can win up to \$500 towards their December electric bill. Only individuals participating in the bus tour will be eligible to vote for the winning home display. If you are interested in entering your home in the contest or participating in the bus tour, contact Loretta Spinrad at 668-3635 or visit [www.dewittaca.org](http://www.dewittaca.org). The DACA Foundation is a non-profit charitable organization bringing quality events to the DeWitt Area.

**THANK YOU** – to Al Harrison, Helen Parker, Elizabeth Walsh, Roy Peterson, Jean Heathman, Isle King and Ione Berg for their help labeling and sorting the Newsletter. Your help is invaluable. If you would like to volunteer your time and help with this quarterly project, call the Township at 668-0270.

**OUTDOOR FACILITY RENTALS** – If you would like to rent a park picnic pavilion, softball field, inline skating rink, or soccer field, call the Treasurer’s Office at 668-1411. 2009 reservations begin January 1<sup>st</sup>.

**INDOOR FACILITY RENTALS** - (Community Center gym or activity room) are handled through the DeWitt Area Recreation Authority at 482-5117.

In partnership with the **REDEEMER UNITED METHODIST CHURCH OF DEWITT’S FOOD BANK**, you can now drop off non-perishables any time of the year at the DeWitt Township Hall. A box is located in the Police Department’s lobby. The lobby is open 24 hours.

**WELCOME ABOARD** to Chris Haman who recently joined the Fire Department.

**AUTOMATIC ABSENTEE LIST** - Did you know that if you are 60 years of age or older, or physically unable to attend the polls without the assistance of another, that you can have your name put on the “Automatic Absentee List”? You will automatically receive an application for a ballot in the mail for every election. All you will have to do is check the reason box on the application, sign the application, and return it to the Clerk’s Office. We will send you a ballot and you can fill it out in the privacy of your own home – you won’t have to go out to the polls on a nasty cold, rainy, or hot day – and no line! If you haven’t already, just give the Clerk’s Office a call at 668-0270 and we will put you on the list. It’s as easy as that!

**GOING OUT OF BUSINESS SALES** – Local businesses should be aware that a procedure is in place to register Going Out of Business Sales with the Township Clerk. An application, inventory form, and a fee are required. Contact the Clerk’s Office at 668-0270 for further details.

**MYERS/CLARK ROAD CORNER** - You may have noticed some construction at the corner of Clark and Myers Roads. We have had a number of questions on this site. This site is being temporarily used by Consumers Energy. In 2009, they will be building a pipe line west of Turner Road. This site is a temporary staging and pipe storage area. After Consumers is done, the site will be restored to its previous state. We will have more information on the actual pipe line construction in the next Newsletter.



DeWITT CHARTER TOWNSHIP/COMMITTEE & COMMISSION APPLICATION

Standing Committees: Recreation Authority (m)/Board of Appeals (m)Public Safety (an)/Planning Commission (m)/Board of Review (ar)/Library (m)/Salary Compensation (ar)/Construction Board of Appeals (an)/Sewer Board of Appeals (an)/Southern Clinton County Municipal Utilities Authority (m)/Sister City (m)

Meetings held: m-monthly ar-as required an-as needed

Please print or type the following application

NAME OF APPLICANT\_\_\_\_\_

ADDRESS\_\_\_\_\_

PHONES Home\_\_\_\_\_ Work\_\_\_\_\_ Cell\_\_\_\_\_ Fax\_\_\_\_\_

CURRENT EMPLOYMENT INFO\_\_\_\_\_

PERSONAL INFORMATION (Optional) such as family, number of years of residency, etc. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

EDUCATION\_\_\_\_\_

\_\_\_\_\_

COMMUNITY INVOLVEMENT, MEMBERSHIPS\_\_\_\_\_

\_\_\_\_\_

PREVIOUS COMMITTEE

EXPERIENCE\_\_\_\_\_

\_\_\_\_\_

PARTICULAR COMMITTEE OF INTEREST\_\_\_\_\_

REASONS FOR APPLYING\_\_\_\_\_

\_\_\_\_\_

LOCAL REFERENCE (OPTIONAL)\_\_\_\_\_

PERSONAL COMMENTS, if any\_\_\_\_\_

I declare the foregoing statements to be true.\_\_\_\_\_ Date \_\_\_\_\_

Signature

Return to: DeWitt Charter Township, Clerk's Office, 1401 W Herbison Rd, DeWitt, MI 48820

DEWITT CHARTER TOWNSHIP  
1401 W HERBISON ROAD  
DEWITT MI 48820-7900

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## **TOWNSHIP NEWSLETTER**

### **INFORMATION IS THE KEY .....**

*Sometimes it's those little assumptions that confuse us. The things we don't really think about that may lead to misunderstandings or confusion. We hope this section will be useful to our residents, clearing up those misunderstandings, eliminating confusion or just providing useful information.*

#### **How do I file an informal complaint with the Michigan Public Service Commission about my cable service?**

Consumers should **first** contact their cable provider to discuss their complaint. If a resolution cannot be reached, then contact the Michigan Public Service Commission (MSPC) for help in dealing with the provider.

MSPC staff is available to assist with your inquiry or informal complaint Monday through Friday, excluding State holidays, by calling 1-866-552-7725 or 517-241-6911. At times, call volumes may be high and staff is busy assisting other customers. In this situation, you will be put into a voicemail. If you are connected to the Video Franchise voicemail, please leave a detailed message including your full name, call back number, billing address, and the nature of your complaint. Staff will respond to your complaint as soon as possible. You can also contact the MSPC by submitting your inquiry or complaint in writing to us at: Michigan Public Service Commission, Attn: Video Franchising, P.O. Box 30221, Lansing, MI 48909 or submit your complaint via fax: (517)241-2400.

If you are not satisfied with the results of an informal complaint investigation by Commission staff, you may pursue a formal complaint with the Commission. Because the Commission's authority is limited to that provided by statute, a formal complaint can only involve issues that are under the Commission's jurisdiction.