



## **FREQUENTLY ASKED QUESTION REGARDING WATER BILLING**

**\*\*\* ALL WATER "BILLING" QUESTIONS TO GO TO:**

**248-370-9340**

**Email: [Utilitybilling@auburnhills.org](mailto:Utilitybilling@auburnhills.org)**

### **Q-Why is my water bill so high?**

There are several reasons for a high water bill. During the summer months, watering new or existing grass or landscaping can cause your water bill to escalate. Seemingly small problems such as toilet or faucet leaks, a water powered sump pump, or a leaking humidifier can make a great impact on your water bill. You can check for leaks by looking for the small triangular leak indicator on the face of your water meter. If it is spinning when no water should be running, you have a leak. Another method of checking for leaks is to take a meter reading at night and another in the morning. If no water was used over night, the reading should remain the same.

### **Q- I am selling my house can I give you the final read off my meter?**

Only Water Department personnel take final readings. To assure you get your final bill in time for your closing date you will need to call and schedule a final reading appointment 48 hours before your closing. We will need access to your premise to read the water meter inside. You will then be able to pickup your final bill at the Treasurer's office at City Hall the next business day or have it mailed to you.

### **Q- How often are my water/sewer bills mailed?**

Bills are mailed on a monthly basis. The Treasurer's office accepts cash and check payments. Payments must either be mailed or dropped off at City Hall. After hours payments may be put in the drop-box located outside of the Treasurer's office. Water and sewer bills are always due on the 15th of each month. If the 15th falls on a holiday or weekend, then the due date is extended to the next business day. This is taken into consideration before bills are printed so that the due date printed on the bill is always a business day. A 10% penalty is applied if bills are not paid by the due date. Failure to receive a bill does not waive any past due penalty. Since the bills are mailed on a monthly basis, it is recommended that you mark your calendar on the date when water bills are due to be mailed.

### **Q. Where is my water meter? Isn't that plastic box on the outside of my house it?**

Your actual water meter is usually located in the basement. The plastic box on the outside of the house is a remote reader. This remote reader is wired to the meter in the basement. Monthly, DPW gets meter readings via the remote, which is how we can accurately bill and is the reason why meter readers don't knock on your door every three months asking to come inside to read your water meter.

## City of Auburn Hills Water and Sewer Rates

### Public Services - Service Rates and Fees

CITY OF AUBURN HILLS WATER AND/OR SEWER CUSTOMERS:

The following charges were adopted by the City of Auburn Hills Council and will apply to all customers of the City of Auburn Hills water and/or sewer systems effective with March 1, 2008 usage, billed on the April, 2008 Billing.

Water Residential and Non-residential monthly charge: \$ 0.01996/per cubic foot

Sewer Residential and Non-residential monthly charge: \$ 0.01722/per cubic foot

Sewer Service Only Residential and Non-residential monthly flat rate: \$ 13.83 per sewer unit

Irrigation Rate Water only: \$ 0.02955 per/c f (no sewer costs)

### Quick Reference:

Water/Sewer Bill Payment	Treasurer	370-9420
Water Bill Inquiry	Utilities/Billing	370-9340
Water Main Breaks	DPS	391-3777
Water Main Construction	DPS	391-3777
Water Quality	Utilities, DPS	391-3777
Water Service	Utilities, DPS	391-3777

### Utility Billing:

- Bill inquiries (High bills, no bill)
- Order final water read
- Change of mailing address
- Outside specials (assessments)

### Department of Public Works: (248-391-3777 or x 3777)

- Bad water pressure
- Backflow questions
- Main breaks/Sewer back ups
- Water quality concerns

### Treasurer's Office: (248-370-9420)

- Property Tax Questions
- Inside specials (assessments)