

Frequently Asked Questions

Q: Whom should I call if I have additional questions?

A: Questions should be directed to the Oakland County Water Resources Commissioner's Billing Services department at wrcbilling@oakgov.com or 248-858-1110. Hours of operation are Monday through Friday 8:30 a.m. to 5 p.m.

Q: How did this error happen?

A: There was a discrepancy in the methodology used to calculate the original bills.

Q: What happens if I don't pay my water bill?

A: The Oakland County Water Resources team is working to send notices to each customer with the revised amount. The majority of customers will receive a significant reduction in their bill due to this error. No late fees will be charged.

Q: When will I receive the notice of the revised amount?

A: New notices will be sent as soon as possible, and customers will receive them within the coming weeks. Please keep in mind customers will still see an increase on their bill due to the state-mandated Southeast Oakland Township drinking water system project.

Q: Why does my bill show two water recovery charges?

A: There are two cost recovery charges on the water bills because the system calculated the charge in two components, one at the old rate and one at the new rate. The old rate was effective for the billing period May through June and the new rate was effective July 1. As noted above, the new rate is incorrect, and all customers will receive a notice with the new corrected amount.

Q: What do I do if I already paid my bill?

A: You may request a refund through the WRC Billing Services department or a credit can be applied to future bills. Please email wrcbilling@oakgov.com. These requests must be in writing.

Q: Why is my water bill increasing?

A: Oakland Township is required by the Michigan Department of Environment, Great Lakes, and Energy to upgrade the Southeast Oakland Township drinking water system to protect public health and improve system reliability. A water rate increase is necessary to pay for these state-mandated improvements.

Q: What subdivisions and locations are included in the billing increase?

A: The following subdivisions and locations are included: Applewood Meadows, Coach Lamp Hills, Deer Point, First Assembly of God, Guardian Angel Cemetery, Hidden Valley, Knorrwood Pines West, Knorrwood Ridge, Oak Arbor, Oak Arbor Church, Oak Arbor Condos, Oak Arbor Crest, Oak Arbor Hills, Oak Arbor Pond, Oak Arbor Ridge, Oak Arbor Woods, Oakland Crest, Oakland Farms, Oakland Knolls, Oakland Meadows, Oakland Valley, Parkland Hills, Premier Academy, Premier Academy Day Care, St. John Lutheran School and Whims Acres.

Q: What will the project do for the residents of the Township?

A: The project will improve water quality and protect public health by constructing a water storage tank. It will also allow for the ability to use chlorine as a disinfectant.

Q: Why is a water storage tank important?

A: The water storage tank is essential to maintain water pressure and provide an emergency storage supply. It also ensures adequate flow during power outages and provides equalization volume to meet requirements during the times of peak demand for water.

Q: What are the specifics of the project?

A: The project will include the construction of a 500,000-gallon water storage tank with an associated booster station and other improvements at the Township-owned Knorrwood Pines wellhouse property. The project is located at 4984 Rochester Road, Oakland Twp, MI 48306.

Q: Why is this project taking place now?

A: The project has been in discussion for several years. Meetings with the State and Oakland Township started in 2014.

Q: When will the project be completed?

A: The project is anticipated to be substantially completed by the end of 2023.